



WFCC

WORLD FEDERATION FOR CULTURE COLLECTIONS

ICCC-12 Conference 2010

Biological Resource Centers: gateway to biodiversity and services for innovation in biotechnology

MICOTECA DA UNIVERSIDADE DO MINHO (MUM): IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

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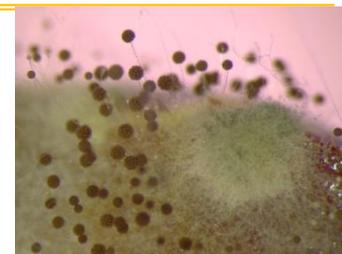


MUM:

- established in 1996
- holds a filamentous fungi culture collection
- share the facilities of the DEB at Minho University
- www.micoteca.deb.uminho.pt

- Develop and implement a **Quality Management System - QMS:**

Based on: NP EN ISO 9001:2008





MISSION

Provide the highest quality services to our customers, collecting, maintaining and supplying fungal strains and their associated information for teaching and research in biotechnology and life sciences, and to be a centre of knowledge, information and training in mycology, operating at a global level and under national and international regulations.



Quality Policy of MUM

MUM is committed to Quality by valuing customer's needs and supplying high quality products and services

To achieve this, the objective of MUM is the ongoing development of its management processes to continually improve services

- **Using and developing key performance indicators**
- **Creating a dynamic work environment by being innovative and performing a high-quality research**
- **Following the technological and scientific development of the sector**
- **Continuously developing the expertise, professionalism and integrity of the collaborators of MUM.**



GENERAL QUALITY OBJECTIVES:

- Strive for complete understanding and meet the standards of customer
- Continually improve MUM process performance developing key indicators by identification of critical success factors
- Following the technological and scientific development of the sector by being present in a regular basis on relevant scientific events
- Continually developing the expertise, professionalism and integrity of MUM collaborators by appropriate training
- Maintain a dynamic work team performing a innovative high-quality research
 - Foster a team approach to detect prevention and problem solving



MUM has identified its processes:

MATERIAL RECEPTION PROCESS (MRP)

MATERIAL PRESERVATION PROCESS (MPP)

MATERIAL SUPPLY PROCESS (MSP)



