



Caso de desarrollo de un sistema de gestión de calidad en la empresa JEP ingeniería [

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text (article)

Analítica

Quality management systems encompass one of the most powerful management tools today, their language has become so universal that there are many companies worldwide that today implement standards and guidelines in order to improve their processes, be more competitive, achieve the desired results and stay in the market. This article presents the case of the development of a quality management system under the ISO 9001 standard in JEP Ingeniería, a company dedicated to electrical engineering, automation and industrial assembly; the objective is to describe the experience, difficulties, challenges faced, benefits and results obtained. For this, a diagnostic matrix, process characterization sheets, risk matrix based on ISO 31010, quality control instruments and engineering, among other techniques, were used. The present is a case study of an organization that achieved the certification of their product, the improvement of their processes and that is prepared to continue to achieve the objectives that has been drawn by the hand of a staff that lives the quality today. DOI: <http://dx.doi.org/10.21017/rimci.2019.v6.n12.a67>

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