

METHODOLOGY FOR IMPLEMENTATION QUALITY MANAGEMENT SYSTEM AT THE ENTERPRISE

Modern enterprises carry out the activity in constantly variable market conditions. Forming the new competitive environment compels enterprises again to pay a regard to efficiency and quality of produced commodities and services, as those companies which will be able quickly to adapt oneself to such terms and in sharp competitive activity to survive only. Therefore, the system of management of quality must be flexible, that is quickly «influenced» under the changes of requirements of the parties interested in activity of the enterprise. Only such system of management can become a useful instrument in the hands of guidance of enterprise. A standard requires to develop and improve the system of management of quality by application of modern technologies, oriented to effective adaptation to the external environment which changes.

The purpose of the article is the research of the problem of development and introduction of the quality management system as one of backer-ups competitiveness of an enterprise which functions in Ukraine, that in the state with a transitional economy and imperfect competition. [3, p.62-65]

In the article the method of introducing the quality management system at the enterprise has been presented, which is aimed at realization of policy of organization in the sphere of quality and creation of structure which provides effective realization of the set aims. The standard of ISO of 9001- is a real instrument of the increase of activity efficiency, which destroys an enterprise on the new level of development.

Approach to the systems is used to the ground of directions of development and introduction of the quality management system at the enterprise which allowed: to begin the process of forming the corporate culture, based on principles of quality management; to control the activity of enterprise in accordance with the current Ukrainian legislation, standards and recommendations of international organizations; to differentiate services which are given, on the basis of quality, to meet the requirements of users. [5, p.393]

Introduction of SMK – is a difficult project for any enterprise, successful realization of which requires exact knowledge and observance of all of conformities to the law and document. There are certain complications in the project of such scale: separate employees and leaders don't make a strategic decision about creation of the system; a powerful organizational structure, functional management; internal barriers between subsections, incomprehensible general aims of organization, destruction of trust between the different levels of personnel; misbalance of responsibility and plenary powers; low level of culture of production; absence of the expressly formulated vision, mission, general ideology, philosophy, principles of development for all of company; processes are not described, key processes are not certain and quantitative and high-quality criteria are not measured; absence of the system of measuring the satisfaction of users and marketing. [4, p. 14-16]

ISO 9001- will help to overcome these complications, a real instrument of the efficiency increase of activity, which destroys an enterprise on the fundamentally new level of development. [1]

Introduction of the quality management system will allow the enterprise: to begin the process of forming the corporate culture, based on principles of quality management; to control the activity of the enterprise in accordance with the current Ukrainian legislation, standards and recommendations of international organizations; to differentiate services which are given on the basis of quality, that meet the requirements of users, and also to create pre-conditions for increase of market of organization share; to promote profitability of enterprise by cutting the production costs, which appears due to the increase of level, development of procedures for performing the activity on the basis of the chosen standard, perfection of management, involving the whole personnel, processes of control and providing the quality; to strengthen reputation of enterprise which meets the world standards of quality of enterprise and aspires the permanent increase in satisfaction level of users. [2, pp.17-21]

The solution of the resulted problems needs combining the efforts of professional organizations in the field of quality with the purpose of making the strategy of general actions for the development of market services in the field of quality, creation of highly skilled specialist in a quality management, which will meet modern requirements.

The prospects of further researches can be related to determination of tool and directions of improvement of providing the control of the system, study of possibilities and features to introduce the information technologies of the quality system control by quality by quality at domestic enterprises.

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