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**Report on the Visit
of the Ministry of
Industry and Trade, Hungary**

19-23 April 1993

UNIDO Project TF/HUN/90/912

Contract Number 93/103



RESOURCE
BRITISH EXPERTISE IN SCIENCE & TECHNOLOGY

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Introduction

The UK Government Know How Fund has established Trust Funds in order to support technical assistance programmes for the Governments of the countries in Central and Eastern Europe. These projects are administered by the United Nations Industrial Development Organisation (UNIDO).

The twelve month project, Company-wide Quality Control for Industrial Development in Hungary, project number TF/HUN/90/912, was approved in October 1992, with the host country counterpart and recipient identified as the Ministry of Industry and Trade (MIT).

The objectives of the project are twofold:

- to strengthen the division for Industrial Development within the MIT to increase the technical level of its regulatory and advisory services, and
- to enable the MIT to decide on the functions and the costs of the establishment, as well as the continuous operation, of a non-profit making Quality Centre for Industry and Trade.

The project promotes the application of the UK's experience in the field of developing and managing national quality policy and programmes to the current economic environment in Hungary.

Background to the visit

The overall project consists of various outputs and activities which are intended to introduce a National Quality Campaign and the development of a Centre for the promotion of Quality Assurance in Hungary including the following elements:

- A study of the formulation, implementation and promotion of quality policy and programmes by the UK's Department of Trade and Industry,
- A study tour to the United Kingdom to look at major aspects of the UK strategy and

- practice of industrial quality policy and programme control,
- The development of publicity documents and video materials in Hungarian,
 - The development of a database and library,
 - Study tour to the UK to attend training courses on quality assurance,
 - Analysis of the problems which may arise in managing a quality campaign in light of the current Hungarian macroeconomic environment and market conditions,
 - Assessment and ranking of existing Hungarian quality institutions to take on the role of the Hungarian Quality Development Centre for Industry and Trade,
 - Assessment of the costs of establishment and continuous operation of the non-profit making Centre,
 - Preparation of a set of customised textbooks and teaching materials in Hungarian,
 - Preparation of a report on the approach to and operation of a Hungarian Quality Award for Industry and Commerce.

Resource was awarded a contract by UNIDO to undertake the organisation and management of the inward mission to the UK of three representatives of the Ministry of Industry and Trade (MIT) to investigate the development and operation of the UK Quality Campaign and quality infrastructure.

Report on the visit

A list of the organisations and individuals targeted by the MIT for the visit was supplied and used as the framework for the week of meetings. Where possible meetings were arranged with the selected organisations, and **Resource** also arranged meetings with organisations whose activities were considered of importance to the objectives of the group and the project. A copy of the programme was sent to MIT for their approval and the final visit programme is attached at Annex I.

Resource also arranged the travel and accommodation for the MIT officials' visit, which took place in the week 19-23 April 1993. A copy of the travel itinerary is attached at Annex II.

Of the three officials selected to visit the UK (curricula vitae are attached at Annex III), Mr

Dányi works in the Department for Technical Development and both Mr Kálmán and Dr Vass works in the Department for Industrial Development. All three are closely involved with the promotion of Quality Assurance to Hungarian industry and will be responsible for developing a report on their findings, which will be developed into a policy document to promote a national quality campaign and the establishment of the quality centre.

The group learnt about:

- the levels of funding required for the work undertaken by UK Government Departments to promote Quality Assurance and also for the involvement of independent UK organisations to promote Quality concepts;
- training possibilities and the training needs and qualifications for Quality Assurance professionals;
- the role of the consultant and methods by which consultancy services can be monitored;
- the importance of independent certification, registration and accreditation;
- how a National Quality Centre might be established and what the relations with Government and business would be;
- Information Technology and audio visual methods to assist in their objectives.

Conclusion

The visit was perceived to be successful by the group, which also received presentations and documents from a number of organisations whose activities are directly related to the MIT's aims and objectives.

