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INTRODUCTION OF MODERN METHODS OF QUALITY MANAGEMENT IN THE ENTERPRISE

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ANNOTATION:

This article provides information on the introduction of modern methods of quality management in manufacturing enterprises.

Keywords: Enterprise, quality system, management, customer, quality approach, revenue.

INTRODUCTION:

The introduction of modern methods of quality management in the enterprise Methods and techniques that affect the organization and elements of the production process of management entities (bodies) to achieve the goals in the field of quality. In addition to individual methods, complex methods representing their combinations, as well as theoretical foundations, concepts, and systems, are highlighted. Unlike complex methods, concepts and systems involve not only the application of a particular set of methods, but also the reform of an approach to managing an organization. It is useful to classify certain methods according to the object of influence: information, social systems, equipment. The second is related to the characteristics of a particular manufacturing process, including measurement methods, settings, and so on. Management of social systems, as a rule, is divided into economic, organizational, administrative and socio-psychological methods. Quality requirements played a key role in ensuring competitiveness in the 1980s. More than 80% of consumers who buy products on the world market put quality above price. The data show that quality costs account for at least 15-25% of total production costs. Organizational, economic and technical problems related to quality have already become the subject of research, and ways to solve them have become a branch of science. At the current stage of development of scientific and technological progress, product quality is becoming a major problem in the development of national economies. All industrialized countries are actively looking for ways to improve the quality and competitiveness of products in the world market. According to A. Feigenbaum, a well-known American expert, "quality is not evangelism, it is not a rationalization proposal or slogan, it is a way of life." Satisfying the needs of customers is the cornerstone of the quality revolution. Each worker on the conveyor is a consumer of 8 products of the previous worker. Therefore, the task of each employee is to satisfy the next employee. The attention of the legislative and executive authorities to improving the quality of products in the enterprise has become a new direction in the economic development of the state.

Comparison of Quality Approaches in the Enterprise.

Western approach (USA and Europe). Quality is based on low prices. The first goal - profit, quality - is a random category. Buyers should ask the supplier's permission for quality matters. General ideas come from quality. Quality is based on a low level of defects.

Eastern approach (Japan). The first goal - quality, profit - does not slow down the sequence. Agree with customer requirements

on quality issues. Strict quality policy for each subject.

Approaches to quality management can be divided into two main areas. Administrative approach. It is proposed to increase the quality of products to 100%. The quality of a product is categorized according to its life cycle stages. The product life cycle begins with marketing research and development, covers production, sales, exploitation, and continues to be recycled or consumed. Important steps and operations that allow defects to occur are identified and investigated. Occurring defects are divided into types. Accordingly, measures will be taken to prevent defects and bring the quality level up to 100%. Defects in the administrative approach are recognized as an emergency that must be rectified immediately. The economic approach to quality issues determines the amount of cost that is economically feasible to achieve the desired level of product quality. In the economic approach, this limit allows to determine the optimal level of quality. The development of the concept of "quality" as an economic category in manufacturing is evident in the electronics industry. At a certain stage in the development of the electronics industry, the technology was considered unsuitable for waste-free production. By its very nature, electronics has significantly changed the perception of quality. Defective products remain in the production process and are sent for further processing, as the defect is not always detectable. Also, the value of a quality product will increase sharply, especially in the case of 5-30% of defective products. The tactical approach to quality depends in many ways on the types of products produced and the relationship between supply and demand, the competition of the main producers of these products. Accordingly, ways and means to achieve the planned level of quality will be sought. On the other hand, the strategy of achieving quality in a number of areas is becoming more common.

The impact of total costs on product life stages on quality assurance.

