

# Management by quality

ACCORDANCE Consulting



YOU HAVE YOUR OWN VISION OF THE  
WORLD

THE WORLD IS WATCHING AT YOU



Ø Accordance PRESENTATION

Ø Our MISSIONS

Ø Our APPROACH

Ø Accordance SOLUTIONS



## Ø Presentation

The Accordance Consulting agency was created in 1999 by professionals who had in the past top managing responsibilities in strategy, finance, quality, marketing and sale, operational, project management, Human Resources management and company counseling.

The diversity of our competences ensures the complementarity and the sharing of experiences.

Accordance is a multidisciplinary consulting agency.

Our consultants are selected for their supervisory experience and their technical expertise.

Accordance Consulting aims to assist companies on 4 main areas:

- The strategy and the policy of the company
- The Human Resources management
- The Organization
- The Quality, Security and Environment Management

Consultants generally have knowledge in several poles of expertise which they permanently maintain.

They are at the same time researchers, developers and consultants.



## Ø Presentation

Accordance's methodology:

Our interventions focuses on:

- Skills and knowledge transfer
- A collaborative work between departments
- An internal mobilization and managers' commitment (it is not about taking the place of process managers but to favour the maintaining and continuance of the approach)
- Giving to the Personnel the sense of responsibility
- The spread of the approach into operational departments
- The transfer of our methodology



## Ø Presentation

The Accordance Consulting agency guides all size businesses in many sectors:

- **Human resources, training, temporary work and recruitment:** Adecco, Novitec, Alexandre Tic, Alain Gavand Consultants, Innoé, Øberthur Consultants, CNAM Ile-de-France, UMIH Formation, Association Progrès du Management...
- **Aeronautics:** Air Jet, Europe Airpost, Corsair, Cohor (Coordination aérienne nationale)...
- **Energy:** Uniross, Tenesol (Total EDF), Eolfi Greensolver (Veolia environnement)...
- **Industry, Automotive, Plastics engineering:** TB Plast, Plast mouli, Chauvin Arnoux Metrix, Planet Fun, Ugivis, Rubafilm, Cercleurop, NCV Industries, Porcher Industries...
- **Nanotechnologies :** Alchimer, Nanoplas...
- **Medical:** Alchimedics, Noraker...
- **Logistics & transportation:** Ciblex, Proxidis-express, Groupe Everial, Jet Services, JAS France, Eco-Emballages, ISS Environnement...
- **Real estate, building/engineering contractors, property management:** Atis Real Auguste Thouard - Cogetom ATBG, Movilis, Altran-Ørthodrome, Øpenly Périphérique Nord de Lyon, Ateac, CAFCO, Vinci Construction SRC...
- **Information Technology et Internet:** Ørsid, E-Pack, Com-up, Steria, ESI Group, Atos Ørigin, Ibee, Prestinfo, Dipole, DSI Europe Airpost...
- **Bank, Insurance, Asset Management:** Crédit Agricole, April Assurances, Axeria, Alptis, Mutuelle Nationale des Hospitaliers, c-monassurance, EØVI mutuelles présence, Eolfi Asset Management, Petercam...
- **Engineering, accounting, audit, miscellaneous services:** Arka-colomb, ISC Promo Etudes Your..., Øuest, ARC, Acta Assistance, REAG Ecomag, Tradest, Acies Consulting Group, Novamen, Wiersin, Projectum...



## Ø Quality policy

The customer satisfaction, in a whole of activities of consultancy and training, requires the respect of general principles which are ground of our QUALITY:

- The accurate analysis of the Customer requirements
- The precision of our mutual commitments and their achievement
- The adequate project management by the consultant
- The advice relevance throughout the relationship
- The conviviality
- An experienced methodology continuously updated and adapted to each customer's expectations
- The permanent relationship with the Customer
- The quality of the given information and provided documents
- The implementation of efficient and appropriate tools

A quality plan is set-up at the beginning of each mission in order to ensure its success.



## Ø Ethics

ACCORDANCE consultants respect an ethics and principles suitable to the development of its interventions effectiveness:

- The respect of the Customer, its products, its practices and its ethics
- The respect of the information's confidentiality and competition rules
- The proactive Customer focus
- A right and proper behaviour
- The respect of the experienced and documented work methods
- The team spirit and the concern of the common good
- The expertise, the professionalism and the will to progress through personal researches
- The capitalization and the crossing of experiences aimed at the improvement of knowledge, methods and their application
- A Permanent reconsideration



What are the identity, the potentials and the risks of the company?

