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Basic Principles of Product Quality Management Based on International Standards and Current Implementation Issues

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ABSTRACT: The basic principles of product quality management according to international standards are considered and analyzed. The basic principles of the quality management system today are the basis for the adaptation of the enterprise to the main characteristics of the market economy. As already acquired experience shows, the key to the success of the enterprise in the field of product quality in a competitive environment is the understanding and acceptance by the management and leading specialists of the organization of the basic rules of these principles, as well as their integration into the day-to-day practical work. In addition, understanding this will ensure the effectiveness of the implementation of the quality management system and its basic principles. But it should be noted that it is a sad fact that in some cases managers of enterprises are not ready to correctly perceive the basic principles of the system.

KEYWORDS: Principles of quality management, quality of products, quality management, orientation of the owner, leadership, interaction of people, ground approach, system approach to management, improvement, decision-making based on facts

I. INTRODUCTION

One of the priorities of any organization is to ensure and maintain the necessary level of quality of products or services. A higher education institution, like any organization operating in a competitive environment, should strive to meet the requirements and expectations of consumers. That is why the university needs to introduce a quality management system, which is aimed at continuous improvement of processes taking place within the organization. In ISO 9001:2015 "Quality management systems. Requirements" defined the basic principles of quality management: "consumer orientation; leadership; interaction of people; process approach; Systematic approach to management constant improvement; Evidence-based decision-making; management of relationship"

II. LITERATURE SURVEY

It is obvious that the quality of products today is the main aspect. This is the basis of the basic principles of the quality management system. But if at the same time forcing heads of companies to focus only on quality issues, standards can deprive them of the main function - to implement the management of the company as a whole, as well as to bear personal responsibility for its activities to the collective and owners of the company.

Quality management systems are driven by the requirements of the consumer of the organization. Consumers need a product (service) that meets their needs and expectations. Consumer needs and expectations are constantly changing, and organizations are under pressure from competitive (market) environments and technological advances. In order to maintain constant consumer satisfaction, organizations must constantly improve their products and processes. The QMS of the organization, as one of the management tools, gives confidence to the highest management of the organization itself and its consumers that the organization is able to supply products that fully meet the requirements (the necessary quality, in the necessary quantity for the specified period of time, having spent the established resources on it).

in fig. 1. Shown is the PDCA cycle commonly known as the "Deming cycle." At the same time in Japanese literature it is called "Deming wheel," and in European - "Shuhart-Deminga cycle." It can be said that the basis of modern quality management is directly related to the Deming cycle. The PDCA methodology is the simplest algorithm for the manager to manage the process and achieve its goals. The control cycle starts with planning.

In practice, the PDCA cycle is applied many times with different periodicity. In the main activity, the PDCA cycle is applied with frequency of reporting and planning cycles. When performing corrective actions, the PDCA duration may be less than or greater than the duration of the reporting and planning cycles and is set depending on the nature, scope, duration and content of the actions to eliminate the causes of the deviation.

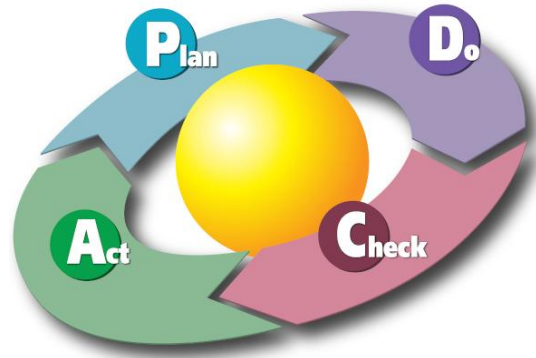


Fig. 1. Cycle Deminga

On the basis of a long-term study in the field of quality management you can download that on Fig.2. Shows classical literature and textbooks in the field of modern quality management of products and services.

