



AMERICAN CHAMBER OF COMMERCE IN BULGARIA

Quality Management Working Group MEETING MINUTES

September 25, 2012

5:00 p.m.

American Corner at Sofia City Library, 4A Slaveykov sq.

Participants:

| Full Name | Company Name (Parent Customer) | Job Title |
|-----------------------|-------------------------------------------------|------------------------------------------------|
| Valentin Georgiev | American Chamber of Commerce in Bulgaria | Executive Director |
| Eric C. De Sena | American Research Center in Sofia | Director |
| Georgi Peev | AON Bulgaria | Business Development Manager SeniormAdvisor |
| Adolf Kohl | BulPros Consulting JSC | Senior Project Manager and CTO |
| Galya Tsonkova | Coca-Cola HBC Bulgaria AD | Sustainability Manager |
| Ralitsa Stefanova | Coface Bulgaria Credit Management Services EOOD | Finance Manager |
| Hervé Vincendon | Dalkia Bulgaria EAD | |
| Boyan Gyuzelev | Intertek - Moody | Business Development Manager |
| Vyara Stankova | Intertek - Moody | Deputy General Manager South Eastern Europe |
| Vera Boshova | Musala Soft Ltd. | Process and Quality Lead |
| Пламен Тодоров | Prestige 96 AD | Мениджър Качество |
| Ekaterina Shilegarska | Titan Zlatna Panega Cement | Head of environmental Department |

MEETING AGENDA

1. Opening, presentation of participants
2. The importance of quality management for businesses and organizations. Arguments for establishing the Quality Management Working Group
3. New approaches and internationally adopted business management practices in conditions of global insecurity
4. Adopt Quality Management Working Group Structure, Priorities
5. Election of chairperson(s)
6. Proposals for discussion topics for the next meetings

MEETING MINUTES

Under items 1 Opening, presentation of participants

Valentin Georgiev, AmCham Executive Director welcomes the attendees.
The participants present themselves briefly.

Under items 2 The importance of quality management for businesses and organizations. Arguments for establishing the Quality Management Working Group

V.St.

Presents the main reasons for suggesting creation of Quality Management Working Group and outlines its priorities:

AmCham Quality Management Working Group will try to respond to the need of company managers from different industries for more information about:

- advanced approaches to organizations management (including addressing of key aspects such as risks, safety, environmental, quality, information security) and business resilience building, as well as
- the day-to-day experience of leading organizations in implementing strategic business continuity management systems.

In order to address the need for sharing knowledge and expertise, the Quality Management Working Group sets the following priorities:

- a/ Sharing of experience and good practices related to significant aspects of business management;
- b/ Risk and Business Continuity Management in the dynamic global environment of today;
- c/ Integrated approach to management – quality, environmental, health and safety, information security, social accountability, business continuity, etc.
- d/ Providing information to AmCham members regarding the internationally recognized systematic approach to management
- e/ Introducing international standards related to quality, OHSAS, environment protection, risk and business continuity.
- f/ Provision of:
 - competent lecturers on topics related to business management and
 - ground for thematic discussions and presenting of good management practices

Under items 4 Adopt Quality Management Working Group Structure, Priorities

The participants approve the suggested Quality Management Working Group [Structure](#) and [Priorities](#).

Under items 5 Election of chairperson(s)

There is 1 candidate for the free seats for AmCham Quality Management Working Group Co-Chairs.

The attendees unanimously elect as Chair of the AmCham Quality Management Working Group:

Ms Vyara Stankova, Deputy General Manager, South Eastern Europe at Intertek

If in future there are candidates for the free seat of second Co-Chair of the Quality Management Working Group, a new election will be held.

The attendees agree to meet at least 4 times per year. The meetings will be open for non-members also.

Under items 6. Proposals for discussion topics for the next meetings

The attendees suggest topics for the group to discuss during the next meeting

- best practices and new tendencies regarding the ISO and other standards application;
- personnel quality training /part of the company quality awareness/;
- quality culture;
- management of integrated quality systems.

The Agenda of the Working Group remains open for suggestions in order meetings to be useful.

The attendees agree the topic for the next meeting to be “Management of integrated quality systems”. A professional expertise will be provided by Intertek – Moody followed by members’ experience presented by Coca-Cola HBC Bulgaria and Musala Soft.

The next Committee meeting is on November 14 /Wednesday/, 5:00 p.m., American Center, Sofia City Library, 4A Slavejkov sq.