

Modern Methods of Managing the Quality of Products in the Enterprise

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Abstract

modern market economy is fundamentally different from product quality. Currently, the survival rate of any company, its stable position in the market of goods and services, is determined by the level of competitiveness. In turn, competitiveness is associated with two indicators - the price level and the level of quality of the product.

Keywords: quality, quality management, product, modern market, goods and services, high quality goods, production, consumer, price, demand and supply, ways to manage quality, competition, revenue, opportunities.



Introduction

The second factor in the modern market economy gradually comes out of the first. Labor productivity and resource savings are inferior to the quality of products. In a market economy, the producer and the Consumer find each other in the market, their motivation is based on financial gain and maximizes the effect of consumers. In this case, the capacity among the consumer means that the best products should be obtained by different manufacturers, goods and services to their own requirements, thereby making it possible with consumer properties. The growth of the technical level and the quality of products are the most characteristic works of enterprises in industrialized countries. In the context of non-competitive prices and the high quality of the rich market, this is the high quality of the products, which is the main factor of success. The quality of the product can rightly be attributed to the most important criteria for any enterprise. In these market conditions, the level of survival of the company, the pace of scientific and technological progress, increasing production efficiency, saving all kinds of resources used in the enterprise, improving the quality of products that increase production efficiency. It is necessary to increase the production of high-quality products by Russian enterprises, deepen the economy, increase the standard of living of the population, increase the competitiveness of the domestic and global markets. Modern enterprises need to learn how to use it more effectively in the process of forming an economically, organizational and legally and legally effective quality, organizing, ensuring and maintaining a lifelong quality cycle of products.

Quality planning. The essence, objectives and objectives of ASL planning the quality of the product is understood as the process of developing and adopting the production of products with the necessary values of quality indicators at a given time or at a specified location in the conditions of planning the quality of the product. The purpose of product quality planning is to determine the locations to ensure the quality of the products corresponding to the established standards and parameters and to improve the quality performance. Quality planning should be based on a scientifically based forecast of the needs of the domestic and foreign market. In order to properly justify the plans for quality improvement, you need to use the information about the results of the performance of the products and give information and analysis about the actual level of its quality. Quality planning is a complex process that must be carried out at different levels of a diverse management and product cycle, including design, production and use. Quality improvement plans should be carefully based on the calculations of the economic efficiency and orderliness of production and measures on the necessary materials, financial and labor resources and quality improvement. The main objectives of product quality planning are as follows:

- Maximizing maximum ownership according to current and prospective market needs;
- increase technical level and product quality to high domestic and foreign samples level;
- Perform economically acceptable tasks to improve the quality of products from the point of view of their resource support and requests from consumers;
- improve product content by optimizing its standard size series;
- to improve the individual consumer characteristics (reliability, consistency, efficiency, etc.) of the products produced;
- in time to reduce or remove the release of morally obsolete and non-competitive products.
- highest quality output enhancement;

- reduce the material intensity of the products, increase the number of students;
- ensures strict compliance with the requirements of standards, technical conditions and other normative documents for the rapid implementation of newly developed and revised standards;
- to develop and implement specific measures that will ensure the achievement of a certain level of quality; magnification economic efficiency and production and use of improved quality products. (1)

Quality planning products and their implementation important principles of Product Quality Planning:

- ✓ leads to a constant increase in the competitiveness of the products of the enterprise, as a result of which Quality Planning is not considered an individual action, but is constantly being restored in order to establish quality planning plans; scientific development of plans (existing and prospective), taking into account the requirements of the latest achievements of Science and technology, the requirements of prospective standards, ;
 - ✓ Efficiency. The essence of this principle is that the planner should show such a way to achieve the goal associated with the most of the impact, and the cost of making a plan will not exceed it;
 - ✓ Coordination and consolidation of planned activities. The Coordination of the planned activity is in the "horizontal position", that is, the unit of one level and the integration is "vertical", above the upper and lower back. As a result, the process of profitable quality planning involves the necessary integrity and unity - the complexity of the enterprises, which includes the quality of all parties to the enterprise (the creation of new equipment, the production of standards, the reproduction of production). The complexity of the planning, as well as the improvement of the quality of the final products, the improvement in the quality of the raw materials supplied by them, their components, materials, semi-finished products, structural products, spare parts of the main products and other components. If the relevant conditions for its implementation are not created, any plan will not produce its own output, which is another principle of the planning of the quality of the product. The implementation of quality planning principles will help to make use of some rules and requirements.
1. Connecting the management level can be carried out as follows: "from top to bottom" (detailing plan, detailed description); planning "bottom up" (plan kengayish - proposals for the plan of additions); unplanned work (full delegation of functions to ensure and improve quality); planning in the result zone (partial delegation).
 2. Linking with the calendar (choosing the conditions for the implementation of the plan) is carried out by choosing one of the options: planning the quality of the loudness in the calendar interval; strict planning on the date of completion of work (according to special points); Free planning of priority plans of work.
 3. The length of the planning horizon is the time planning interval: planning a single interval (discrete planning); understanding planning (more than the planned horizon reporting period); residual planning (reducing the planning horizon); flexible planning (with the planned horizon selection).
 4. The effect of the previous result on the drawing up of the future plan: planning from the "scratch" (loss of past liabilities); - planning from The "Returned" (past liabilities remain).