MATERIAL RECEPTION PROCESS

P-MR

MATERIAL PRESERVATION PROCESS

P-MP

**MATERIAL SUPPLY PROCESS
MSP**

P-MS

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SUPPLY PROCESS -SP

FLOW CHART

HOW TO PROCEED

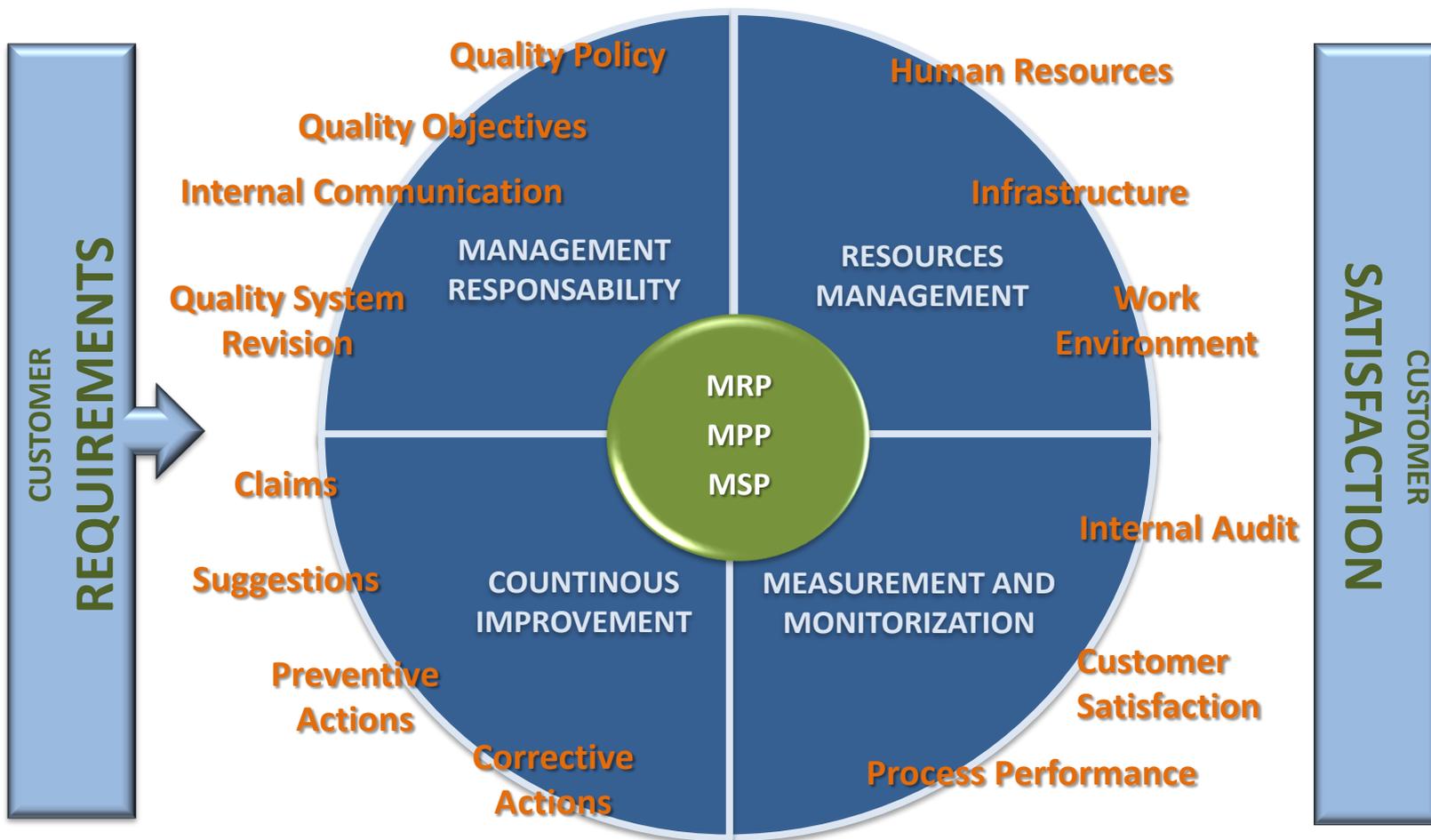
	FLOW CHART	HOW TO PROCEED
QM and QD	Material request	MUM only receives official requests, signed by the institutional or legal representative, as intermediate or end-user. A statement is required for the reason that material is asked for. Following details will be asked: address, contact person phone and fax. Fill in form xx.
QD	Request approved? / Notify recipient and end of process	Requests for material supply from embargoed countries are immediately refused. A list of unauthorized recipients is consulted. Request are analysed by QD in meeting and decision acceptance or denie are sent by writing to notify recipients.
QM	Deliver of the material request to MUM curator	Material request is deliver to the laboratory to provide material that is stored. Fill in form XRR for ordering requests and a number of reception is given.
QM	Take stock material	Lyophilized material has immediate availability to the recipient and should be delivered up to X days. The material preserved by other methods may not have immediate availability. In this case recipient is contacted by telephone, fax ou e-mail to inform about the expected waiting time for delivery of the material and type of supply.
QM	Send material	Update the database indicating the number of vials / plates or tubes transferred to recipient. A checklist of forms is provied with each delivered material. A representant of depositor in restricted or confidential deposit is allowed to pick up the material only upon presentation of identification card or citizen card. Shipping of material is made in proper packaging and labelling i compliance with the applicable laws and shipping regulations for biological material.

DONE BY:

DONE BY:

APPROVED BY:

