

Название публикации:

Development of methodology of identification of the quality management system processes

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Аннотация:

The contemporary economical environment requires from companies continuous improvement the quality of their products. The background of enterprises' capability to produce qualitative product is provided by effective quality management system (QMS). The rapidly changing consumer demand and increasing competition require continuous improvement of enterprises' quality management system. The managers of many national companies understand that a well-designed QMS is an opportunity to improve product quality and optimize business processes. Quality management consists of interrelated processes called the QMS processes. The application of process approach in quality management is a necessary demand of contemporary standards such ISO 9001, ISO 9004. The article observes the issue of development of the methodology of the QMS processes' identification. The article presents different approaches to processes classification and the results of studying of the QMS process models of Russian companies. The authors have elaborated their own approach which complements the previous studies. The authors highlight the role of the specific processes providing the high performance of the whole quality management system. The presented approach is based on the requirements of ISO 9001:2015 Standard and can be adaptively implied in practice

Ключевые слова:

Business-processes, Process approach, Processes, QMS, Quality management system