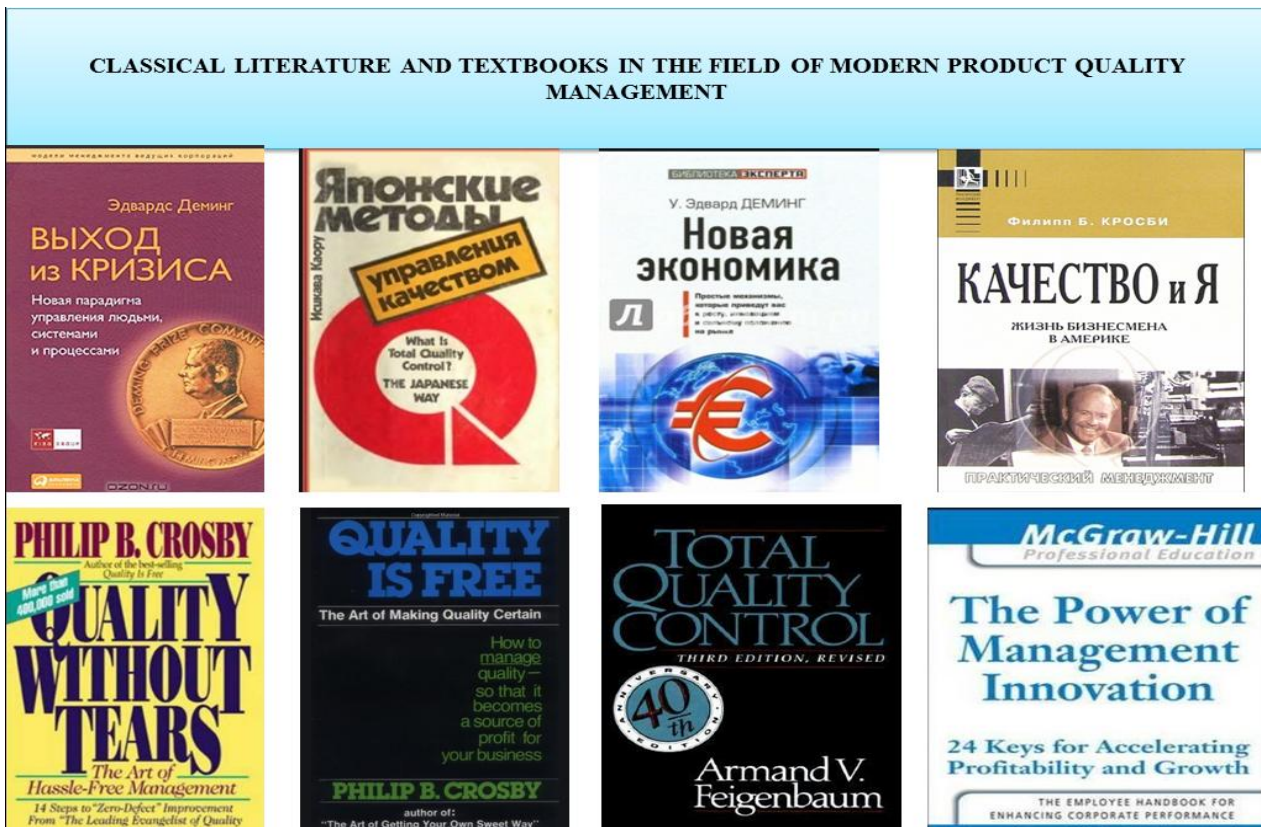


Fig. 2. Classic literature and textbooks in product quality management

III.THEORETICAL REASEARCH

Next, let 's take a look at the basic principles of product quality management and practical aspects.

Principles of quality management	
Principle	Essence of the principle
Orientation to the consumer	The main focus in quality management is on meeting consumer requirements and seeking to exceed consumer expectations
Leadership	Leaders at all levels ensure unity of purpose and direction of development and create an environment in which people are involved in achieving the organization 's quality goals
Interaction of people	Competent, empowered and engaged people at all levels of the organization are essential to enhancing the organization 's ability to create values
Process approach	Relevant and predictable results are produced more effectively and effectively when activities are presented and managed as interrelated processes that function as a holistic system
Improvement	Successful organizations pay constant attention to improving
Evidence-based decision-making	Decisions based on the analysis and evaluation of data and information are more likely to result in the desired результатам
Management of relationship	To achieve sustainable success, organizations manage their relationships with stakeholders such as suppliers