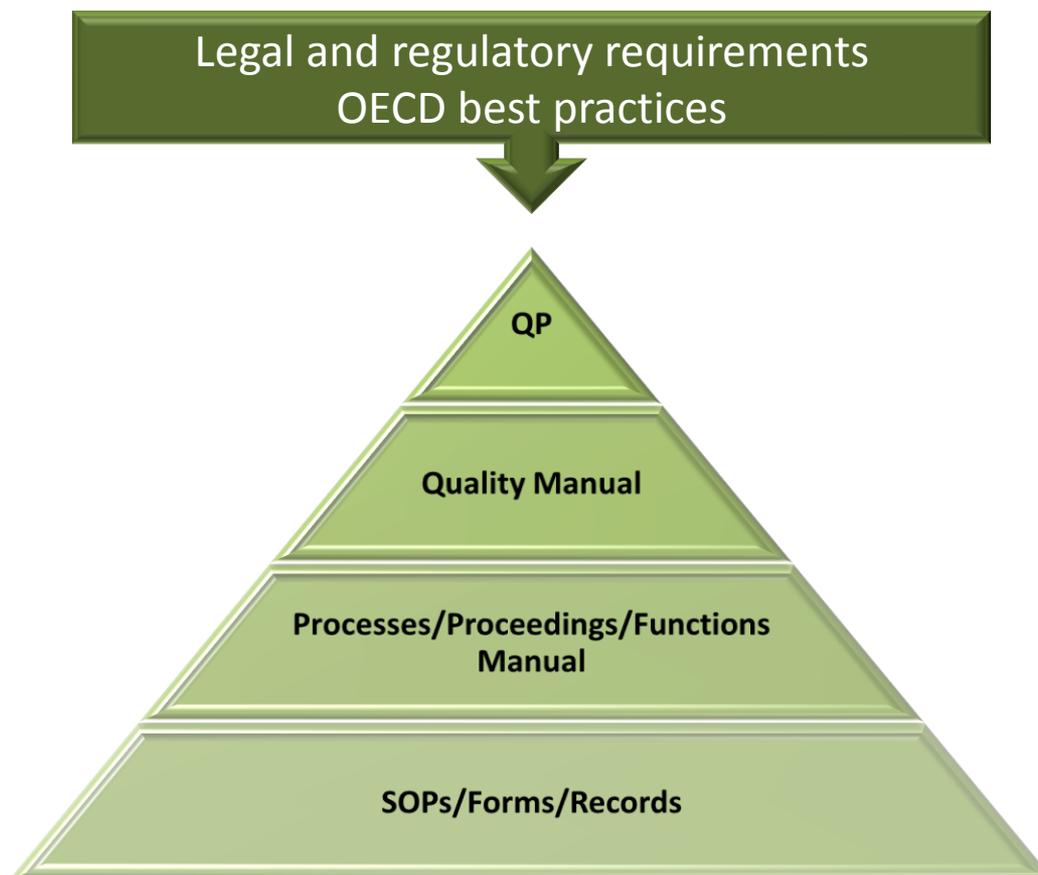
DATE:





Areas of intervention:

1. Creation of a documental structure





Areas of intervention:

2. Description and implementation of processes, procedures and SOPs
3. Selection, evaluation and qualification of suppliers (reception of materials, non-conformities record, corrective actions request)
4. Infra-structure and work environment maintenance
5. Measurement and monitoring equipment (inventory, equipment charts, Control and Maintenance plan)
6. Human resources management (minimum skills required, responsibilities and job description)
7. Customer's satisfaction evaluation (satisfaction inquiry, complaints evaluation, suggestions)



CUSTOMER SATISFACTION INQUIRY

 CUSTOMER'S SATISFACTION INQUIRY		F. PC. 022.0				
		Page 1/1				
YOUR OPINION ON OUR QUALITY performance and you in advance of classifying the MUM.	QUESTION	VP	P	A	S	VS
	DID YOU RECEIVE ALL THE PRODUCTS REQUESTED ON TIME?					
	DID THE STRAINS ARRIVE IN GOOD CONDITION?					
	WERE THE INSTRUCTIONS CLEAR AND EFFECTIVE?					
	HOW WAS THE IDENTIFICATION SERVICE?					
	HOW WAS THE TRAINING COURSE OFFERED BY THE MUM?					
	HOW WAS THE STRAINS DEPOSIT SERVICE?					
	HOW WAS THE WEB PAGE ACCESS?					
	DID YOU FEEL PROPERLY ATTENDED TO BY OUR STAFF?					
	HOW WAS THE INFORMATION PROVIDED?					
	HOW WAS THE QUALITY/COST RATIO?					
	WHAT IS YOUR FINAL EVALUATION?					

VP = Very Poor, P = Poor, A = Average, S = Satisfactory, VS = Very Satisfactory

COMMENT'S AND RECOMMENDATIONS



Areas of intervention:

8. Continuous improvement

- ✓ Internal audit
- ✓ Corrective and preventive actions
- ✓ Action planning
- ✓ Planning review

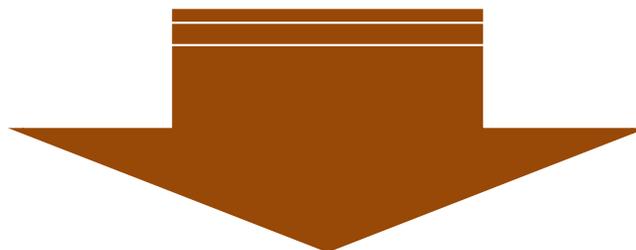


Benefits fom the QMS implementation

- Improved control and planning
- Improved efficiency and productivity
- Consistency in products and services
- Reduced waste of time and resources
 - Reduced costs
- Improved collaborators retention/motivation



QMS implementation



- Requalification of MUM
 - Certification
- Customer satisfaction





FCT

Fundação para a Ciência e a Tecnologia
MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR



❖ Thank you for your attention!

