



# Guidelines for adoption of Quality Management Systems for RDPs by Managing Authorities

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## Introduction

According to the Art. 54 EU Regulation No. 1305/2013 “networking by the national rural network shall aim to .... improve **the quality of implementation of RDPs**”.

The project “**Guidelines for implementing Quality Management Systems for RDPs**” has been inspired by this need and other needs such as the **strengthening the administrative capacity** of MAs or the **reduction of error rate** in rural development spending.

The project has been coordinated by the Italian **Ministry of Agriculture** and the Italian **National Rural Network**.



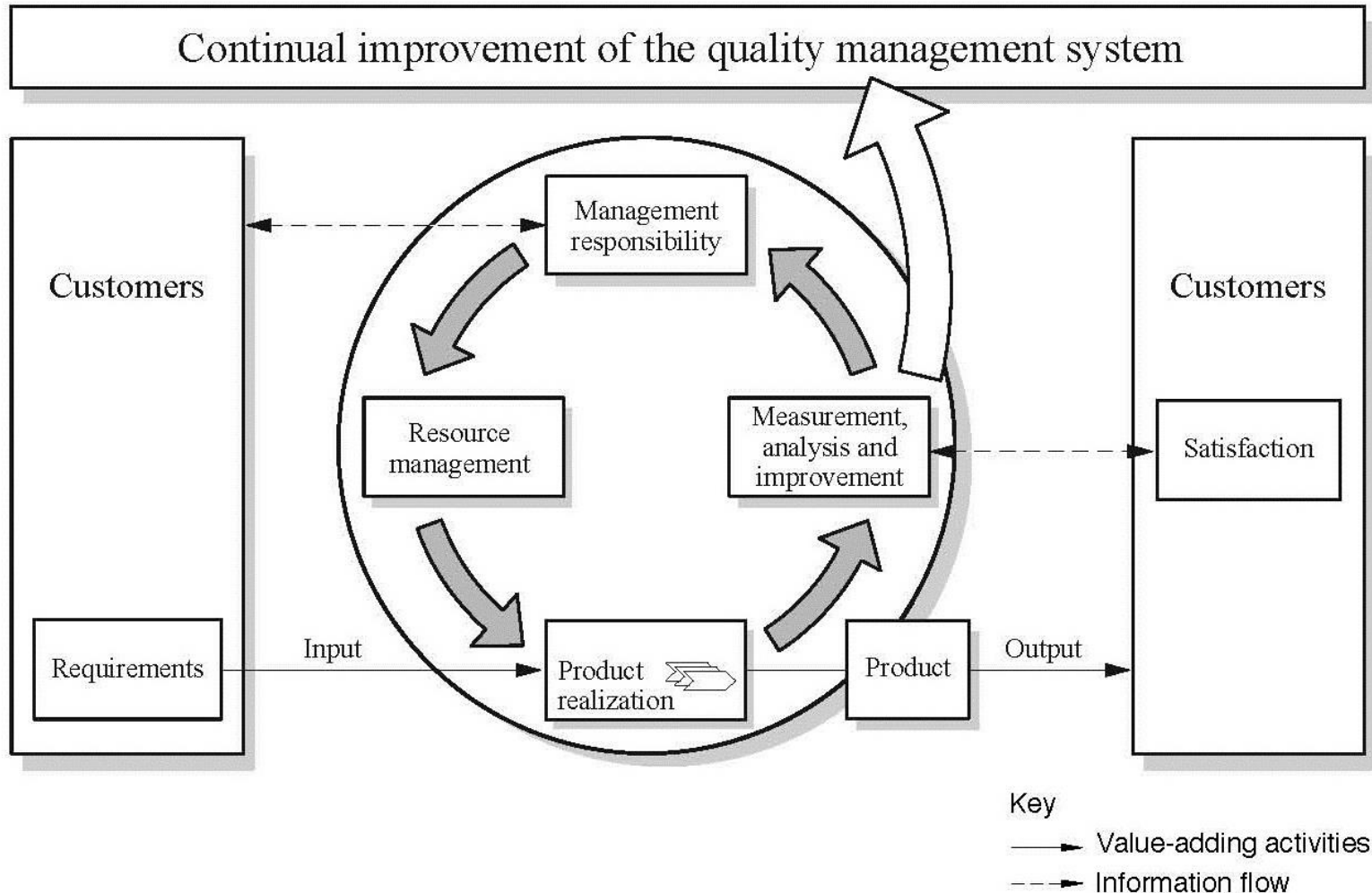
## Quality Management System – Adoption by MAs

The implementation of a Quality Management System by Managing Authorities should aim to describe, organize, run and control their activities in order to:

- ensure an **adequate quality level** of their services,
- increase the **efficiency and effectiveness** of their processes, guaranteeing the strengthening of their administrative capacity.