In order to increase the competitiveness of domestic products and services in foreign and domestic markets, Increasing the export potential of the Republic, and the Government of the Republic of Uzbekistan has adopted a number of decisions, Regulating the introduction of Quality Management Systems granting benefits and preferences to enterprises implementing a quality management system, from them Resolution of the President of the Republic of Uzbekistan of 26.03.2012 No. PP-1731 "About additional measures for strengthening of stimulation of the export enterprises and expansion of export deliveries of competitive products", Decision No. 349 of 22 July 2004 of the Cabinet of Ministers of the Republic of Uzbekistan on measures to introduce quality management systems in enterprises, conforming to the international standards", the Resolution of the Cabinet of the Republic of Uzbekistan 19.06.2009 No. 173 "About additional measures for expansion of introduction at the enterprises of the republic of control systems of quality, Meeting international standards "and Decree No. 183 of 29 August 2006, The Cabinet of Ministers of the Republic of Uzbekistan "On additional measures to introduce quality management systems in enterprises that comply with international standards."

According to article 356 of the Tax Code of the Republic of Uzbekistan, the taxable base is reduced by the amount of funds allocated for the purchase of new technological equipment, the introduction of quality management systems, the certification of products for compliance with international standards, the purchase of complexes for laboratory tests and tests, but not more than 25 percent of the taxable base.

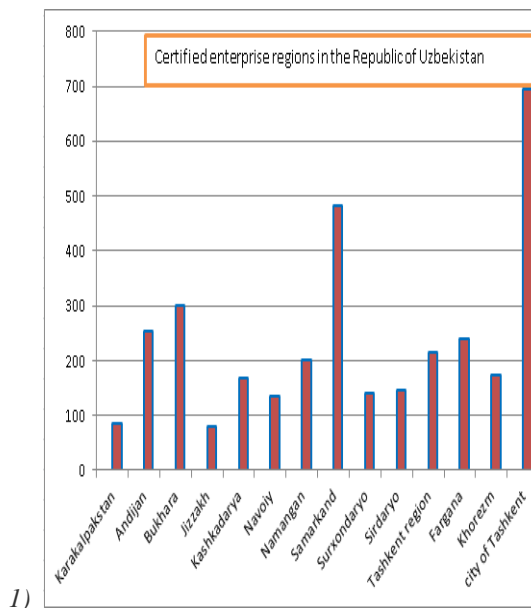
According to the Decree of the President of the Republic of Uzbekistan of 26.03 .2012 No. PP-1731, the current procedure for reducing the taxable base on a single tax payment is laid down for microfirms and small enterprises.

According to Decision No. 349 of the Cabinet of Ministers of the Republic of Uzbekistan dated 22.07 January 2004, enterprises with testing laboratories are exempt from payment of customs payments, including value

added tax (Excluding customs clearance fees), when they import technological equipment in accordance with the list approved in accordance with the established procedure, used in laboratory research and testing of products, as well as components and spare parts, provided that their supply is provided for by the terms of the contract for the supply of technological equipment

According to the resolution of the Cabinet of the Republic of Uzbekistan 19.06.2009 No. 173, when holding tenders on the state needs purchase of products the priority is given with other things being equal to the domestic suppliers having the certified control system of quality

Figure 3 and Figure 4 respectively show the certification of the enterprise in the regions of the Republic of Uzbekistan and the corresponding branches of the introduced these standards.



