

## BENEFITS AND CHALLENGES OF IMPLEMENTING QUALITY MANAGEMENT SYSTEM IN A SMALL IT COMPANY

*V.O. Zenkov<sup>1</sup>, O.N. Nashchekina<sup>2</sup>*

<sup>1</sup> *master's student, Management Department, NTU «KhPI», Kharkiv, Ukraine*

<sup>2</sup> *associate professor, Management Department, PhD in physics & mathematics, NTU «KhPI», Kharkiv, Ukraine*

*[vitalii.zenkov@emmb.khpi.edu.ua](mailto:vitalii.zenkov@emmb.khpi.edu.ua)*

In today's modern economic landscape, there is a need for businesses to constantly enhance the quality of their products. An effective Quality Management System (QMS) forms the foundation for companies to consistently produce high-quality products. Given the rapidly developing technologies, changing consumer preferences and intensifying competition, there is an ongoing demand for companies to continuously refine their QMS.

The standardized framework provided by ISO 9001:2015 [1] allows organizations of any size and type to build a QMS, which would assure the conformity of products and services to customer needs and compliance with the regulatory requirements.

A QMS in an information technology (IT) company is a structured framework of policies, processes, procedures, and resources designed to ensure that the company consistently delivers high-quality IT products and services that meet or exceed customer expectations and improves the efficiency and effectiveness of organizational processes. Taking into account industry-specific business processes, ISO together with the International Electrotechnical Commission and IEEE developed Guidelines for the application of ISO 9001:2015 to computer software, in particular to the processes of acquisition, supply, development, operation and maintenance of computer software and support services, and to the process of continuous improvement [2].

Implementing a QMS in a small IT company offers numerous benefits, but it is important to be aware of the potential challenges that may arise before, during and after the QMS implementation process. In this study, we highlight the benefits, identify the limitations and potential barriers to a successful implementation of QMS in a small IT company, and propose the ways of overcoming them.

Small IT companies may face additional challenges related to the lack of qualified personnel to implement a QMS, while external consultants may not fully understand the company's business processes. The cost of QMS implementation based on ISO 9001 standard also imposes considerable costs. Besides, there can be internal resistance of employees who do not want things more complex than they need to be. Thus, a QMS should be adapted to the company's size and be practical. A QMS is based on the commitment to quality, which should be incorporated in the company's values. An IT-company needs to carefully plan and implement its QMS, continually review its effectiveness, and be adaptable in addressing issues as they arise.

In conclusion, the adoption of a QMS is a strategic decision for a company that can improve the quality of its products and overall performance. A QMS should be tailored to the company's size. It is important to ensure that quality management practices are understood and embraced by all employees, and that the QMS is continuously reviewed and improved as necessary.

### References:

1. ISO 9001:2015. Quality management systems. Requirements. URL: <https://www.iso.org/standard/62085.html>.
2. ISO/IEC/IEEE 90003:2018. Software engineering. Guidelines for the application of ISO 9001:2015 to computer software. URL: <https://www.iso.org/standard/74348.html>.