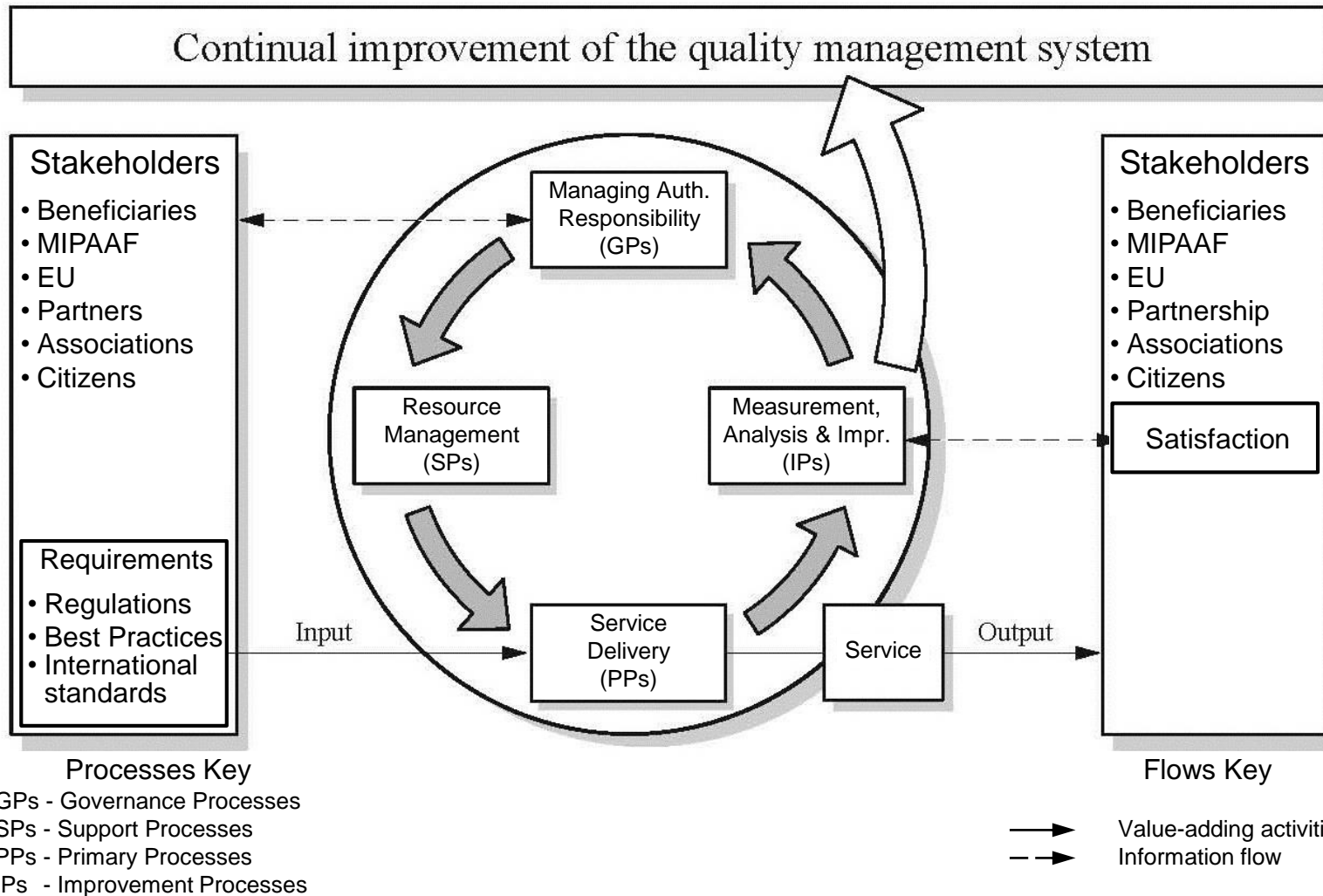
The design of the QMS begins with the analysis of all documents already in use or prepared by the MA (e.g. RDP, manuals, procedures, templates, checklists, etc.) integrating them with appropriate requirements dictated by international quality standards such as ISO 9001 (e.g. definition of objectives and indicators, quality records, procedures for internal auditing or continuous improvement, etc.)

## Methodological approach (1/2)



Model - ISO 9001

## Methodological approach (2/2)



Model - ISO 9001 for RDPs

## Governance Processes (GPs)

RDP drawing  
and update

QMS drawing  
and update

Organizational structure  
drawing and update

## Primary Processes (PPs)

Planning

Service design

Service Delivery

Preparing  
Calls

Receiving  
applications

Assessing  
applications

Selecting  
Operations

Approving  
Operations

Reporting

Quality control

## Support Processes (SPs)

Regulatory update

Document management

Communication management

Agreements management

Supplier management

Training management

IT management

## Improvement Processes (IPs)

Non-  
conformities

CA-PA-IA  
management

Internal  
auditing

Performance  
analysis

Annual  
review

Complaints  
management

Beneficiary  
Satisfaction



## Next steps

The National Rural Network aims to facilitate any initiative that goes in the direction of Quality Management Systems both at a national and EU level.

Nationally the NRN intends to support MAs with several activities like:

- training on QMSs and quality management principles;
- coaching on specific themes like: QMSs design and implementation, certification process, internal auditing techniques, complaints management, Beneficiary satisfaction surveys, etc. ;
- Conducting friendly audits on MAs' QMSs (documental audit or on-site visit)

At EU level the NRN desires to share this experience with others similar initiatives undertaken by EC or other Member States on this topic.