

# T-21 Management of quality



evropský  
sociální  
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EVROPSKÁ UNIE



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MLÁDEŽE A TĚLOVÝCHOVY



OP Vzdělávání  
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UNIVERZITA  
OBRANY

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

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# INTRODUCTION

The supply system of PLO for ACR is irreplaceable. The main task of the security services PLO is a sufficient amount of this commodity in adequate quality and within the specified time.

Maintaining the quality of fuels, lubricants and fluids are among the main tasks of the services and facilities of the ACR. To meet the quality requirements are in structures ACR creating organizational elements concerned with the quality of fuel. These elements form a system whose main priority is to maintain quality. The arrangement of the system is based on the general principles of quality management.

# 1. GENERAL VIEW OF THE QUALITY CONTROL

## BASIC TERMS

### Quality

According to ISO 9000 - the degree of compliance with the requirements set of inherent characteristics.

According to other sources, it is possible to define quality as the sum total of character entities that affect its ability to satisfy stated and implied needs.

### quality Management

All activities of the entire leadership that establishes the quality policy, objectives and responsibilities and implement them by such means as quality planning, quality control, quality assurance and quality improvement within the quality system.

# 1. GENERAL VIEW OF THE QUALITY CONTROL

## General concept of quality

- There are many definitions and diverse approaches to the definition of quality.
- Quality is fitness for use (Juran)
- Quality is compliance with requirements (Crosby)
- Quality is what it regarded as the customer (Feigenbaum)
- According to other sources, it is possible to define quality as the sum total of character entities that affect its ability to satisfy stated and implied needs.

# 1. GENERAL VIEW OF THE QUALITY CONTROL

## Management of quality

Management is currently a very specialized activity, without which it can not do any major organizational unit. The need to control is felt not only in business but also in non-profit organizations, government and public administration [3].

The focus of most managers is particularly focused on achieving favorable economic results. At this orientation substantially unchanged time only widen approaches to achieve these results and which factors are necessary in respect management practice. While in the past it was enough to focus on quantitative and economic aspects of management, currently it is necessary to manage and qualitative aspects [3]

# 1. GENERAL VIEW OF THE QUALITY CONTROL

## Corporate social responsibility

With quality improvement concepts, is also associated with Corporate Social Responsibility (CSR- Corporate Social Responsibility). In the field of fuels, it is in this context particularly the issue of environment.

Responsible approach to business is one of the most dynamic and interesting areas for organizations working on globalizing markets. In the field of business today and enforce such principles such as accountability and transparency in the activities of the organization or what's compliance with relevant international standards and national legislation. It also includes respect for human rights, action against corruption and bribery as well as increased dialogue with government and private organizations [8].

## 2. THE SYSTEM OF QUALITY CONTROL IN THE CZECH

REFUELING

### Elements of the control system in the civilian environment

The control system for the fuel market is secured primarily by government oversight through the Czech Trade Inspection, whose role is clear from the legislative framework. The control system also operates private entities whose activities arise from the law, but is based on a comprehensive assessment of the quality of services, where the net effect of granting a certified valuation. This system is generally based on the requirements themselves sellers who award these evaluations are used as advertising on the quality of services provided. It is also possible to control the quality of fuels include corporate internal control systems that are based on rule approved by the governing bodies of these entities.



## 2. THE SYSTEM OF QUALITY CONTROL IN THE CZECH PUBLIC Czech Trade Inspection

It is a state body whose task is, among other things, to operate on the fuel market, which plays the role of state supervision over the quality of fuel. Its activity is apparent from the statutory legislation, which had in this area clearly defines the rights and obligations. CTI performs inspection supervision through its trained inspectors who focus primarily on sampling at public service stations.

## 2. THE SYSTEM OF QUALITY CONTROL IN THE CZECH REPUBLIC

### Program Quality Seal

It focuses on a comprehensive assessment of service gas stations. The program is based on many years of experience in handling fuel on the way from the manufacturer to the end consumer and has become synonymous with quality fuels sold at petrol stations holder of this seal of quality.