Do you need to improve your strategy and make it clear, coherent and perceived?

Accordance provides its counselling in the elaboration and the development of the company strategy

We make diagnostics and studies in the following fields:

- Ø Financial Analysis, Business Plans, Business modelling
- Ø Marketing, qualitative and quantitative Analysis, Satisfaction Analysis and Customer Surveys
- Ø Human Resources Management
- Ø Quality safety and environmental strategy and policy

We contribute to a setting up of sectional policies in coherence with the whole strategy and to the determination of quantified objectives

---

Do you need an optimal way of working?

Do you want to align individual behavior with the company's strategy?

Our consultancy missions in Management are diversified:

- Ø Coherency study between the practices and the strategy
- Ø Alignment between individual and collective strategies
- Ø Analysis of values, styles, profiles and behaviours
- Ø Coaching, management evaluation, team building
- Ø Human Resources management and remuneration's systems
- Ø Training design and realization

Do you want to **optimize** the organization?

Do you want to **measure** and **improve** the **productivity** of your company?

We realize various missions

- Ø Analysis of the organization's structure
  - Ø Tasks and process analysis
  - Ø Determination of performance and productivity standards
  - Ø Benchmarking - performances compared by homogeneous groups
  - Ø Reconception and propositions of optimization
  - Ø Organization modelling
  - Ø Approach by scenarios
  - Ø Change management
-

How to give value to the know-how?

Do you want your quality system to be a management tool, customer focused, successful and profitable that could optimize your company potential?

We realize the following missions

- Ø Conformity's diagnostic to the targeted standards
- Ø Setting up of quality management systems
- Ø Accompanying measures in the certification steps
- Ø Coherence between the quality system and the overall strategy
- Ø QSE Management system optimization
- Ø Audit system and preliminary audit to the certification
- Ø Setting up of internal and external communication plan
- Ø Training
- Ø Setting up of software Performance Online

## Ø TRAINING

---

Do you want your employees to be sensitive and trained to the quality and its management?

Do you want them to use the quality system as a management tool?

Accordance Consulting realizes training on  
Quality, security and Environment Management  
Responsibilities and Skills

Ø Training to the following Standards ISO 9001, ISO 14001, OHSAS 18001, ISO TS 16949, EN 9100, ISO 31000, ISO 13485...

Ø Internal Audit Training

The training content and practical cases are adapted to the company activity

---

## Ø Our approach

is total and adaptable

It relies on

8 essential steps

1. Discovering
2. Analysing
3. Validating
4. Planning
5. Developing
6. Acting
7. Following and Checking
8. Evaluating

# 1. Company discovering

We centre our company discovery on

- Ø Its strategy
- Ø Its management
- Ø Its decisional structures
- Ø Its operational structures
- Ø Its visible and hidden processes

## 2. Analysing

From the beginning of our intervention, we realize a diagnostic on

- Ø The current situation of the company
- Ø The company issues
- Ø Its decisional structures
- Ø The company objectives

## 3. Analysis and mission objectives Validation

Referring to a first diagnostic, it is possible to accurately determine

- Ø The objectives of the service
- Ø The priorities
- Ø The mission strategic and operational framework
- Ø The overview documents and progress files
- Ø The success criteria
- Ø The evaluation protocol

## 4. Planning

With the Customer, we set up the agenda of our intervention and precise

- Ø The general planning
- Ø The list of the critical points
- Ø The list of the people involved
- Ø The running structures
- Ø The needed resources for the project

## 5. Developing

The realization of the intervention requires

- Ø The definition of each role
- Ø The essential training
- Ø The creation of work documents
- Ø The creation of running and follow-up documents
- Ø The setting up of a monitoring mode

## 6. Acting and improving

We assist the company in the implementation of measurements and new decided systems

According to the needs, we proceed to the follow-up and alterations necessary in order to ensure the achievement of the company's objectives

We help the company in the setting up of the information basis, scorecards and data analysis resulting

We can directly support the management of the company (coaching, quality meetings participation, interventions to specific training, Management Review)

## 7. Following and Checking

Different audits make possible to check the eventual results

We carry out all kind of audit

- Ø Audit of process, products...
- Ø General audit of quality system management
- Ø Audit prior to certification

