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THE ROLE OF QUALITY MANAGEMENT SYSTEM IN INCREASING PRODUCT QUALITY IN ENTERPRISES

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Annotation
The task of creating a quality management system includes the development of quality policy of the enterprise, the development of quality guidelines for the enterprise, the development of documented procedural documents for key business processes, the development of internal standards, the introduction of analytical and statistical control methods. The organizational direction is the creation of a quality service, identification of persons and departments responsible for maintaining the documents of the quality management system, the appointment of a quality authority, the development and implementation of a quality management system of quality service interaction with other departments.

Keywords: Quality, system, certification, process, international standard, audit, management, technical, inspection, control, stage, approach, business processes, compliance, evaluation, internal audit, creation, document, normative document, quality management system.

There are two approaches to the introduction of ISO 9000 standards, in the first case the standards are used as a tool to increase the efficiency of the organization. There will be an internal demand for their introduction, and this will be created by the top management, but without this there will be no further development. In such a strategy, there is a need to increase the efficiency of the system, conduct an objective internal audit, identify resources for self-assessment, develop the most appropriate documentation, and prioritize the organization of quality management system, processes and product quality. In the second case, standards are introduced in order to obtain a certificate. This creates a need for consumers, partners, or the terms of the tender requirements when concluding contracts, in order not to lag behind others. In this approach, all efforts and attention are focused on the formal implementation of the requirements of the certification body and the development of documentation. Specialists who make technical, economic, and management decisions are left to one side, but staff do only the work that is necessary for the inspectors. The main purpose of introducing standards is to improve the quality of this system.The task of creating

a quality management system should include the development of quality policy of the enterprise, the development of the quality manual of the enterprise, the development of documented procedural documents for the main business processes, the development of internal standards, the introduction of analytical and statistical control methods. The organizational direction is to create a quality service, identify those responsible for maintaining the quality management system and departments, appoint a person authorized for quality, the interaction of quality service with other departments of the enterprise to develop and implement a quality management system.

In order to effectively implement and create a quality management system, it is necessary to define the company's strategy in the field of quality, create a working group to develop and implement a quality management system in the enterprise, analyze business processes, analyze all the details of quality management. The development of documented procedures for a quality management system is a difficult and responsible stage and is therefore defined by international standards as a separate phase of the project.

The purpose of certification according to ISO 9000 standards is to ensure compliance with a number of components of the enterprise quality system and as a formal requirement. The process of setting a quality management system to meet these requirements can be very cumbersome, i.e. time consuming. To do this, the company's management must carefully consider the pros and cons of the quality management system before deciding on the readiness of the quality management system for certification according to ISO 9000 series standards, as well as clearly define why the company needs a certificate for quality management system [1].

Abroad, too, it is mandatory to have ISO 9000 certification, mainly when the quality of the product in certain industries is related to human health and life. The wide application of the standard is explained by its universality, as well as the possibility of its application in organizations of any type, from educational institutions to the military industry. ISO 9000 series standards are the organizational and methodological basis of enterprise quality management. International certification is widely used around the world as a means of improving the quality of products and services.

The company will conduct an audit of the existing management system and create a quality management system. The purpose of the audit is to make an initial assessment of the current structure of the current management system in relation to international practice and the functioning of the management system, as well as to assess its compliance with the requirements of the international standard ISO 9001. In the

program of work on the creation of quality management systems, it is important to conduct diagnostics, form a working group to develop a quality management system, train a working group to develop a quality management system and ensure working conditions, conduct seminars and workshops to develop quality management system documents.

It is necessary to conduct training for different levels of management, summarize in accordance with the requirements of ISO 9000 series standards and the role of management in it, more fully express the functions of process managers and management system elements, production, management system experience and process approach and training of internal auditors. It is necessary to develop policies, objectives, quality manuals and documented procedures on the basis of ISO 9001 for the development and implementation of quality management systems, to identify business processes at different levels, to define the nomenclature of business processes.

Management-design processes, quality system improvement and analysis, information and document management processes, Procurement and resource management, Production-processes, customer-related processes, new types of product design and development processes, production processes, Measurement-product and Process Measurement and Monitoring Processes, Unit Intersection-Determining Processes and Boundaries to Determine Process Inputs and Outputs, Production Level Analysis and Restructuring, Process Description Form Definition, Necessary Process Documentation and Developed Quality Management System Procedures , Documented processes and descriptions-Development of process evaluation criteria, Design of quality management system, Process resource provision: identification of responsible and competent staff, definition of infrastructure requirements, Process analysis and monitoring, jar Measurement of efficiency and effectiveness of indicators, introduction of methods of their assessment, definition of management methods, introduction of reporting forms on processes and their analysis, comprehensive check of readiness of quality management system - internal audit and analysis by senior management, pre-certification audit, quality management system certification is important. Develop quality policies and objectives. When developing a quality policy, it is necessary to take into account the definition of the term "quality policy" and define the task of developing the following policy. It is recommended to develop quality policy in the following order: to define the structure of quality policy as a document, to define the strategic goals of the enterprise, to determine the main activities of the organization in the field of quality, to define the principles of the organization, to conduct quality

policy and. It is important to define the responsibilities of the organization's management to create the conditions for achieving its goals in the field.