Resource was pleased to be invited by UNIDO to organise the mission of the MIT officials and looks forward to being invited to offer continuing help to UNIDO and the Government of Hungary as the Quality Programme develops

**Visit Programme for Representatives from the
Hungarian Ministry of Industry and Trade.**

19 - 23 April 1993

Delegates

Mr István Dányi, Deputy Director

Ms Ilona Vass, Senior Officer

Mr Albert Kálmán, Senior Officer

Hotel details and contacts

Commodore Hotel

52 Lancaster Gate

London

W2 3NA

Tel: 071 402 5291

Fax: 071 262 1088

Telex: 298928

Resource (Science and Technology Expertise) Ltd

Nasim Hartmann, Assistant Project Manager

Olivia May, Assistant Project Administrator

1-3 Birdcage Walk

London

SW1H 9JH

Tel: 071 222 5371

Fax: 071 222 0197

Programme

The group will be accompanied during the programme of the visits by a representative from Resource.

Sunday 18 April

To be met at London Heathrow by Miss N Hartmann, Assistant Project Manager, Resource

Monday 19 April

Department of Trade and Industry
Kingsgate House
66-74 Victoria Street
London
SW1

- 10.30 Mr R Howie, Certification and testing policy and European Standards Policy.
- 11.30 Mr A N Turner, Managing in the 90's, promotion of TQM, relations with quality organisations, quality award.
- 12.30 Mr K Newton, Enterprise Initiative consultancy projects: management and projects
- 14.30 Mr A G Sheffield and Mr S Evans, European Division
- The role of Government in promoting and developing quality in business
 - The relationship between different departments in DTI involved in the quality field and between DTI and quality organisations
 - How Government assists business in obtaining best management practice
 - The Strategy Roadshow
 - Promotion of TQM
 - Promotional material
 - The TickIT scheme
 - British Quality Award

Tuesday 20 April

10.00 Mr R Bullock Webster, Deputy Secretary
National Accreditation Council for Certification Bodies (NACCB)
Audley House
13 Palace Street
London SW1E 5HS
Tel: 071 233 7111
Fax: 071 233 5115

- Methods of, and criteria for, accreditation of certification bodies
- Mutual recognition arrangements for accreditation of certification and possible cooperation with a future Hungarian accreditation body

11.30 Mr W T K Henderson, Head of the NAMAS Executive
(Meeting at Resource offices)

- The Organisation, structure and work of the National Measurement Accreditation Service

Lunch with Mr M Lilley, Director, European Development, PE International Plc

14.00 Mr J Goodes, Assistant Secretary
Institute of Quality Assurance (IQA)
61 Southwark Street
London
SE1 1SB
Tel: 071 401 7227
Fax: 071 401 2725

- Organisation and operation of the IQA
- Promotion of education and training
- IQA membership procedures
- National Quality Information Centre, including the database

1630 Mr R Turner
Lloyd's Register Quality Assurance Limited
Norfolk House
Wellesley Road
Croydon
CR9 2OT
Tel: 081 688 6882
Fax: 081 681 8146

- The role of a Certification body

Wednesday 21 April

British Standards Institution

2 Park Street

London

W2

Tel: 071 629 9000

09.00 Dr M D Sanderson, Chief Executive

09.30 Quality Policy Department

- Promotion of BS 5750/ISO 9000

- Other quality-related standards

1430 John Horwood, John Horwood Consultants Ltd

- Presentation on the role of the consultant

Thursday 22 April

BSI Quality Assurance

Linford Wood

Milton Keynes

MK14

Tel: 0908 220908

0900 Krystyna Stephens, Tutor, Special Projects

- BSI's training programmes, training trainers and licensing arrangements

1100 Philip Hutchins, Senior Officer, International Business Development
Scorpio House, Milton Keynes

- International strategy for a Quality campaign

Travel to Melton Mowbray

16.00 Mr P Sowden, Business Manager, Enterprise Division and Mr B Vickers,
Group Manager, Quality, PERA International

- The role of PERA as an Enterprise Initiative Scheme contractor

- Procedures for registering and maintaining a database of consultants

- Discussion on the Survey of Quality Consultancy Scheme
Clients 1988-90

Friday 23 April

1000 Professor J Pike
 Head, Total Quality Management Centre
 Anglia Business School
 Danbury Park Conference Centre
 Danbury
 Chelmsford
 Essex
 Tel. 0245 222141