We assist companies during the certification audits

## B. Evaluating the mission success

The mission is evaluated through success criteria defined beforehand

We carry out the mission assessment with the Customer in order to capitalize on success and to progress

- Ø Evaluation and final synthesis of the mission's success
- Ø Quality evaluation of the consultants
- Ø Evaluation of the set up methodology
- Ø Evaluation of the Customer satisfaction

## Ø Vantages

ACCORDANCE offers the following vantages and guaranties:

- A deep understanding of the Customer field of activities
- A tried and tested methodology, base of the quality of our interventions, oriented to projects management, Customer focus and skills transfer
- The consultant experience as executive in various fields
- The consultant experience as Quality Manager
- Our references
- Our quality approach, always successfully leading to certification ISO 9001 and other standards
- A Management system focused on customer satisfaction
- The consultant experience in projects management
- A global solution including counselling, trainings, professional software and Extranet hosting



## Ø Vantages

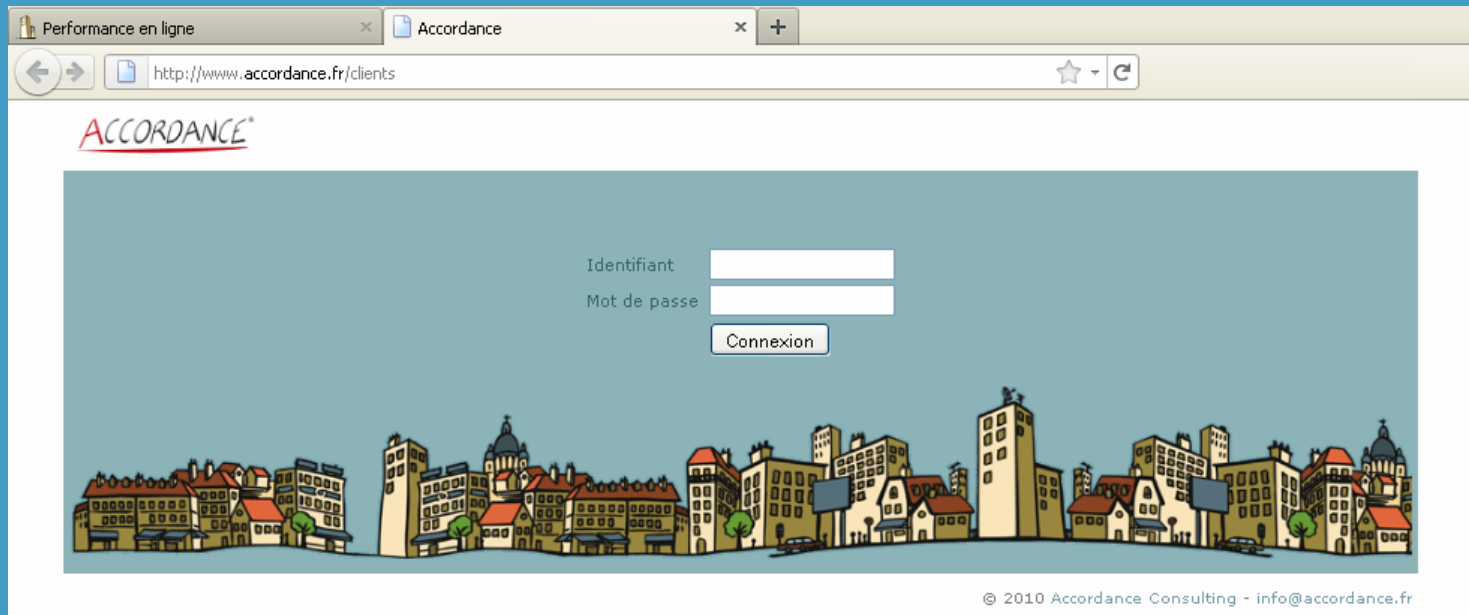
ACCORDANCE offers the following vantages and guaranties:

- The multiplicity of our field of action: Strategy, Management, Organization and Quality
- Our teams, providing a technical support and a permanent back-office in order to ensure a permanent communication and a transmission on time of every information to the Customer
- Our availability and adjustment to the Customer needs
- The respect of our ethics, more particularly the respect of confidentiality and market competition
- An organized work in favour of mobilization, team spirit and experience sharing
- The existence of our Internet website, dedicated to the Customer and enabling the transmission of documents with the flow
- A permanent pursuit of knowledge on topics about Quality management as founder and webmaster of the website [www.infoqualite.com](http://www.infoqualite.com)



## Ø Vantages

For each project, in agreement with the Customer, ACCORDANCE opens a protected space into its Internet website [www.accordance.fr](http://www.accordance.fr), accessible through a specific ID and password in order to quickly deliver work documents and training books. This website is updated with each new versions of documents with the flow.