1)

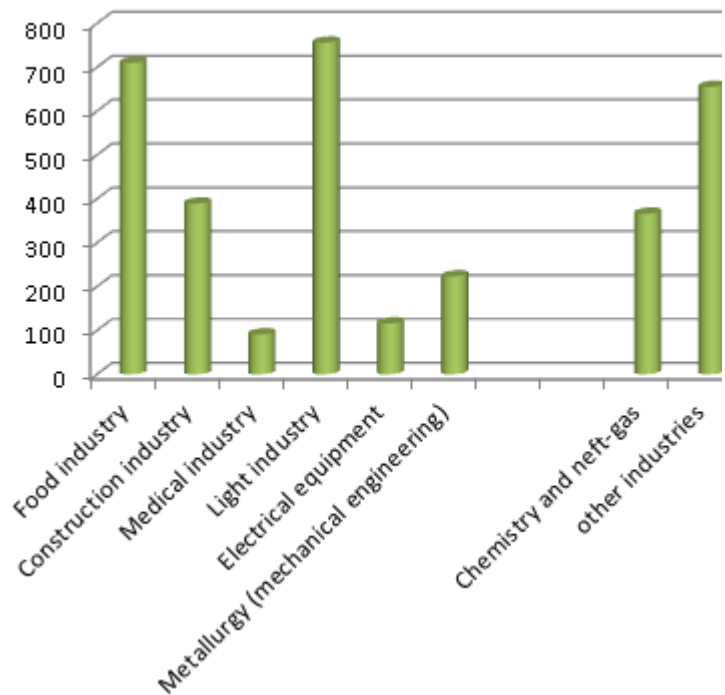


Fig. 3. Certified enterprises in the regions of the Republic of Uzbekistan.

Fig. 4. Number of certified enterprises by industry

According to Position of the Cabinet of the Republic of Uzbekistan approved by the resolution of 21.07.2010 No. 154, the enterprises which introduced a control system of quality according to the international standards which drafts correspond to the above-stated criteria and also the projects providing release of export-oriented types of products enjoy a preference of inclusion in the Program of localization

According to the Regulation "On the Procedure for the Application of Tax and Customs Incentives by Enterprises, on which projects of the approved Program of localization", No. 2697 registered by the Ministry of Justice of the Republic of Uzbekistan of 14.07.2015 "Means are implemented, Released in connection with the granting of benefits, are directed by enterprises, to the creation of new ones, As well as expansion, reconstruction, modernization, technical and technological re-equipment of existing production facilities, Introduction of quality management systems, purchase of raw materials and materials necessary for production of localized products, encouragement of engineering and technical workers of enterprises involved in implementation of Localization Program



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To date, the number of certification bodies has reached 27, including 8 accredited at the international level. In order to develop these works in the 1 quarter of 2017, the international accreditation of TURK AK of the Turkish State was planned in the 2 bodies for certification of quality management systems of Andijan and Samarkand Testing and Certification Center.

There are more than 17,155 manufacturers, of which 3,306 are certified. The agency issued 3431 certificates of compliance for 3306 enterprises, including ISO 9001 - 3134, ISO 14001 - 54, OHSAS 18001 - 68, ISO 22000 - 72, ISO 50001 - 11, ISO/TS 16949 - 34 and GMP - 9 and integrated management systems - 55.

In performances of the Resolution of the Cabinet of the Republic of Uzbekistan "About the approval of the Program of development of National infrastructure of quality during the period till 2020" for No. 298 of October 19, 2015, the 785th enterprise planirovanny in 2016 (In a rezreza of Complexes of the Cabinet 136 and in a rezreza of regions of 649 enterprises) are certified according to the international standard.

According to Presidential Order No. 4720 of 24 April 2015, 118 joint-stock companies have implemented and successfully certified a quality management system in accordance with the requirements of international standards.

Also, the agency "Uzstandart" to create a favorable and convenient environment for applicants, developed a Regulation on "Procedure for certification of quality management systems, which is registered by the Ministry of Justice under the number 2754. According to this Regulation, the validity period of certificates of compliance issued on confirmation of compliance of quality management systems was extended from 3 years to 5 years.

In the Republic, 202 enterprises of exporters from 828 enterprises have been certified in the region, of which 151 are certified in the national system and 51 in the international system.

III. CONCLUSION

As a result of the study, it can be concluded that the application of standards on quality management systems in the activities of the organization is a powerful tool for improving consumer satisfaction, as it provides a methodological basis for studying consumer requirements, achieving results, assessing consumer satisfaction and making management decisions. And the study of quality management principles provides a solid basis for their widespread and effective application in practice.

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