

### **Topic 5 – Strengthening Regulatory Competence**

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Quality Management System Improves Effectiveness And Quality Of Activities Of Radiation Protection Regulatory Body In Lithuania			

Processes of creation of quality management system (QMS) in regulatory body in radiation protection field – Radiation Protection Centre (RPC) and the benefit of this system to ensure the quality of the performance of functions are described.

RPC QMS compliant with ISO 9001:2008 standard and in line with the requirements of the IAEA GS-R-3 document. It allowed achieving a new quality of works carried out by RPC. Because creation and introduction of the QMS is a continuous process, the QMS of RPC is continually renewed and new procedures are developed.

#### **Introduction**

The Lithuania governmental and regulatory frameworks for safety and legal framework are in line with international standards. Lithuania has developed good radiation protection infrastructure as well. During the preparation of the quality manual (QM) and process description and working procedures the international ISO standards (ISO 9000:2007; ISO 9001:2008; ISO/TR 10013:2003; ISO/IEC 17025:2006; ISO 19011:2003), IAEA-standards and best practices from other institutions were used.

Ensuring radiation protection of Lithuanian population is a continuous process requiring routine and high-qualified work of specialists of the RPC. RPC prioritizes performance effectiveness and openness to the public at large. Since its establishment, RPC focuses on coordination of its activities, performance quality and productivity when discharging its functions: state supervision and control of radiation protection, assessment and expertise of public exposure.

#### **Establishment of quality management system**

For assuring consistent and focused quality of the exercised functions, particular attention appointed to the improvement of the quality of activities. For that, RPC has established QMS. QMS of RPC is compliant with the ISO 9001 standard and covers all regulatory body activity areas. Senior management of RPC has appointed members of the staff for all the processes and functions (managing, executive and supportive). They made an analysis of the IAEA-standards, EU directives and regulations and national legislative acts concerning their process or functions and described their function in policy documents, processes descriptions and working instructions. The senior management reviewed and authorized all the QMS documents before approving.

The scope of QMS is maintenance of the State Register of Sources of Ionizing Radiation and Occupational Exposure, authorization of the activities with sources, state radiation protection

supervision and control, emergency preparedness and response to radiological accidents, expertise and assessment of public and occupation exposure, environmental monitoring and training on radiation protection.

QMS documents consist of different level documents: QM, procedures, which regulate the activity of RPC, and working instructions, where whole information how consistently to perform activities and processes are described. The quality policy includes the aim of RPC, the main tasks, which should help to implement the aim, leadership obligations. QM describes QMS processes sequences and interactions, the responsibility of the leadership obligations and the control management of resources. Criteria of monitoring analysis and the abilities of improvement are provided as well.

All the staff have recognized the benefits of the QMS. Constant improvement of QMS ensure implementation of the new quality objectives raised every year. Internal and external audits are among the key tools to improve it, as they allow disclosure of strengths and weaknesses in work organization and performance, and planning for improvement directions, based on the QMS. External and internal auditors monitor how RPC ensures incoming, in-house developed and electronically stored document handling and security, in which way the staff in the routine work process follow documents approved by QMS. Every year documents of QMS are reviewed and in case of necessity updated by responsible staff with help of quality manager. This all improves performance effectiveness, the quality of activities and contributes to developing a positive public attitude to regulatory body activities.

Success factors of QMS – the positive approach of the management and all employees to the QMS and its constant updating. Nevertheless day by day monitoring of the activities based on knowledge and transparent responsibilities allows RSC to be pellucid and fluent institution.

## **Results**

Within creation of QMS following documents were prepared: the QM describing sequences and interoperability of QMS processes, management responsibilities and resource management, including monitoring analysis criteria and improvement opportunities, quality policy and its goals, 29 procedures describing activities of RSC structural units and main processes and 67 working instructions to do specific works.

Safety culture of QMS at RPC is realized due to clearly described processes and formats of products, due to continuous training of staff for common understanding, due to supporting the individuals and groups of the staff for safety and qualified performance of duties. Described QMS improve effectiveness and quality of activities, the quality of provision of public services, and contributes to the development a positive public attitude to the Government authorities.

## **Conclusions**

Described QMS obliges RPC to improve continuously the quality of discharging functions delegated to it and meet the ever increasing society needs. Management system maintains the efficiency and effectiveness of the RPC performing its functions and corresponds to responsibilities. This includes the promotion of enhancements in safety, and the fulfilment of its obligations in an appropriate, timely and cost effective manner to build confidence. Quality performance of RPC is crucial to ensure public and environment radiation protection in Lithuania.