- Presentation on TQM and the work of the centre
- Audio visual materials

1215 Lunch with Dr Pike

1400 Return to London

1600 Review meeting at Resource

Saturday 24 April

0930 Met at the hotel by Miss May.
 Travel to the airport for return to Budapest.

Sunday 18 April

Budapest → London
Flight No : MA614
Class : Business
Depart : 1455
Arrive : 1625

HOTEL: The Quality Commodore
50/52 Lancaster Gate
London
Tel: 402 5291
Fax: 262 1088

Saturday 24 April

London → Budapest
Flight No : MA611
Class : Business
Depart : 1245
Arrive : 1555

PTA : Malev Ticket Office, Budapest
Available from 14 April 1993

CURRICULUM VITAE

Name: Albert Kálmán

Born: 24 August 1952, Esztergom, Hungary

Citizenship: Hungarian

Present position: Senior Officer
Ministry of Industry and Trade
Department of Industrial Development

Education:

1971-1976	Moscow Textile Industry Mechanical Engineer
1980-1982	Budapest Technical University Industrial Engineer
1987	Total Quality Management (9 weeks course in Hungary by Japanese Prof S Shiba)
1990	Production management (6 weeks course in Yokohama, Japan)
1992	Standardisation and metrology (2 weeks course in Taejon, South Korea)

Former positions and experience:

1976-1982	Weaving Factory Újpesti Gyapjúszővőgyár Engineer Weaving Section Manager Wool Weaving Quality Control
1982-1992	Institute for Quality Control in the Textile Industry Engineer Deputy Head of Department Head of Department Quality Control TQM ISO 9000
1992-	Ministry of Industry and Trade Quality matters Regulation Affairs

CURRICULUM VITAE

Name: Dr Ilona Vass

Born: 27 December 1950, Pápa, Hungary

Citizenship: Hungarian

Present position: Senior Civil Servant
Ministry of Industry and Trade
Department of Industrial Development

Education: 1970-1975 Chemical University of Veszprem, Hungary
BSc in chemical engineering
MSc in system engineering (1980)

Former positions and experience:

1975-1980 Research Institute for Technical Chemistry of the Hungarian Academy of Science, junior fellow researcher themes; mathematics modelling of chemical processes

1980-1981 Research Institute for Plastics, fellow researcher themes; computer processing of test data

1981-1989 Technical University of Budapest, Faculty for Analytical Chemistry, fellow researcher themes; research and teaching of chemometrics, quality assurance systems

1989-1990 Gedeon Richter Pharmaceutical Works, Budapest, Department for Quality Assurance; system engineer themes; implementing a Laboratory Information Management System

1990-1992 fee-lance, project management for software system-planning

1992 Ministry of Industry and Trade
Themes; quality matters, regulatory affairs

CURRICULUM VITAE

Name: István Dányi
Born: 18 January 1944, Budapest, Hungary
Citizenship: Hungarian
Present position: Deputy Director
Ministry of Industry and Trade
Department of Industrial Development

Education: 1965-1970 Budapest Technical University
Electrical Engineer
1979-1980 Budapest Technical University
Industrial Engineer

Former positions and experience:

1970-1980 Egyesült Villamosipari Gépgyár
(United Machine Works for Electric Industry)
Design Engineer
System Development
Process Control
Head of Department
Marketing

1980-1983 Research Institute for Electric Industry
Programme Manager
National R&D Programme

1983 - Ministry of Industry and Trade
Industrial Policy
Technical Development Policy
R&D