## Ø Accordance Solutions

Accordance developed a complete offer of quality and performance management solutions under the name **Performance Online**. This Extranet or Internet software is complete and completely customizable. It includes:

- 1 - "**Quality management**" to manage all the essential functions of quality, as well as Security and Environment and data analysis in order to prepare Management Reviews
- 2 - "**Surveys**" to collect information from internal or external Customers and to analyze perceived quality upon Customers
- 3 - "**Scorecards**" to manage and edit data
- 4 - "**DataSheet**" to plan and follow-up internal activities (project management, business management, maintenance, hotline...)



## Ø Accordance Solutions

### 1 - Quality Management

“Quality management” enables to manage:

- Documents
- Supports and records relating to quality, security and environment
- Quality audit's documents (programs, plans, reports...)
- Quality events
- Corrective and preventive actions
- Customer's complaints
- Complaints to suppliers

“Quality management” integrates for each form functions of e-signature and confidentiality. The module also integrates Workflow's functionalities allowing the temporary or final transfer of rights and a collaborative work.

Through this application, it is possible to visualize the whole of the data selected by ISO Standards and to perform research by keyword, actor and process. Moreover it is possible to import information, to produce reports and statistics from many available requests.

A settings module of general and specific information enables to personalize the data basis for each company.



## Ø Accordance Solutions

### 2 - Surveys

“Surveys” enables to create and to manage questionnaires (ex. Customers satisfaction, social climate survey, training evaluation, e-learning, skills test, management survey...)

“Surveys” enables:

- To set and design your surveys and solicitation/reminder messages
- To create and set scorecards with the questionnaire replies
- To launch or plan the launch of one or several solicitations for a direct questioning of customers
- To plan reminders
- To visualize tables of sendings and to remind people that have not answered
- To visualize and recover the activity statistics (statistics of sendings, replies, reminders)
- To display replies and to complete in necessary with information (follow-up, Client back-up, actions linked...)
- To edit, to consult and to download scorecards and associated graphs (follow-up of the offered and perceived quality)

Moreover, Accordance guides you in the analysis, the quantitative interpretation (appropriate statistics methods) and the qualitative interpretation (lexical analysis) from your surveys' results.



## Ø Accordance Solutions

### 3 - Scorecards

“Scorecards” is a “Datamining” tool that enables to edit Scorecards and Balanced Scorecards (BSC)

Depending on the rights granted to him, the user can:

- Define the data and their characteristics
- Define menus used to enter or upload those data
- Create indicators (ratios or key figures) and link them to strategic or political focus
- Build Scorecards with those indicators
- Allocate objectives and tolerance threshold for each indicator
- Select and edit tables per criteria as well as the associated graphs
- Import a PDF version of the tables and graphs
- Consult the basic data of each tables
- Export files that correspond to tables and basic data
- Associate comments to each selected tables and send them to the concerned people through an alert with a direct link allowing to answer to the solicitations

The “Scorecards” module enables the administrator to manage the users’ rights (creation, consultation, data entry or upload) and to define the parameters of the tables.



## Ø Accordance Solutions

### 4 - DataSheet

“DataSheet” enables to plan and follow-up internal activities.

It supports:

- The management and follow-up of projects
- The commercial or operational business follow-up
- The recording and management of operations or support tickets (maintenance, Customer requests, hotline...)

“DataSheet” is at the same time:

- An operational tool support of the whole day-to-day business activity through possibilities of planning, progress reporting and documentation
- A management tool which facilitate the management of high value-added projects and the quick and reliable access to relevant information

“DataSheet” offers lots of useful functions, such as:

- The automatic calculation of the time of intervention by ticket and by action
- The possibility to attach files to ticket or action to document it properly
- The workflow between actors
- Alerts and reminders by email for actions scheduled
- A query tool...



