

THE DEVELOPMENT OF QUALITY MANAGEMENT SYSTEMS

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The significance of the topic is induced to changes in the quality management systems, in connection with Ukraine's accession to the European market.

As it is known, in the mid-1960s the Central Committee of the CPSU and the Council of Ministers of the USSR adopted a decision on the development of standardization. This caused an increased interest of the scientific and technical professional class to the activities of the State Standard of the USSR and the All-Russia Scientific Research Institute for Certification, created in June, 1965. As a result, to the work of creation and implementation of new state standardization system that began at that time it was possible to attract many highly qualified specialists from various sectors of the national economy. Among them there were such authoritative scientists as Ya.B. Shor, B.V. Gnedenko, L.Ya. Shukhhalter, M.I. Kruhlov and many others.

The first steps in this direction were taken to ensure the reliability of the creating technology, because only this way it was possible to increase its resource and increase efficiency. It is known that in the former USSR system quality management received much attention. Comprehensive system approach to quality management in the USSR was widely implemented in the industry, which provided scientific and technological progress such as aviation, radio engineering, rocket engineering and machine building.

Then the system - complex approach developed and found its expression in the systems "NORM" (scientific organization of work to increase the resource), "KANARSPI" (quality, reliability, resource from the first products), SBT (system of defect-free labor) and their varieties. The integrated product quality management system (KS UKP) was developed as a result of a joint research and production experiment conducted by the State Standard and advanced industrial enterprises of the Lviv region. Quality management in KS UKP was to be implemented in unity with the solution of all tasks of managing the production and economic activities of the enterprise.

The history of development of domestic quality systems proves the existence of systematic approach. And although in many of our enterprises this system worked quite successfully, but in new, market conditions, when the interests of the consumer come to the forefront, they need to search new ways to improve the quality and competitiveness of products, and therefore the quality system needs to be improved and brought to the modern level taking into account the requirements of the international standards.

In the west, the way to realize quality as a strategic factor had its regional and national characteristics. If for the United States the emphasis on quality im-

provement was mainly put in connection with the military strategy, then for such countries as England and Germany, this spot was connected with the development of a strategic line in the competitive struggle for survival.

In 1990, the Big Three of American automotive companies developed the OS-9000 standard "Requirements for quality systems". Despite the fact that it is based on the ISO 9001 standard, its requirements are strengthened by industry (automotive), as well as individual requirements of each member of the Big Three and five other major truck manufacturers. The main achievement of this stage in the formation of a systematic approach to quality management was the implementation of ISO 14000 and OS-9000 standards. The ISO 9000 series of standards includes three standards describing three models of a quality system, and twenty-two standards containing guidelines for selecting and building a system.

ISO standards are general documents that form a voluntary, international consensus-based system. The principles established by this system and agreed upon by quality professionals, manufacturers and users, are applicable to the activities of any enterprise, both public and private. Quality, in the point of these norms, is focused on benefiting of customers, and means fulfilling their requirements. The center of ISO standards is oriented to the process of production and execution as a whole, and not just its result. Each of the standards contains four sections: Scope, Normative references, Definitions and Requirements for the quality system.

These quality systems are an organizational structure that includes the procedures, processes and resources necessary for administrative quality management and that ensure that the set goals are achieved in accordance with the requirements of international standards. The peculiarity of the implementation of ISO standards is that all the employees of the enterprise from its leader to the ordinary worker should become the subjects of innovation in this case.

The modern concept of quality management originates from the works of V. Shuhart, who introduced the concept of a cycle of continuous technological changes based on statistical quality control. It was the famous PDCA cycle ("Plan - Do - Check - Act"), also known as the "Schuhart cycle".

From the above, it can be concluded that Ukraine until 2016 used the Soviet principles in quality systems of products. But for today, Ukraine starts close cooperation with Europe and is focused on the countries of Europe; therefore our experts in quality management should use the European experience.

References

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