
**IMPROVEMENT OF EDUCATIONAL QUALITY MANAGEMENT PROCESSES IN THE MARKET OF
EDUCATIONAL SERVICES**

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Annotation

The article the ways of introducing innovations in educational organizations, the results and effects of the use of innovative technologies in educational management were considered in the article. Using the example of the structural and functional model of innovative processes in modern education, an offer was made to consider the classification of innovative activities, and an analysis was given based on the table

Keywords: education system, quality education, innovative methods and management, corporate management, matrix, linear, functional

Introduction

In October 2019, the concept of developing the higher education system of the Republic of Uzbekistan until 2030 was adopted in our country.¹ This document was based on tasks such as the development of integration of science, education and production in order to accelerate intellectual development, train competitive personnel, effectively organize scientific and innovative activities, and strengthen international cooperation Today, the solution to various problems facing modern education depends, on the one hand, on an adequate understanding and description of the current management system, and on the other hand, on the introduction of new scientific and pedagogical technologies and achievements in the field of education. control. The orientation of the entire management system towards the final result is not only a unique motivational and goal-oriented direction for the activities of heads of educational institutions, but also a new approach to the provision of information, pedagogical analysis, planning, organization, control and regulation of all activities. implied.

Literature Review

"The passion for new forms without fundamentally changing the content of the management process, the lack of a clear program of conceptual changes sometimes lead us not to news, but to "simulation of news", false attempts to identify errors leads to a conclusion" said Lyudmila Mitrofanovna,² Candidate of Pedagogical Sciences, in her dissertation entitled "Innovative Technologies in the Management of

¹ O'zbekiston Respublikasi Prezidenti Sh. Mirziyoyevning 2019 yil 18 oktyabrdagi PF -5847-son Farmoni: "O'zbekiston Respublikasi Oliy ta'lim tizimini 2030 yilgacha rivojlantirish konsepsiyasi" / <https://lex.uz>

² Митрофанова Л. «Иновационные технологии в управление образовательным учреждением» тема диссертации и автореферат

Educational Institutions". It follows that by changing the content of the management process, we can introduce a management system based on new, innovative technologies.

I.Ansoff, T.Bush, B.R. from foreign scientists on the management of the quality of education, organization of management activities of the educational system and professional development of the leaders of various departments, directions and problems of improving their qualifications. Clark, F. A. van Vught, P. Hallinger, E. L. Horng, J. W. Valentine, R. Bolam, L. Cuban, J. Lauglo, K. Leithwood, P. Sammons, R. Webb and others have carried out a number of scientific studies.³

Problems of management, management of education system in Uzbekistan, training, retraining and upgrading of senior staff

S.S. Gulomov, D.N. Rahimova, M.I. Ikromov, A.S. Kucharov, D.S. Kasimova, L.V. Peregudov, M.Kh. Saidov, Sh.E. Kurbanov, E.A. Seitkhalilov, M.M. Mirqosimov, R.H. Djuraev, Researched by S. Turgunov, N. Akhmedova and others.⁴

Also, U.I. Inoyatov, R.Sh. Ahlidinov, J.G'. Yoldoshev, Sh.N. in the direction of development of the theoretical-methodical foundations of the management of the educational system and institutions, the effectiveness of management activities of the heads of general secondary schools, improvement of the management of the quality of education. Zaynutdinov, K.Kh. Abdurahmonov, S.A. Usmonov and others conducted scientific research.⁵

Nevertheless, in the current conditions, issues of improving the management of the public education system based on modern management approaches, directions for organizing effective management in education, improvement of management methods and methods in educational institutions have not been widely analyzed, and this served as the basis for determining the direction of this research work

Research Methodology

The Law of the Republic of Uzbekistan "On Education" of September 23, 2020, the Decree of the President of the Republic of Uzbekistan No. PF-4947 of February 7, 2017 "On the Strategy of Actions for Further Development of the Republic of Uzbekistan", No. PF-5198 of September 30, 2017 "Preschool Education System Decrees of the President of the Republic of Uzbekistan dated September 30, 2017 No. PQ-3304 "On Improving the Activities of the Ministry of Public Education of the Republic of Uzbekistan", the Cabinet of Ministers of the Republic of Uzbekistan

³ Clark, B.R. (1983a). The Higher Education System. Berkeley: University of California Press

Clark, B.R. (1983b). Governing the Higher Education System in: Shattock, M. (ed.) The Structure and Governance of Higher Education. Guildford: Society for Research into Higher Education F. W. Taylor, Harper & Brothers. The Principles of Scientific Management, New York, 1911; Fayol, Henri. Administration industrielle et générale / Paris. — Dunod et Pinat. — 1917.

