

Specific Features of Quality Management

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Abstract. This article provides an analytical overview of the classical definitions and approaches to the concept of quality, its dependence on technical, economic, social, and technological characteristics, and various factors affecting quality.

Key words: strategic, quality, technical, economic, social, technological, material and technical, administrative, human factor.

The formation of a fiercely competitive environment among industrial enterprises has determined the urgency of quality management and the production of competitive products as the main tasks facing manufacturing enterprises. Product and services quality improvement, real sector networks enterprises in front of important from issues is considered.

From the stabilization of its economy and strategic problems one is, working release in networks product and The process of improving quality in the production of real sector enterprises is based on the fundamental solution of problems in improving the quality of services. The process of improving quality in the production of real sector enterprises is a process that begins with the production of products, continues with the sale or provision of services, and continues with the delivery of quality services to the consumer, not only for profit, but also to satisfy the needs of the population as much as possible, as well as for the development of society and its prosperity. is one.

The concept of quality is a multifaceted and multi-valued philosophical concept. Most American companies have come to the conclusion that "Beauty is in the eye of the beholder," meaning that each person views quality from their own perspective. Therefore, "quality management is not about achieving perfection, it is about effectively developing a product that meets market demand." D'Jouran defines quality as "fitness for use." Flip Troskie defined quality as "the conformity of quality to requirements."

In economics, this concept is called "the subtlety of subtleties"[1].

When these ideas and considerations are summarized, the conclusion is that "Quality is the satisfaction of stated and expected requirements through the aggregate characteristics of a product."

Product quality is defined by:

- ✓ serviceability;
- ✓ reliability (safety, durability, maintainability, repairability, usage characteristics);
- ✓ aesthetic appearance; ease of use;
- ✓ after-sales service and so on.

Product quality depends on a large number of factors, including technical, economic, social, and technological characteristics. These factors are conventionally divided into 3 groups[2] .

1. Material and technical (production equipment, technical and metrological support for the production of machines, methods and means of testing and control, materials used, buildings and devices);
2. Human factor (qualifications, professional knowledge, interest in one's work);
3. Administrative (organizational) general working release activity and part quality management organization to be).

In general when you get it , work being released product quality high at the level hold stand provide complex problem. Only scientifically based, systematic and complex, simultaneous and interrelated technical, organizational, economic, legal and social measures can quickly and accurately improve the quality of products. Outstanding scientists PLChebliyev, M.Lyapunov, I.T. Vensky, AMDlin, UAShukart, E.Demin, A.Feigenbuan made a great contribution to the development of the theory of quality management[3].

cannot be effective after the product has been manufactured. These activities must be carried out during the product manufacturing process.

Information on the actual quality of the product is compared with the planned quality indicators. Based on the results of the comparison, measures are developed and implemented to maintain or improve quality.

The measures developed involve changing various factors that affect product quality : [4] These factors

- ✓ Technical ;
- ✓ Organizational;
- ✓ Economic and To *socials separation possible*.

Technical factors group:

- ✓ technological equipment;
- ✓ equipment, tool and control tools status;
- ✓ initial materials, raw materials and the aggregator items quality;
- ✓ technical documents etc. status and from quality consists of.

Economic to factors :

- ✓ right pay form, work right quantity, high good quality product and work for reward;
- ✓ unsuitable product for work about deduct stay, product price and cost, quality level etc.

