

Development and implementation of quality management system in the management company

Nowadays, stable position of organization in the market of goods and services depends on the level of competitiveness. Competitiveness is associated with indicators such as the level of prices and quality of products [3, p. 76]. The concept of the national policy of Russia in the field of quality products and services emphasizes that the main task of the national economy in the 21 century is to increase competitiveness through improved quality.

Quality problem for a long time has been given much attention. The concept of «quality» was first defined by Aristotle. GOST ISO 9000-2011 states: «Quality is degree to which a set of inherent characteristics fulfils requirements [4, p. 3].

There are a number of researches of leading native and foreign specialists in the field of quality, considering the global evolution of scientific ideas, forms and methods of quality management, presented in Table 1.

Table 1

Author's approaches to periodization of the quality management evolution

Authors of the periodization, year	Approaches to the periodization
1. A. Feigenbaum	<ol style="list-style-type: none"> 1. Individual Quality Control 2. The Guild Quality Control 3. Quality control of products 4. Statistical Quality Control 5. Total Quality Management [1, p. 49]
2.M.Z. Svitkin, V.D. Matsuta, K.M. Rachlin	<ol style="list-style-type: none"> 1. Individual Quality Control 2. The Guild Quality Control 3. Quality control of products 4. Statistical Quality Control 5. Total Quality Management 6. Standards ISO 9000 [8, p. 112]
3. V.E. Shvets	<ol style="list-style-type: none"> 1. System of Taylor 2. Statistical Quality control. Reliability theory. Design of experiments 3. Total Quality Control, Company Wide Quality Control, quality circles, seven quality tools, Zero defects; quality engineering 4. Total quality management. 14 principles of Deming 5. Universal Quality Management, Total Quality Environmental Management [6, p. 90]
4. A.V. Glitch	<ol style="list-style-type: none"> 1. Individual quality control 2. The Guild quality control 3. Industrial quality control 4. The system organization of work on quality [2, p. 36]
5.V.A. Lapidus	<ol style="list-style-type: none"> 1. Individual Quality Control 2. Statistical Quality Control 3. Total Quality Control 4. Total Quality Management 5. Universal Quality Management [5, p. 106]

The publication «Quality in the history of civilization,» edited by J. Juran, considers the evolution of approaches to quality management [7, p. 103]. Table 2 summarizes the characteristics and features of the stages of evolution of the global quality management in the XX century.

Stages of the evolution of the global quality management in the XX century

The name	Basic characteristics
1. Individual Quality Control	Responsibility for the production of goods lies with the direct executors of work.
2. The Guild Quality Control	Responsibility for the quality of products and functions are distributed between individual employees and managers shop
3. Acceptance Control of product quality	Formation of independent technical control services with regular controllers headed by.
4. Statistical Quality Control	Ensuring the stability of the processes and reducing variation.
5. Total Quality Management	Service quality is an independent structural unit, reporting to senior management of the organization. The use of quality approaches at all levels of the company and all of its functions
6. The quality management system that meets the requirements of ISO 9000	ISO standards are aimed at building relationships between/among producers and consumers.
7. Process approach	Ensuring continuity of quality management among individual processes, departments and personnel.

In the early stages of the evolution of the world, the focus was on manufacturing quality. However, in the fourth stage the scientific approach to quality management was used in the field of statistical quality control methods. The fifth step is the transition from the control to quality management. In the final stages there is a shift towards quality management.

At present, the quality management system is the part of the organization's management system. The quality management system must be tailored to the specifics of the organization and encompass all stages of the life cycle of a product or providing a service, to ensure involvement of all the company's employees in the process of quality ensuring.

Quality management of utility services is a system of public and in-process control of security, reliability and compliance with technical and sanitary requirements provided by service users.

The need for implementation of the QMS at enterprises of housing and communal services is determined by the following factors.

Firstly, the introduction of an effective quality management system will improve the efficiency of the processes performed by the organization, thanks to the coordinated interaction of processes and functions and clear assignment of responsibility and authority.

Secondly, an effective management system can help achieve the main goal of the company – customer satisfaction. An important requirement of QMS in the interaction with the owners of the houses is the feedback.

Finally, the most important advantage is to obtain ISO certification. The availability of this document confirms that the company has all the technical and human capacity to provide services, and confirms the quality and safety of services.

The main task of the QMS in the housing and communal services is the ability to eliminate errors in the work. QMS is designed to provide quality products and services and exceed the expectations of consumers.

References

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