For example, various American companies such as ATT, Avon, Corping Glase, General Motors, Hewlett-Packard, IBM, and Polaroid are the ten most important companies in the field of quality management. developers of directions: 1. Achieving the interest of senior management. 2. Establish a quality improvement board. 3. Involve the entire management team. 4. Ensuring team participation in quality improvement. 5. Ensuring personal involvement in quality improvement. 6. Improving systems, organizing a process coordination group. 7. Involve suppliers more in the fight for quality. 8. Measures to improve the quality of management systems. 9. Short-term plans and long-term strategies to improve performance. 10. Creating a system of service recognition. These areas reflect the content of the organizational and economic basis of quality management. According to Walter Schuhart, one of the founders of modern science of quality management, there are two aspects to quality. The first is to think of the quality of things as an objective reality that does not depend on human existence. The second is related to our attitudes, thoughts and feelings towards this objective reality. Noting that such personal assessments of consumers satisfy their desires in practice, this serves as a key point of attention for engineers, as engineers determine the desired characteristics of the product to be produced based on these assessments.

To continue the development of Quality Management in Enterprises, A.V. Glichev and V. Ye. It can be assumed that there will be a period of use based on the Swedish approach:

1. Individual form of organization of quality assurance processes.

2. Organization of the process of forming the shape of the shop.
3. Industrial (industrial) form of organization of quality processes:
4. Postindustrial period, General Quality Management (GQM)

The process of quality improvement is necessary not only for profit to ensure performance in the sale of products or provision of services, but also for society, for its development. Goods that have a certain utility and have a difference in selling price and cost-effectiveness must be sold. Thus, an important condition for the sale of goods is the trust and price of the buyer to its guaranteed quality. The quality of a product is defined as the degree to which it meets the needs of the people affected by the product, the conditions under which it is used, and the ease with which it can be used. The elements that shape quality define quality indicators and the application of different methods is determined. The main elements of the suitability of goods, determined by the technical characteristics of the product, are called design quality. As the quality of the design is improved, its efficiency also increases.

It is useful to classify certain methods according to the object of influence: information, social systems, equipment. The second is related to the characteristics of a particular manufacturing process, including measurement methods, settings, and so on. Management of social systems, as a rule, is divided into economic, organizational, administrative and socio-psychological methods.

Economic management methods involve the creation of economic conditions in which they encourage workers and enterprises, groups of departments to constantly improve and ensure the required level of quality. The development of market relations requires extensive use of economic methods of quality management. These methods may include: -Financing of activities in the field of quality management; -Economic accounting in the divisions of the quality management system; -Economic stimulation of production; -Pricing taking into account the level of quality of products and services; - Application of the system of salaries and financial incentives; -Apply economic measures to influence suppliers; -Business planning to create new and modernized products and services. -Organizational and management methods are carried out through mandatory instructions, orders, management instructions and other instructions aimed at improving the required level of quality: -Regulation (functional, formal, structural); -Standardization; -Ration; -Instructions (explanations, explanations); -Administrative influence (on the basis of orders, instructions, directives, decrees, etc.). Socio-psychological methods influence the socio-psychological processes that take place in work teams to achieve quality goals. In the field of quality management, they may include:
-Ethical incentives for high quality work results; -Methods to improve the psychological environment in the community (conflict resolution, staff selection and psychological compatibility); - Taking into account the psychological characteristics of members of the workforce; -Formation of work motives of employees aimed at achieving the required quality; - Preservation and development of business traditions to ensure the required quality; Ways to increase the discipline, responsibility, initiative and creative activity of each member of the team.
In summary: QUALITY CONTROL IN THE ENTERPRISE
The technical control department of the plant carries out the products produced by the enterprise on the basis of normative technical documents and quality control requirements. Product quality control includes:

-All product design, all technological processes, raw materials, products, metrological support and all pre-production processes;

- Quality control of all materials and components imported to the enterprise;

-Product identification;

-control of parts and joints of products in production shops;

- Mechanical, chemical and metallographic study of rolled metal, parts and welding materials;

-Control of welds and base metals using radiographic, ultrasonic and color defectoscopy methods;

-Control through thermal processing;

-Calibration of all research equipment, tools and tools;

-Study of durability and tightness of equipment;

-Packing and loading of equipment;

- Issuance of product quality certificate and passport to the customer.

The quality control system provides for the conduct of technological processes at any stage of production in accordance with the certificates of x-ray films, thermal processing cartograms.

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