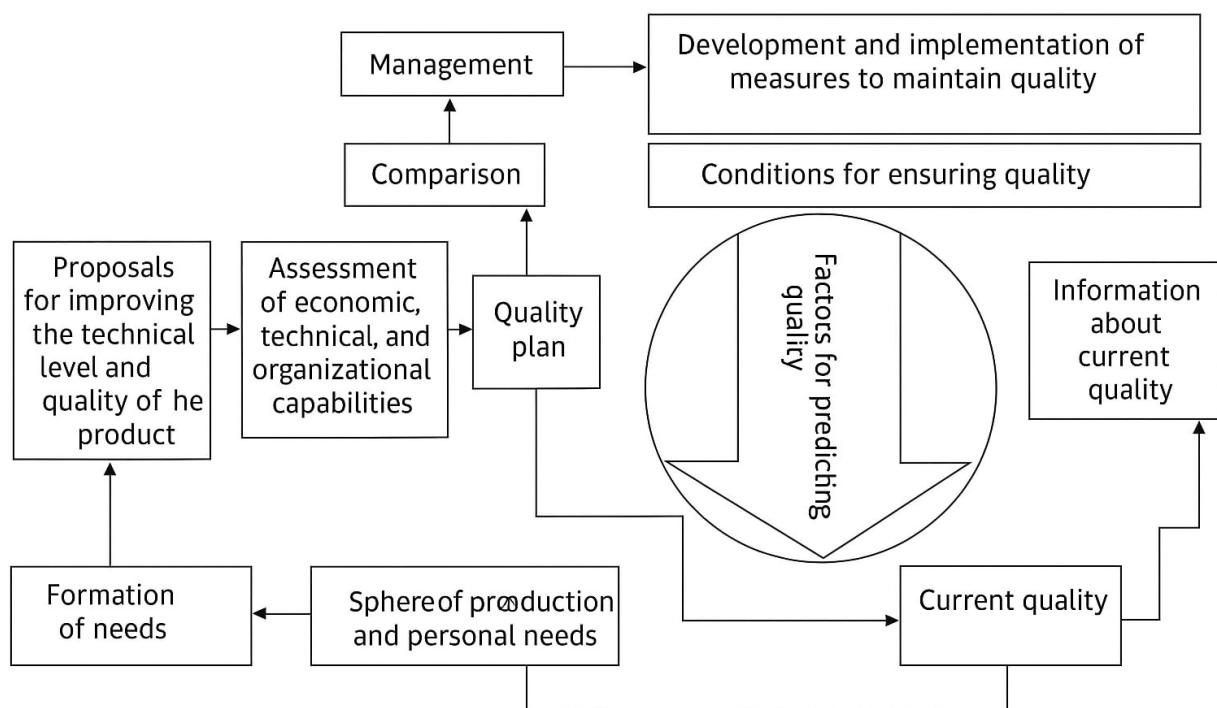
Group of social factors : personnel selection, placement and job change, organization of advanced training, scientific and technical creativity, rationalization and inventiveness, housing and household conditions, interpersonal relationships in the team, psychological environment , etc. Criteria for managing product quality.

From a quality management perspective , the required characteristics can be taken as management criteria. Example for , materials spending reduce need if , criterion as of the car mass acceptance will be done .

Reliability increase need if , criterion as the car stop absence and others acceptance will be done .

Drawing 1

Quality management principle shape.



Quality control from the issue out, necessary features management according to the criteria acceptance to do possible. Example for, materials spending reduce need if, criterion as of the car mass acceptance will be done.

Reliability increase need if, criterion as the car stop absence and others acceptance will be done.

Saying passed criteria technical criteria to the number enters and from them wide is used, but they private are criteria. They have to quality achieve for expendable expenses assessment in mind not caught. We know that the product quality management system work efficiency evaluating It won't happen. That's why for, quality in management product quality technical and economic features cumulative from the criteria use In this case integral product quality concept The integral quality of a product is defined as the quality of the product use or him/her consumption to do sum useful of the fruit the product create to use expendable sum to the expenses was ratio understood.

Businesses at the market requirements learned without consumers needs satisfyingly in use necessary fruit providing products releases Consumers need good , quality , beautiful product to take movement does and this because of good quality enterprises quality level exceed when you go the product working release for being done expenses at the beginning slowly increases because working release given requirements ease will do it with , then quality level growth expenses with sharp exceed goes . The end so to the border arrived The costs are increasing. to infinity strives.

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