

Implementation of Quality Management in the Higher Education System Improvement

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Abstract: Another important factor affecting decision-making related to determining the structure and content of the quality management system in educational institutions and its maintenance is the global nature of the problem and the general trends in the world in approaches to its solution. In this regard, this article discusses the development of the education quality management system in universities. The author analyzed the education system in a number of countries. A comparative review of the higher education evaluation system in different countries shows that there are different approaches to evaluating the activities of higher education institutions. The analysis of foreign experience made it possible to form a number of basic principles necessary for quality management in educational organizations.

Keywords: educational competitiveness, university competitiveness, education quality assessment, education quality management system, relevance of education quality management, quality management, foreign experience, education quality.

The essence of the large-scale reforms implemented in Uzbekistan in the following years is, first of all, consistent development of all sectors of our economy. Training of potential young personnel with in-depth knowledge and practical skills for industries occupies a special place in the successful implementation of this task. This goal - increasing human capital is one of the most important and integral parts of Uzbekistan's development strategy. In this way, large-scale works aimed at the comprehensive development of the higher education system, providing it with qualified and ambitious specialists with practical experience are being carried out. As a result of the implemented systematic measures, the material-technical base, legal-normative, methodical support of higher education institutions is being gradually strengthened. In the Action Strategy for the further development of the Republic of Uzbekistan, directions such as "reforming the public administration system, developing the organizational and legal foundations of the public service, implementing public control mechanisms, developing modern forms of public control, and increasing the effectiveness of social partnership" and this, in turn, takes an important place in the development of the management strategy in higher education institutions, considering this process as a pedagogical system with a research and analytical direction. Based on the decision of the President of the Republic of Uzbekistan "On measures to further develop the higher education system", creating a healthy competitive environment among higher education organizations, raising the quality of education to a higher level and National rating of higher education institutions has been published by the State Inspectorate for Quality Control of Education for the last three years in order to help them enter international ratings. Our higher education standards are being improved based on advanced foreign experiences. Every year, the rating of OTM is studied, and the mass media is presented to the public with transparency and openness. This caused the formation of a competitive environment between universities.

Modernization of the higher education system of the Republic of Uzbekistan is a complex management task. The main management principle of the modernization of higher education is the organization of the educational process in higher education institutions and the creation of a quality management system as a basis for achieving the highest efficiency of higher education institutions. The reform of the educational system should not be reduced to its structural restructuring, strengthening of administrative management methods, which implies deep changes, and success cannot be achieved without philosophical reflection of its foundations. Philosophical analysis of the quality of the educational activity of universities should have a modernizing process, the choice of a development strategy, and an innovative character. The relevance of the problem of education quality management is also related to socio-cultural changes in society and changes in the state's education policy. To study the problematic and multifaceted educational system of the philosophical and socio-economic analysis of the quality of education, to determine the responsible subjects - stakeholders of higher education, their level of satisfaction and to this definition refers to the strategy of university activities. Analysis of general philosophical categories such as quality allows to fully reveal the problem of forming an effective strategy for quality management of higher education. The meaning of quality management of higher education should be to coordinate the activities of higher vocational education institutions with the directions of values that arise in society. The reforms carried out in higher education, the large number of tasks facing the educational system and the sufficient efficiency of the existing educational system require not only new forms and methods of teaching, but also a new educational paradigm and new quality in higher education institutions. determines the search for management strategies. The existing pluralism of educational concepts certainly reflects the development process of our society, but at the same time it causes a number of complex theoretical and practical disagreements. The stratification of higher education institutions and the diversity of educational programs correspond to the needs of new types of professional activity, the complexity of the social structure of our society, and the demands of social groups that have their own interests in it for the quality of education. In this regard, the issue of methodological guidelines on the quality of modern higher education becomes relevant, which should determine its strategy and tactics, taking into account the development prospects of the society. It is very important to generalize and synthesize scientific ideas and knowledge that describe various aspects of educational activity and give an idea of the prospects for the development of education in general, policies and strategies in this field. This synthesis is the main task of the movement of thinking from the abstract to the concrete, including the philosophically oriented theory of the quality of education.

