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The Concept and General Rules of The Quality Management System

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ABSTRACT:
High quality products, services, works and processes are the most important components of competitiveness. They serve as a basis for increasing sales and revenue, meet the needs of the whole society and each person, and determine the reputation of the country and each enterprise.

Keywords: quality products, sales and revenue, manufacturer, standards, quality management system.

In industrialized countries, firms are in a very competitive environment, which is successfully influenced by the quality management system. However, many of these systems are similar to the previously popular local integrated quality management system.

Currently, the content and essence of SMT are regulated by several international standards (e.g., ISO 9000 series). These standards ensured that the manufacturer complied with the terms of the contract in accordance with the requirements of the quality management system and delivered reliable products of stable quality. Abroad, it is mandatory for every supplier to have a quality management system. Without a quality management system that meets international standards, local businesses cannot bypass it. Therefore, more attention should be paid to the quality management system as an important condition for the creation of high quality products that meet the needs of foreign and domestic consumers.

In management, it is always important to focus on determining where to ensure success and, ultimately, on achieving all the goals in management. This is a quality management system for a market economy, and it is necessary to create a modern SMT to accelerate the development of this area. For many years, developed countries have been paying increasing attention to the so-called General Quality Management System (GMS) with a market economy. Such management covers not only large industrial enterprises, but also small and medium-sized enterprises, especially exporters. At least two interrelated requirements must be met in quality management: 1) consumer requirements; 2) manufacturer - the needs and interests of the enterprise.

Among the fundamental questions for modern management are "what?", "How much?", "Who?", "How?" to produce a quality product, the key question is to find an answer to what can be done using “how to approach”.

A more realistic approach to quality management is to meet the needs of consumers in market conditions, to ensure the quality of the product in a particular enterprise and the competitiveness of the product, as well as the completeness and structure of the national economy. In essence, an integrated approach includes process and other approaches.

Over time, the concept of quality management system has been constantly evolving, resulting in the overall quality management system (QMS) becoming a modern concept and incorporating the following structural principles:

purposeful involvement of all employees and consumers in quality improvement;

to ensure that all work on quality management is carried out by all participants in the form of a process;

taking into account the interests of all employees, investors and private property owners;

systematic improvement of all processes of quality management.

A new management of the world view of market relations according to the rules of general quality philosophy. Certification is an important part of this philosophy.

It should be noted that the period of development of general quality management requires strong attention from the top management, and the demand for meeting the needs of employees of any enterprise is growing. In this regard, self-motivation of employees to high-quality work results should be widely developed and require the use of various

methods of self-assessment (as well as on the basis of international, national and other quality awards, for example. Baldridge Award, European Awards for Quality, etc.). All this leads to the widespread introduction of ISO 9000, ISO 14000, QS-9000 series and other standards.

This period of development of quality management is characterized by the transition to a new system, the interaction with suppliers, the minimization of access and acceptance testing and control. In addition, the "timely" delivery of products and the introduction of a comprehensive system of innovative programs everywhere is aimed at maximizing customer satisfaction. In general, the modern general quality management methodology QMS should be defined by the following features:

solve economic problems on the basis of innovative development, as a new generation of management, creating significant changes in the transformation of quality management and the overall quality management system;

extensive use of quality management procedures;

use a wide range of instrumental methods in solving quality problems (e.g., instrumental control and quality management, quality planning method, statistical quality management, strategic management, etc.).

Quality management should be based on all science-based principles and can be divided into general, general systemic, specific.

When considering the general systemic principle of quality management, it should be noted that it is a basic and general (grounded, fundamental) starting principle, and it is difficult to imagine quality management as a system. It follows that quality management is a limited component of the systematic management of the whole enterprise. Naturally, a quality management system cannot work on its own, it is interconnected and interconnected with other management systems. Therefore, quality management uses the principles of general impartial management in advance (democratic centralized balancing, material and moral incentives, individual leadership and public, the right to delegate, the interest and active participation of workers in management, heritage, etc.)

Among them, it is expedient for the quality manager to apply the basic principles of social management, and they include:

1. goal achievement - the goal is achieved using an appropriate method or system;

2. division - to achieve the decomposition of the formed system, the division of the system into subsystems and elements;

3. hierarchy - with the help of a multi-level system, appropriate management is carried out at the expense of delegate rights (department, area, shop, brigade, x, k);

4. the system, element, cyclic stage of the product, the level of hierarchy and complex organized economic, social, scientific and technical, production and other measures are used in quality management;

5. interdependence is achieved through the resulting quality management system and interconnection with other management systems successful implementation of related processes;

6. connection (connection) quality management is the implementation of general functions (connection of management processes) in the system, a complete element of the subsystem and general functional cycle, including forecasting and planning, organization, coordination of organizational work, etc .;

7. Systematics constantly determines the longevity of the performance of all work of quality management and the duration of the action.

8. inheritance and manifestation can be expressed through the use of the experience of advanced local and foreign quality management systems in the creation and improvement of the system and its implementation;

9. Easy and understandable, achieved by each employee, understanding that quality management is related not only to the product, but also to the competitiveness of the whole enterprise.

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