

■ REFERENCE ■

■ RT-TECHPRIEMKA JSC WITHIN THE FRAMEWORK OF THE STATE CORPORATION ROSTEC IS RESPONSIBLE FOR ENSURING CONTROLLED CONDITIONS FOR THE PROCESSES OF CREATING HIGH-TECH PRODUCTS. HISTORICALLY, RT-TECHPRIEMKA JSC HAS BEEN ONE OF THE CENTRAL BODIES RESPONSIBLE FOR QUALITY CONTROL OF MATERIALS AT METALLURGICAL ENTERPRISES IN VARIOUS REGIONS OF THE RUSSIAN FEDERATION.

THE ORGANIZATION FOUNDED IN 1940, HAS DEVELOPED FROM TECHNICAL ACCEPTANCE OFFICE TO A COMPANY PROVIDING A WIDE RANGE OF SERVICES IN THE FIELD OF QUALITY. IN PARTICULAR, RT-TECHPRIEMKA JSC CARRIES OUT CERTIFICATION OF MS IN ACCORDANCE WITH RUSSIAN AND INTERNATIONAL STANDARDS, IMPLEMENTS PROGRAMS TO TRAIN AND IMPROVE THE COMPETENCE OF ORGANIZATIONS IN QUALITY MANAGEMENT.

■ QUALITY AUSTRIA WAS ESTABLISHED IN 1948 AND IS STILL ONE OF THE WORLD'S LEADING COMPANIES IN THE CERTIFICATION OF MANAGEMENT SYSTEMS, PERSONNEL AND PRODUCTS. THE COMPANY IS ACCREDITED IN MORE THAN 120 AREAS IN THE FIELD OF MS CERTIFICATION AND, BEING A MEMBER OF THE IQNET INTERNATIONAL QUALITY NETWORK, HAS THE RIGHT TO ISSUE INTERNATIONALLY RECOGNIZED CERTIFICATES. OFFICIAL REPRESENTATIONS OF THE COMPANY EXIST IN 42 COUNTRIES AND HAVE ISSUED MORE THAN 25 THOUSAND CERTIFICATES.



International cooperation and an integrated approach to quality management

AS A DRIVER FOR THE DEVELOPMENT OF RUSSIAN INDUSTRY

The improvement of quality of Rostec products and rise in customer satisfaction in the domestic and foreign markets are among the strategic directions of the state corporation. In accordance with the decisions of the President of the Russian Federation Vladimir Putin, the government of the country and the leadership of the State Corporation Rostec, the Corporation has created an integrated quality management system that provides controlled conditions for the creation of high-tech products for military, dual and civil purposes in order to improve the efficiency of management. The system allows responding to the changing needs and expectations of consumers through continuous monitoring of their satisfaction in a timely manner. In order to increase the share of exports at the enterprises of the Corporation and exchange experience in quality management, an agreement was signed in June 2014 between Aviatechpriemka (currently RT-Techpriemka JSC) and the Austrian certification body for management systems and personnel Quality Austria.

In August 2016, Sergey Chemezov, CEO of Rostec, presented to the head of state an updated development strategy of the Corporation, one of the main imperatives of which is to increase the share of civilian products in the total revenue to 50% by 2025. The achievement of the goals set is possible by increasing production efficiency, reducing the cost of production, modernizing the management system and bringing it into full compliance with the requirements of international standards.

To carry out an independent assessment, a certification body for management systems Rostec-Certificate was created on the basis of RT-Techpriemka JSC, which entered the voluntary certification system Rostec. International cooperation with Quality Austria is of particular importance for increasing the competitiveness of products,

partnerships with which allow exchanging experience with European specialists and carrying out certification audits both nationally and internationally.

According to Vladlen Shorin, CEO of RT-Techpriemka JSC, ensuring the quality of products and services that meet the changing needs of the market is the most important goal of modern economic and production activities. In the era of globalization and constantly growing competition, it is this factor that is key for the manufacturer and determines its reputation in the eyes of consumers.

The quality management system allows to ensure the evaluation of any facility at any level of management, confirm the compliance of products with the standards and requirements, and guarantee their free circulation on domestic and

international markets. All this leads to ensuring the competitiveness of the product, manufacturer, industry and the economy as a whole.

Therefore, today the state and business are focused on improving the quality of domestic products.

