

Название публикации:

The evaluation of the quality management system effectiveness

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Аннотация:

The article deals with the problems of Quality Management System (QMS) effectiveness evaluation. Author overviews the existing approaches to the problem under study and presents own approach of Quality Management System effectiveness assessment. The assessment of Quality Management System effectiveness is based on the achievements of QMS objectives, their comparison with benchmark indicators and previous achievements of company's QMS. The author highlights five points of QMS effectiveness: customers' satisfaction; product quality improvement; operational performance; effectiveness of QMS processes; culture of continuous improvement. The key feature of the approach applied is the opportunity of definition of the main sources of QMS development. This approach of QMS assessment has been tested at a number of Russian enterprises which produce industrial goods. The analysis has revealed the core sources of development QMS of companies under study. The testing of this approach has shown practical significance of technique used and productivity of its application.

Ключевые слова:

Effectiveness, Performance, QMS, Quality management system, Quality management system efficiency, Satisfaction index