**Quality Management (QMS) as a part of training in management**

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The need to include in to the training programm of specialists in management the special disciplines or themes that reveal the basic theory of quality management, information on international standardization of quality management systems and methodology of its operations is analysed.

After independence, Ukraine has an active policy of integration into European and international structures. Ukraine admitted to the International Organization ISO (01.01.1993) and 14.02.1993 - a member of the International Electrotechnical Commission IEC, that gives it the right along with the other 90 countries participate in the activities of more than 1,000 international working bodies technical committees on standardization and use in their work more than 12 000 international standards.

Ukraine confidently and progressively implements the world demands and trends, so synchronizes standards ISO (including ISO 9000) at State Standard [2]. This allows domestic enterprises to take timely requirements for quality management systems. By implementing these same standards, Ukrainian producers have the opportunity to enter international markets with products of reliable quality, thus confirming its competitiveness and competence.

The success of companies and businesses on market products and services is determined by degree of satisfaction of specific customers. Success of the company for which the study of customer requirements, the establishment with them direct and feedback connections becomes the basis of their strategic development. Planning, implementation of manufacturing processes should provide obtaining the result according to specific requirements, and in case of deviations - operative of corrective actions and improvements. The most effective such measures can be carried out within a quality management system (QMS) implemented in the company, which should be developed based on the requirements of ISO 9000 [3-5].

The degree of compliance with QMS requirements of the standard generally confirmed by the certificate of conformity, that for consumers are guarantee of their claims. For modern enterprises and companies implementing the quality management system is the only (non-alternative) way, for the success on the domestic market, and also to be able to sell its products at world prices.

Consumers impose the requirement of the certified quality management system as a basic condition for the contract. Often a certificate ISO is a requirement for participation in public procurement tenders and so on. Presents of the certificate of ISO in enterprises-exporters allows to increase the price of products that delivered, increasing profits.

Thus, future specialists must be prepared to perform professional tasks defined within the quality management system, which is already implemented or being implemented at the company. Future managers and managers of different levels should

12.38be ready to manage a part or an entire system of QMS. For such control the basic knowledge of quality management, knowledge of standards (national and international) with quality management, specific knowledge of quality management methodology are necessary [1, 7].

In connection with the abovementioned it is necessary to include in the curricula of specialties and specializations, preparing managers at various levels, the discipline of learning the basics of quality management, international standards on quality management methodology development, implementation and operation of QMS, use of effective tools of quality management.

QMS is the basic foundation theory of universal quality management (TQM), which was developed based on the tenets of Edward Deming and principles of quality management, which include:

- QMP 1: Orientation to the consumer; - QMP 2: Leadership; - QMP 3: Involvement of staff; - QMP 4: Process approach;

- QMP 5: Improvement (improvement, improvement); - QMP 6: Decision-making based on evidence (evidence); - QMP 7: Relationship Management [1].

TQM theory is to use to meet the challenges of the management the modern quality methods and effective management tools such as:

- Control card; - Diagram (analysis) Pareto; - Schemes causation Ishikawa; - Diagram of kinship (KJ-method); - Chart relations; - Matrix chart; - Method "turnouts diagram"; - Priority matrix (matrix of criteria), etc.

Development of quality management systems in accordance with the International Standard ISO 9001 starts with defining the strategy of the enterprise (the company), that is documented as "company policy of quality."

Under the terms of ISO 9001 the company should identify, analyze customer requirements with their subsequent transformation into characteristics of the product (service) [4].

Planning and production of products are made based on the definition the necessary resources (personnel, finance, infrastructure, materials, etc.).

For all activities defined results within QMS presented as a description of processes with the necessary inputs, outputs, resources and regulatory documents.

Modeling in managing of business processes is based on an understanding of "business process" as a logical, coherent, interconnected set of activities which uses resources, creates value and gives the result.

Modeling business processes - is an effective means of finding ways to optimize the company, to determine how the company works as a whole and as organized activities at each workplace. Under the methodology (notation) creation of models (description) business process means a series of ways in which real-world

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objects and the relationships between them are represented as models. For each object and Relations typical number of parameters or attributes that reflect the specific characteristics of a real object (object number, title, description, duration of (for functions), cost, etc.

Focusing on the use of the process approach and use systematic methods for determining and monitoring processes ensure that the requirements are understood and implemented taking into account the added value for the organization and other parties. While controlling processes using objective measurements, organizations can systematically manage continuous improvement and growth, paying attention to the main reasons for the existing problems and possible problems of execution process.

In order to develop processes using functional simulation methodology IDEF and technology SADT, which modern manager must possess in the course of administrative activity.

An important in QMS there is organizing and conducting internal audits, covering all activities of the company (the company). Every modern organization (company, company) should plan, execute and manage audit programs using appropriate methods and criteria to the definition of responsibilities, given the importance of the processes that were tested and the data obtained as a result of customer feedback.

Audits are organized according to the specific requirements of other specialized standards such as ISO 19011 [6]. The results of internal audits are used to analyze the overall activity of the company, its management and decisions on further improvements.

Note, that presented basic information on standards of quality management (QMS), the methodology and tools of quality management are strong arguments for inclusion in the curricula and training programs of future specialists in management the special disciplines that will contribute updating the content of their competencies, knowledge and skills.