## 2. THE SYSTEM OF QUALITY CONTROL IN THE CZECH

### Comparison of the results of ČOI and PK checks

Druh monitoringu	Produkt	2007 (2/2008)		2008		2009	
		počet vzorků	% nevyhov.	počet vzorků	% nevyhov.	počet vzorků	% nevyhov.
ČOI	automobilové benzíny	1018	3,3	1010	1,8	769	1,8
	motorové nafty	1244	5,4	1216	8,9	866	8,9
	LPG			200	4,0	201	4,0
	<b>celkem</b>	<b>2262</b>	<b>4,5</b>	<b>2429</b>	<b>5,6</b>	<b>1847</b>	<b>5,6</b>
Pečeť kvality	automobilové benzíny	1454	0,5	3225	0,3	3508	0,2
	motorové nafty	2535	2	3527	2,7	3850	2,4
	<b>celkem</b>	<b>3989</b>	<b>1,5</b>	<b>6752</b>	<b>1,5</b>	<b>7358</b>	<b>1,4</b>

The results in the table show that the program is in the control of fuel quality significant representation, which mainly contributes a considerable amount of samples compared to controls ČOI.

## 2. THE SYSTEM OF QUALITY CONTROL IN THE CZECH REPUBLIC

### Membership in professional organizations or associations

In the context of appropriate fuel quality and also brings positive results memberships in professional organizations or associations, which obliges its members to provide quality services. In the petroleum industry occupy a central place following two associations.

**Czech Association of Petroleum Industry and Trade (CAPIT)**

**Community petrol stations Czech Republic**

### 3. THE SYSTEM OF QUALITY CONTROL IN ACR

#### Levels of monitoring the quality of fuel in the ACR

The current fuel quality monitoring system consists mainly of departmental elements MO. The civilian environment enter it required commodity suppliers who demonstrate that they supply quality range of products and services through contractors outsourcingu.

### 3. THE SYSTEM OF QUALITY CONTROL IN ACR

#### Role of KSJ PLO ACR

Even though they are clearly defined quality requirements of fuels, lubricants and fuels a wide range of generally binding regulations, does not mean they always get good fuel. In order to completely fulfill the requirement to distribute fuel to a high standard, it is necessary to integrate systems and controls that its authority will identify any anomalies. In this context, especially a KSJ PLO ACR also monitoring the quality of fuel.

### 3. THE SYSTEM OF QUALITY CONTROL IN ACR

#### Monitoring the quality of newly introduced fuel to ACR

To MoD may not deliver the products, unless they are approved by a competent person Mentorship (chief inspector KSJ PHM ACR) in accordance with the relevant national regulations (quality standards, specifications) [13].

An applicant who wishes to supply the MoD fuels, lubricants or operational matter, must have built a quality system in accordance with the requirements of CSN EN ISO 9001: 2001. In the event the contract is concluded outside the Czech Republic must be taken to implement adequate controls either on its own or through agreements with national professional supervision of the State in which the obligation of contracts implemented

### 3. THE SYSTEM OF QUALITY CONTROL IN ACR

## Monitoring the quality of fuel in the process of distribution and storage

In this case it is the stage where the different types of fuel handling, especially by specialists who are ready for their activities by some form of educational activities. Thus, we can assume that during this stage should not be impaired quality. Unfortunately, experience shows that it is not. It was here when some error occurs to the highest damage, since it is usually impaired quality of large volumes of fuel (e.g. mixing two different kinds of fuel tanks).



# CONCLUSION

Quality control system PLO ACR is currently developing a functional unit that fully ensures the provision of the required services the entire spectrum of the ACR. Yet even in this case it is necessary to seek additional ways effectiveness.

It is also important to realize that today includes quality management, understand its possibilities and importance in organizations of state administration and especially in the ACR.