5. Isolation of the priority variable in planning: the mode of planning of plans; planning of product groups; planning of technical and economic indicators; combined planning (working with Nevers).
6. Communication between the planning of objects: "planning with a narrow space"; "planning from the entrance to the entrance"; "planning from the entrance to the exit"; sequence of products.
7. The principles of the organization of the planned work: the specialization of the planned activity; the allocation of Planning and planning; the allocation of the arrangement to the planning and the mandatory plan to the terms of the calendar; the interaction of the planned workers through the computer system; the implementation of planning as part of a single horizontal structure of the Enterprise.

Planning of the quality of products in the enterprise is mainly an in-depth study of their products and prospective demand, analysis of behavior in its performance, study of contracts with customers, analysis of data on their use, study of contracts with customers. Quality improvement plans, as well as product certification, existing standards and technical requirements, scientific and technical data, from scientific and technical data, to consumer requirements, advanced requirements of scientific and technical data should be taken into account. Large firms with their own research departments not only current, but also plan the quality of their products, but also carry out its forecasting. In this case, the sources of information are actual indicators of product quality and efficiency, regulatory and technical documentation, patents, scientific developments and material evaluation. Time and type of products by tasks and types of products, different methods of forecasting can be used: modeling, expert evaluation, Mathematical Statistics, extrapolation, etc. The planned tasks and responsibilities for improving the quality of products should be provided by other departments of enterprises, as well as the necessary materials, labor and financial resources. Production, income, the cost of production, the number of employees, one of them, they must be confirmed by appropriate calculations, in connection with the increase in wages, the amount of capital investments and, accordingly, the quality of products. The process of interacting with quality. the external environment must be coordinated with a quality policy at the Enterprise. In order to ensure their own product quality assurance plans, enterprises must demand to improve the quality of the raw materials supplied with them, the materials supplied with them, semi-finished products, nodes, nodes, other parts and other components of the products. It is also necessary to provide various assistance to enterprises-providers in improving the quality of their products. It builds up such support, as well as the cost of its supply should be the subject of quality improvementilashni planning in the enterprise.

The product quality improvement plan can be incorporated into all Komplex measures aimed at improving individual performance and quality. The most common foundation for improving the quality of products in the enterprise are the following tasks:

- achieve and exceed the technical level and quality of the best domestic and foreign samples;
- increase production of certified products;
- Improvement of personal quality indicators;
- update or remove with the production of competitive products;
- develop and implement specific measures to achieve this level of quality.
- Independent directions of product quality planning, generally speaking:

- Revenue (intraproductive) product quality planning;
- Planning the implementation of a quality management system in an enterprise;
- Planning personnel improve product quality;
- Planning the loss of the enterprise from internal and external marriage;

In the structure of plans to improve the quality of products of small enterprises, as a rule, limited indicators are developed, on which a limited number of indicators are developed, and from the contracts established on the price of the product (services, provision of works) are carried out. Often in small scale enterprises, the issues of quality improvement should not be reflected in the business plans developed by them (especially those such as types of goods and services and types of services) in matters of "legal support of the company", "Advance plan" and others. . A scientifically based approach in a small enterprise requires the development of an independent hujjatni in a small enterprise-a plan for improving the quality of products (works, services). By contacting a small enterprise, it can include the following sections:

1. planned indicators and tasks for improving the quality of products for the enterprise;
2. planned indicators and tasks for internal enterprise departments to improve product quality;
3. improve product qualityilashni planned activities for material and technical support;
4. planned events organizational assistance improve product quality;
5. planning activities for human resources to improve product quality. At the same time, in the first of these departments, it is recommended to include tasks in such directions as the release of certified products, the release of new types of products and the expansion of the range, the development of new types of services and the development of types of services.

Remove the forms of the service, products (removing the volume of production of medical and non-competitive products, reducing the harm from marriage and advertising. The second part of the second part of the plan to improve the quality of the products (works, services) of a small enterprise is to reflect the details of the first part and to improve the quality of the parts, there are tasks such as improving the quality of the nodes, Assembly devices, components and semi - finished products , as well as finished products, technological processes The third part of the plan under consideration should include the following activities:

- ✓ Technical re-equipment, upgrade and modernization of existing equipment;
- ✓ Introduction of new production technology, quality control and product testing;
- ✓ To expand the computerization of production processes and automation and the use of office equipment.
- ✓ In the fourth section, certain activities should be developed in the following directions:
 - ✓ control over compliance with technological discipline;
 - ✓ monitoring compliance with the standards in the enterprise;
 - ✓ Managing the process of getting a job for certification;
 - ✓ Improvement of Metrological support and technical control;

Organization of contract and claim-search work with suppliers and consumers of products and products, as well as approval of the Russian state Station and others, etc. In the fifth part of the plan, it is recommended to provide tasks for training and retraining of personnel in the field of quality management, improvement of their qualifications, technical research, certification of Labor personnel and improvement of the quality of certification. The main purpose of planning to improve the quality of products in the enterprise should be to improve its performance efficiency. The objectives of improving the quality of products are determined by the volume of economic efficiency and its use in the production and use of new equipment with qualitative characteristics. The named effect can be calculated by The Specialists of the enterprise according to the well-known technique. In addition, the development of specific measures to improve the quality of products in a separate enterprise, the necessary indicators are reflected in the tasks of improving the quality of products; On the plans of production, standardization, research and development and design work of the enterprise, training, etc., technical development plans.

