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INSTRUMENTAL-ANALYTICAL COMPONENTS OF PROCESS-ORIENTED TECHNOLOGY OF MANAGEMENT QUALITY ASSESSMENT

Today, quality management is a mandatory element of organizational management. In international standards, the term quality management is defined as a coordinated activity, which is to guide and control the organization for quality [1]. Guidance and quality control covers the development of policies and objectives in the field of quality, planning, quality control and improvement. The main quality requirements are determined by service standards (work, products) and consumers. Based on this, quality management is a function of the organization, which must ensure compliance with these requirements.

Wide controversy in scientific circles is caused by the use of the terms "quality management" and "quality management" due to their incorrect translation into Ukrainian. These concepts are not identical, although according to the Russian version of the translation quality management is quality management, and according to international standards - quality management. The actual meaning of these terms is the same. In our opinion, the concept of quality management in its essence is much broader and covers quality management, and material, regulatory, personnel quality assurance, and quality assurance systems and their audit.

Quality assurance is conditioned by the formation and maintenance of a quality assurance system that meets modern requirements and is the main result of the evolution of quality management. The modern concept of quality management based on cybernetic approaches to quality assurance and taking into account the genesis of the principles of quality management allowed to identify a number of basic principles.

Quality is determined by the action of many subjective and objective factors, both internal and external. A quality management system is needed to ensure a consistently high level of quality. This does not require individual scattered and spontaneous efforts, but a set of measures to constantly influence the process of creating and improving the level of quality. Research and world practice confirm that for the effective functioning of the enterprise it is necessary to identify interconnected processes and manage them [2].

By processes we mean a set of different activities that turn inputs into outputs and together create a result that has value for the business and the consumer. In practice, it is advisable to consider the following types of processes:

- basic, on the basis of which the functions of the main activity are performed;
- auxiliary, on the basis of which the main activity and management of the enterprise is provided.

The introduction of quality management system involves the involvement of staff in quality improvement activities, which allows the company to more fully and effectively use the abilities, knowledge, skills and abilities of its employees, reduces the company's costs for detecting and correcting defects and external and internal losses defects and inconsistencies. An effective quality management system also reduces management costs: documentation of key processes of the company ensures their better manageability; control, analysis and review of processes ensures their continuous improvement; the division of powers and responsibilities of staff provides mechanisms for monitoring the implementation of duties and measures to prevent negative results. As a result, the company becomes more transparent to its managers and (if necessary) to the external environment, increases the accuracy, quality and efficiency of management decisions.

According to the ideology of ISO 9000 series standards, there are four areas of activity in the field of quality, through which the quality system affects the process of forming the quality of products and services at different stages of their life cycle: planning; management; software; improvement. Each area of activity has its own

characteristics, and together they are the four main functional subsystems of the quality system [1]:

Quality planning includes activities to set goals and requirements for quality and the application of elements of the quality system. Product and service quality planning covers the identification, classification and evaluation of quality, goal setting and standardization of product or process quality requirements. Process quality planning includes the preparation of a quality program, development of proposals for quality improvement, preparation for the application of the quality system, including the preparation of standard schedules for its implementation and application.

Quality management includes methods and activities of an operational nature used to meet quality requirements. Quality management procedures include quality control, development and implementation of measures to adjust processes. The main purpose of quality management in the organization - to identify any deviations from the established requirements for the quality of products and services, to apply solutions for further use of products with deviations or defects, to prevent the occurrence of repeated deviations or defects due to the timely development and implementation of corrective measures.

Bibliographic list

1. "Learn About Quality: Cost of Quality (COQ)," ASQ, accessed March 12, 2019, <http://asq.org/learn-about-quality/cost-of-quality/overview/overview.html>.
2. Joseph A. DeFeo, "The Tip of the Iceberg," Quality Progress Vol. 34, No. 5 (May 2001): 31-32, accessed March 13, 2019.