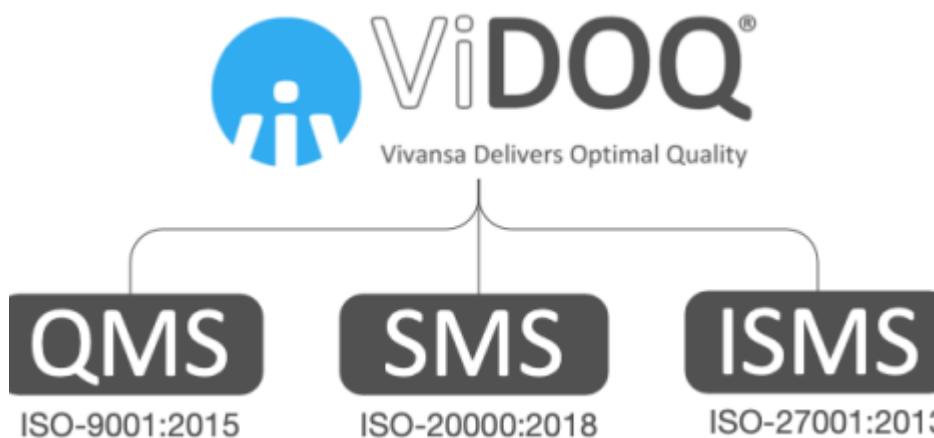


BRUSSELS; October 06, 2019 — Delivering quality results is in the DNA of Vivansa and is among our core values. As the company teams grow in size, it is essential that our culture of quality is consistently communicated and applied across the company. The importance of employing quality assurance schemes has been widely documented, not without criticism and controversy, in the academic management and economics literature. The ISO 9000 series provides a general prescription for companies seeking to improve their quality systems.

However, the ISO standard implicitly insists on the presence of quality documents, and many practitioners sometimes found ISO 9001 as a time-consuming burden leading to increased bureaucracy and paperwork (Haversjo, 2000). Furthermore, when ISO recommendations are regarded in the strict scope of certification (e.g. for the sake of marketing), they are not beneficial in the long term (Tsekouras et al., 2002).

To avoid those pitfalls, Vivansa decided to launch an internal quality management program called ViDOQ® (Vivansa Delivers Optimal Quality), which aims at putting the ISO standards into daily practice and consistently maintaining it. The ViDOQ program considers an 18-month timeframe split into 3 phases, and each one focused on implementing one ISO standard that is relevant for Vivansa:

- Phase 1: Implementation of the ISO-9001 standard, which specifies requirements for a Quality Management System (QMS).
- Phase 2: Implementation of the ISO-20000:2018 standard, which specifies requirements for a Service Management System (SMS).
- Phase 3: Implementation of the ISO-27001:2013 standard, which specifies requirements for an Information Security Management System (ISMS).



To allow the smooth integration of those standards into the company practices, ViDOQ considers a change management program involving all company resources with the strong leadership of the QA team. It also considers the adoption of simple process and workflow management supported by collaboration tools.

About the Author



Vivansa On-line Community Liaison

Vivansa Communication Department