For the enterprise, the following indicators can be planned: quality level - the percentage of production of the highest quality category; certified types of products that are most important for meeting the needs of the population; characteristics of the production process - the characteristics of the first presentation, the quality ratio, the percentage ratio, the percentage ratio, the balance sheet, the load bearing , reliability, the durability, Improving the quality of products at the enterpriseilashni one of the main stages of planning is the plan of measures for the preparation of this product for certification. To do this, the company must have employees who provide the necessary resources and legitimate production of quality products. The management of the enterprise must determine the requirements for the use of resources and allocate them in the required amount to ensure quality improvement. Such sources may include: personnel and specialized personnel; Equipment required for design and development; production equipment; control, testing and verification equipment; Control and measurement equipment and computer programs. (2)

Systems approach the complexity of studying the process of planning the quality of products on quality plans implies the need to resort to scientific methods, one of which is a systematic approach. A systematic approach to product quality planning allows us to control the quality and ensure the greatest impact of the types of production, forms and methods of production, the actions and tools that can be spent on improving the quality of products. A systematic approach to quality planning will allow you to lay scientific foundation industrial enterprises, associations planning institutions. First, it is necessary to define the concept of planning in a broad and narrow sense. Planning in a broad sense is the process of decision making and decision making in order to ensure the effective operation and development of the firm in the first place and in the future. These solutions usually do not affect each other, which can interact with each other, which, understandably, leads to significant difficulties due to the need to connect them. Such a link allows you to ensure an optimal combination of solutions in the system and reduce the number of unopened opportunities before the company. Such things are planned solutions internal and internal and external conditions the adoption of such decisions, the adoption of such decisions is the activity of the company, which is a meaningful aspect of planning the adoption of the desired side, etc. In a narrow sense, Planning, first of all, the preparation of special documents is special documents that determine the specific steps of the company in terms of improving the quality of products in this (planned) period. . Objects of quality planning: goals and strategies of the enterprise to conquer the market position; In order to increase its competitiveness, the quality parameters of the product; the characteristics of a high-quality

product and the planning of achieving indicators in accordance with these trends. The subject of product quality planning are different indicators and reflect the individual characteristics of the product and the different characteristics of the system and the processes of quality management. These indicators include product quality, research and production and metrological support, implementation of quality management systems, quality management, qualification improvement, etc. (3)

Summary: quality planning mechanism printtypes printtypes printtypes and printtypes printtypes quality detection, quality planning mechanism, the analysis of the development of forms and methods of the development of nature detection schemes the quality of products planning or services as an original element of the state of the market conditions, important attention is paid to the main methods: the modern organization of quality work is theoretically acceptable and, perhaps on the general theory of planning on the basis of schemes of product quality planning schemes. The development of the quality of products should be directed directly to the needs, their structure and dynamics; ownership of Ay conjuncture and the market; economic and technical competitions, which are characteristic of market relations, in conditions of economic and technical competition. Regardless of the property and scale, the quality determination in the enterprise production activity, on the one hand, must optimally combine the production of products and other products that produce the products and other products that meet the current requirements and market needs, the methods and other products that produce the products and other products. The projection production scheme is concerned with the planning mechanism, which includes the combination of related marketing research and its composition with the development of quality policy. The creation of an enterprise of planning systems, its analysis, the improvement of the quality of products and the reorganization of functions between their departments and services has resulted in significant kengaytirishga functions. Tasks significantly expanded significantly. it is connected with the quality of the production of electrical energy, which is associated with the need for technical preparation of production and the assimilation of new types of products. It ensures the interaction of private, economic, organizational and ideological and ideological and ideological and ideological and ideological and ideological events. Quality planning is carried out by identifying the specific signs of the divisions of the enterprise in the handle of its stimulation implementation. This is another, high level of quality organization. This step is characterized by the transition of individual managers to accounting on the basis of accounting for the coming out of the quality of products on the basis of scientific, formalized management methods, on the basis of their injunctive and practical experience. A complete product quality planning system is a complex hierarchical system. It provides for the use of computers in combination with the necessary emuric methods and algorithmic rules. The direction of improving the quality planning system of this product should be stipulated on the basis of a real quality planning mechanism aimed at the production of competitive products aimed at the production of competitive products that meet the requirements of existing and potential construction customers.

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