

Название публикации:

The practical application of the methodology for the QMS effectiveness assessment

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Аннотация:

The article presents the results of the practical implementation of the author's methodology for effectiveness assessment of Quality Management System (QMS). This approach of QMS assessment has been tested at a number of Russian enterprises which produce industrial goods. The author highlights five points of QMS effectiveness: customers' satisfaction; product quality improvement; operational performance; effectiveness of QMS processes; culture of continuous improvement. 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. © 2018, SRAC - Romanian Society for Quality. All rights reserved.

Ключевые слова:

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