In defining the goals of the organization, senior management should take into account the current and future needs of the organization and consumer desires, product and process quality indicators, the results of self-assessment of the organization, opportunities to improve product, quality management systems, resources needed to achieve goals. Goals should cover the entire organization and identify those responsible for achieving them. Goals need to be clearly communicated to all employees. Goals should be periodically analyzed and revised as necessary. The goals of the organization should be measurable and coordinated with quality policy. Objectives can be characterized by planned values that are not defined by exact values, or by numerical values, but can be evaluated.

In particular, the policy in the field of quality makes the company feel responsible for the production of competitive and quality products, as well as aims to maximize the needs and desires of its customers. In order to achieve this goal, the company's management and employees undertake the following tasks: to develop, implement and continuously improve the quality management systems in accordance with the requirements of the international standard ISO 9001: 2008, Satisfaction study and analysis, Increasing production volumes and expanding sales markets, Increasing the range of products, Improving their efficiency through monitoring, analysis and introduction of advanced technologies, Product safety, Continuous training of staff , Improving relationships with partners, suppliers, founders and other relevant parties. Conduct periodic reviews of this Policy every two years, communicate it to all employees and ensure that they are understood. Each ball of the company's products must find a worthy place in the world market and be an advertisement of products made in the Republic of Uzbekistan [2].

Our main goal in the field of quality is to fully meet the needs of our customers. Development of quality management system procedural documents, “documented procedures” should be developed for the type of activity in accordance with the requirements of ISO 9001, document management, record management, internal audit, non-compliant product management, corrective actions and prevention actions. can be combined into a documented procedure. In organizations with complex processes, additional documented procedures may be required to ensure the effective operation of the quality management system, especially in relation to product creation processes. Generally, documentation is assumed to be done in the form of detailed statements but ISO 9001 is mandatory six, and only requires additional

procedures to be documented when necessary, but does not specify in what form or in what form the documentation is to be carried out.

The ISO 9001 standard requires the definition of quality management system processes. Typically, business processes in all enterprises are marketing, planning, procurement, storage, production, quality control, sales and ancillary processes. The next requirement of the ISO 9001 standard is to determine the application of processes, ie how they work in practice. The definition and application of enterprise processes can be based on the principle of describing procedures or applying a schematic description and structure of the processes. Positive results can be achieved depending on what the process looks like, shortening the text part of the process statement, better understanding the process, clearly seeing the process, clearly defining the relationship between processes, as well as identifying inputs and outputs between processes, where and at what stage demonstrating its application is to identify the resources required.

The schematic description of the process consists of the course of the procurement process, the inputs and outputs of the process, the persons responsible for the various stages of the process, the documents used in the procurement process. A similar process can be included in a standard procedure, or the process can be used as a separate document by supplementing it with additional documents, such as the forms referenced in the process [3].

Criteria and methods for evaluating processes and determining the interrelationships of processes The basic requirements of the quality management system are defined in ISO 9001. The main requirements of the standard are to determine the sequence and interrelationship of these processes, to identify the criteria and methods needed to effectively implement and manage processes, the implementation of which will improve the quality management system processes, but there are priorities to meet these requirements. , it is very important to determine the criteria of the processes. Process criteria are specific tasks of processes, the performance of which affects the quality of the whole process. In particular, if the procurement process poorly evaluates product suppliers, this is reflected in the quality and price of the delivered product.

Thus, one of the criteria of the procurement process is the careful selection of suppliers. Another criterion of the procurement process may be, for example, the absence of objections from other processes on the purchased product. One of the methods for the analysis of all criteria should be to report on the continuous analysis of the implementation of all criteria by the head of each process and the development of measures to improve the process. When such an analysis is conducted every six

months, it will be possible to collect statistical data on the development of each process and monitor the effectiveness of the processes. Process criteria and the methods required to manage processes and ensure work efficiency can be included in the process description document or added to the process card [4].

It does not say what specific documents are required to meet the requirements of the ISO 9001 standard, but rather it is recommended that the organization determine the required documentation itself. Typically, organizations have many different documents involved in the process. For example, technological guidelines, regulations, job and job descriptions, various journals, enterprise standards, departmental regulations, and so on. It is necessary to include them all in the quality management system and to refer to them in some places in the description of processes. It is necessary for enterprises to have job descriptions designed to define the responsibilities of employees.

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