The certification body Rostec-Certificate implements an integrated approach to QMS by conducting audits, developing and implementing corporate standards, monitoring and analyzing quality in holdings, organizations of the Corporation and at their affiliated enterprises located in various regions of the country, as well as unifying the management system. This, in turn, increases the efficiency of information and knowledge transfer, promotes the introduction of a harmonized risk management system, stable controlled growth and improvement of the entire structure of the Corporation as a whole.

RT-Techpriemka JSC closely cooperates with the Austrian certification body for management systems and personnel Quality Austria to build quality management processes at the level of international industrial organizations. Exchange of experience between specialists of organizations allows solving a number of strategically important tasks, including strengthening cooperation between countries; improving the quality of products, production, production environment; acceleration of innovation implementation processes; increasing the volume of exports of goods by ensuring the highest quality products, etc.

The leading auditor of the International Aerospace Quality Group, Vladimir Mityashin, believes that entering the international certification zone is becoming a new page in the activities of Rostec. In Russia, mainly foreign certification bodies work, and after the conclusion of a cooperation agreement with Quality Austria, a team of the certification body Rostec-Certificate appeared, which took its niche in this area. International certification has become one of the drivers in achieving the Corporation's goals, including in terms of achieving a 50% level of civilian production and integration into the world market.

As a result of active collaboration with Quality Austria, the enterprises and holdings of the Corporation, which have passed audits by the certification body Rostec-Certificate, were able not only to obtain international certificates of conformity to standards, but also to develop their export potential, using the accumulated European international experience in the field of implementation systems through systematic training, benchmarking and comprehensive quality assurance.

For several years of cooperation, more than 100 audits have been carried out at Russian enterprises. Such large industrial companies

as Irkut Corporation JSC, Technodinamika JSC, United Engine Corporation JSC and others received certificates of conformity.

Solemn ceremonies for presenting certificates of compliance with international standards are often held jointly by the certification body Rostec-Certificate and partners from Quality Austria at the central office of Rostec. This not only emphasizes the importance of passing the certification procedure, but also speaks of a high assessment of the prospects and opportunities for business development that companies get after receiving international certificates.

Customer focus remains the key value of the Rostec-Certificate certification body. Even during the period of restrictive measures introduced against the background of the spread of coronavirus infection, Rostec-Certificate specialists remained in touch with customers. At a time when face-to-face training was not possible, the certification body launched a series of free webinars with its leading experts. As a result, more than 300 representatives of companies from various industries have the opportunity to improve their competencies in the development, implementation and development of management systems.

In September 2020, Rostec-Certificate presented a new corporate identity. Vladlen Shorin, CEO of RT-Techpriemka JSC, is confident that nowadays a high-quality brand identity is an essential factor of competitiveness and an important tool to strengthen customer loyalty for any company, including those operating on the B2B markets. The new corporate identity reflects the key values of the certification body: impartiality, independence and competence.

In addition, in recent years, RT-Techpriemka JSC has received a powerful impetus for development, opened new areas of activity and began to enter foreign markets. So, in 2020, the organization started to actively develop a new promising international project of the Supply Quality Center, within the framework of which specialists of RT-Techpriemka JSC solve a number of tasks

related to building effective relations between the customer and suppliers. According to experts in this area, modern high-tech products often consist of more than 80% of components produced by various suppliers. The quality of the final product largely depends on the quality of the contractors' work. Such a situation determines the increased risks of the manufacturer of the final product in the performance of its obligations, and the specialists of RT-Techpriemka JSC solve the problem of managing these risks.

Such a situation defines the increased risks of the final product manufacturer related to the compliance of counterparties with product delivery deadlines and the compliance of suppliers with technical standards, criteria and customer requirements. Supplier Quality Assurance (SQA) service provided by the specialists of RT-Techpriemka JSC involves not only the minimisation of defects in incoming products or the share of refusals, but also the optimisation of deadlines and the offer of the best price – in some cases up to the reduction of the price of the order.

In general, the main task of ensuring the quality of deliveries is to structure interaction with the supplier in such a way that the customer at any stage of the project is confident in receiving products from the supplier in the required time in full compliance with its requirements – this task is solved by RT-Techpriemka JSC specialists.

In case of implementation of international projects, the issue of ensuring quality of supplies is even more actual. The complex solution "Development of International Technological Cooperation" offered by the Center includes a set of services aimed at the full cycle of assistance to customers in implementing international cooperation projects – from initial analysis and identification of promising areas to implementation and management of projects. The use of the integrated solution helps to strengthen and intensify international cooperation in various industries, to select new partners and to implement new projects.