Mayo, Elton. Rever and industrial fatigue. Journal of Personnel Research, 3,273-281.

Patrick Griffin, Esther Care. Assessment and Teaching of 21st Century Skills/ Methods and Approach. © Springer Science+Business Media Dordrecht 2015

⁴ Ғуломов С. С. Менежмент асослари. — Тошкент: Шарқ, 2002. — 366 б.

Қурбонов Ш.Э., Сейтхалилов Э.А. "Таълим сифатини бошқариш". — Тошкент, 2006, 553- бет Djuraev R.X., Turg'unov S.T. Ta'lim menejmenti. — Toshkent., "Voris-Nashriyot", 2006

Saidov M.X. Oliy ta'lim menejmenti va iqtisodiyoti. — T.: Moliya, 2002, -169 b.; Axunova G.N. Ta'lim xizmatlari bozorida marketing faoliyati va uni takomillashtirish, Iqt.f.d. diss. avroref. — T.: TDIU.; Teshaboev T.Z. Oliy o'quv yurtlarida innovatsion faoliyatni takomillashtirish yo'llari. — T.: Fan va texnologiya, 2007. 129 b.;

⁵ Зайнутдинов Ш.Н., Ашуров З.А., Муйдинов Ф. Оценка эффективности инновационного менеджмента в корпорациях // Сборник научных трудов: Реализация антикризисной программы - основа дальнейшего развития национальной экономики и повышения его конкурентоспособности. - Москва. 2010. С. 321-322.

This thesis serves to a certain extent in the implementation of the tasks defined in the decision No. 187 of April 6, 2017 "On approval of state educational standards of general secondary and secondary special, vocational education" and other regulatory legal documents.

Main Part

The principle of quality management is based on the following basic rules: customer focus; continuous improvement of activities in the field of production and quality; comprehensive and systematic solution to quality assurance problems at the stages of the product life cycle; shift the main quality efforts to human resources. Originally developed for the material manufacturing industries, these principles are very suitable for education and are consistent with the principles of the ISO 9000 series of international quality standards.

The principle of portfolio formation is based on a strategic analysis of educational services. Strategic analysis is based on an approach that allows one to classify educational services by sales volume and prospects for increasing competitiveness in the educational services market.

The criteria and indicators of the quality of innovative processes in teacher education are:

1. The quality of professional qualifications of teachers and innovative activities of the regions;
2. The state of the material and technical base of the educational institution;
3. Innovative efficiency improvement programs;
4. Innovative activities of management;
5. Level of preparation of students;
6. Customer satisfaction level.

We propose to consider the classification of innovative activities using the example of the structural and functional model of innovative processes in modern education that we have developed.

Table 1. Mechanism for analyzing innovative management activities in the education system

Type of innovation	Content of innovation in Pedagogical Institute on a 10 point scale
Strategically: application of project management methods in the management system (network planning and management, planning, logistics, standard planning, structural planning, resource planning, simulation modeling and computer etc.)	6
Applying a strategic approach to the management of the institute.	7
Introduction of a matrix structure in management	8
Procedure: modernization of the linear-functional management structure of the institute	10
Use of a project-oriented approach in management. This includes planning, limiting participants, specific time frames, and limiting the resources allocated to implementation.	8
Making changes to the corporate culture of the institute. All employees should understand the innovative activities of the institute and the idea sharing activities should be formed	8
The transition from the traditional organizational structure of the institution to a decentralized functional management system based on maximum consideration of the interests of administrative departments and groups.	8

Conclusions and suggestions

Thus, the main directions of innovation in the management of higher educational institutions are:

1. development of plans and programs for innovation activities;

2. monitoring the progress of development and implementation of innovations;
3. coordination of innovative activities in the structural divisions of the institute and department;
4. project groups for the development of innovative competence of teachers, development and testing of working and pedagogical innovations.

The implementation of innovative processes in education management is an important criterion for improving the quality of education in a pedagogical university, since it affects the results of innovative activities of subjects of the educational process in terms of improving, expanding and updating the range of educational technologies.

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