Modern post-industrial society is interested in citizens and professionals who can quickly adapt to constantly changing living conditions. In such conditions, education should be aimed at teaching young people to acquire knowledge for life, to teach them the methodology of acquiring knowledge in any field. The observed changes in the activities of higher educational institutions may be different, including new technologies of education, teaching methods, organization of the educational process, management and technical service support, and these higher education institutions require high flexibility and mobility from the management system. Improving the quality of education and expanding its opportunities is one of the important priorities of the state education policy in our republic. Today, another important factor affecting decision-making related to determining the structure and content of the quality management system in higher education institutions and ensuring it is the global nature of the problem and the general trends in the world in approaches to its solution. The new development strategy of Uzbekistan for 2022-2026 also envisages bringing the education system to a level that meets world standards¹. Solving this problem requires a detailed study and analysis of foreign experience in the creation of educational quality assessment and management systems, which will make our Republic a single European country by achieving comparable educational quality through the introduction of mutually recognized assessment systems. provides an opportunity to approach and integrate the educational space. The review of the literature showed that positioning in relation to higher educational institutions includes the identification of competitive advantages that allow to

increase the attractiveness of the higher education institution in the eyes of the target audience (applicants, employers, authorities, etc.)². At the same time, the location of the higher education institution can be implemented in two directions - external and internal. External education includes determining the position of the institution in the market of educational services, in the educational space. Internal positioning is determined by the communication system, internal marketing and organizational support within the higher education institution. As a result of the location, higher education institutions determine their strengths, priority activities and develop a strategy for their development. The strategy for the development of a higher education institution is a "comprehensive, long-term plan of systematic actions and their practical implementation based on a comprehensive study of all laws, external and internal conditions, goals and tasks that ensure the effectiveness of the organization"³. Based on the above analysis, it can be said that various development strategies or their combinations can be used in higher education institutions. When developing a strategy for the development of higher education institutions, it is necessary to take into account the optimal combination of education and market relations. The Higher Education Institution, which strives to keep up with the times, sets ambitious goals and consistently implements them, at the same time, in order to develop a modern material and technical base corresponding to the level of scientific and technical progress, as well as the ability of students in advanced directions. It is necessary to create favorable conditions. The article uses general scientific research methods such as analysis, synthesis, analogy, and generalization, and evaluates the possibilities of applying existing classifications of development strategies of organizations in relation to higher educational institutions.

Methods of analyzing the methodological basis of the development strategy of a higher education institution, working programs and manuals for the organization of the development strategy of higher educational institution, summarizing the pedagogical experience in using modern web tools as one of the means of increasing the effectiveness of the development of higher educational institution, the problem of this research methods of interviews with teachers were also used.

A number of quality control methods can be used to analyze the quality of education. In practice, quality control methods are applied to production, and these methods are rarely used in the educational process. Issues of using quality control methods applied to production enterprises in the educational system are considered below. One of the popular methods of quality control is the Isikawa method. The Isikawa chart is based on 5M. 5M is defined as:

1. Man (human) - factors related to the human factor.
2. Machines (equipment) - factors related to machines and equipment.
3. Materials (materials) - factors related to materials.
4. Methods (methods) - ways of organizing processes.
5. Measurements - factors related to measurement.

The above 5 factors are the basis of the Isikawa diagram, and the diagram of the factors affecting the quality of education in higher education institutions can be shown using the Isikawa method⁴. It can be seen from Isikawa's scheme that one of the factors that most affect the quality of education according to the 5 reasons is the human factor, which has a direct impact on the quality of education. secret shows. The remaining factors have a negative impact on the quality of educational processes through the human factor. Among the remaining factors, methods significantly affect the quality of education in terms of organization. Elimination of these problems, which negatively affect the quality of education, should be based on a clear mechanism. One such mechanism in the quality management system is the Dyoming cycle and the quality loop. The American scientist Edward Dyoming made a great contribution to the scientific consideration of work planning, execution, and control in quality management, and he introduced the PDCA (PlanDo-Check-Act) control cycle (Dyoming cycle). passed Since the PDCA cycle is an idea of Dyoming, this cycle is also called the Dyoming cycle. The main

method of quality improvement is the PDCA control cycle, which consists of the following: - P(Plan) – creating a work plan; - D(Do) – perform the work according to the plan; - S(Check) – checking that the obtained results correspond to the planned works; - A(Action) - taking measures, managing the impact in the event that the results obtained compared to the planned indicators have changed. The Dyoming cycle is the foundation of any work done in an institution. This control loop can be the basis of success in any employee or team. In order to apply the PDCA cycle in practice, the employees of the institution need to learn it at their level. Therefore, in order to ensure the systematicity of quality management processes and increase the efficiency of management, it will be possible to use the Dyoming cycle and the quality ring together in quality management activities. This will be effective in ensuring the competitiveness of the growing personnel. Based on these two methods, you can make a table and make it look like a matrix. This matrix is a comprehensive view of quality management for a particular type of specialty. Thus, modern education is the same object of market relations as other goods and services, and individual educational institutions and the educational system as a whole improve the quality of their services by creating and implementing a modern quality management system. how they improve their competitiveness depends on the future of our society. The successful integration of education, science and production, improving the quality of education ultimately determines the speed and depth of modernization of our country's economy.

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