PROCESSES OF TOP MANAGEMENT FOR QMS

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The aim of this investigation is to allocate the processes of top management for QMS on the basis of standards GOST ISO 9001-2011 and GOST RV 0015-002-2012 for the implementation of quality management system. To achieve the goal were performed the following tasks:

− Explore standards of GOST ISO 9001-2011 and GOST RV 0015-002-2012;
− Select the processes of top management according to the study standards.

The role of of top management in the QMS is the primary, because the quality management system – a necessary tool for systemic change. Without the participation the top management to implement any reform is not possible

On the basis of GOST ISO 9001-2011 and GOST RV 0015-002-2012, were identified the following processes of top management within the quality management system:

• Management Commitment;
• Customer Focus;
• Development of a quality policy;
• Planning;
• Internal Communication;
• Management Review.

Management Commitment.
Management commitment - relates to the responsibility of top management to provide leadership and direction for quality management within the organization. Top management takes charge of developing and implementing a quality management system, accordance to statutory requirements, monitoring its effectiveness, improving the QMS in the interests of consumers and to ensure the evidence of their duties.

Top management defines the responsibilities, credentials and cooperation between divisions, also organizations with stakeholders in the process of creating and providing quality products or services.

All activities of top management on the quality are written in reporting documents to ensure the evidence of active positions in the scope of quality.

Customer orientation.
In this process, top management ensures proper understanding of customer requirements and their satisfaction, regardless of who in the organization carries out direct interaction with consumers.

To improve customer satisfaction top management of the organization identifies their needs, expectations and provides:

− understanding of these needs and expectations;
− bringing customer requirements to employees of the organization;
− set the main characteristics of products or services;
− the necessary measures to ensure compliance with the requirements of consumers;
− evaluation of costumers satisfaction.

Development of a quality policy.
Top management develops and maintains a quality policy for the effective functioning of the quality management system in the organization. It reflects the main activities and responsibilities, is based on identifying expectations and demands of consumers, provides a framework for the development and found direction of evolution of organization. Top management reflects their main priorities in relation to stakeholders in the quality policy.

Quality policy provides the constant improvement of the QMS and the application of corrective and improvement actions.

From the management of the organization is required to periodically review developed a quality policy for continuing suitability and adequacy. The results of the analysis should be documented and send to departments of the organization.

Planning.
This process involves planning across the organization within the quality management system. This plan is aimed at:

− identification of processes needed for the quality management system, their sequence and interaction;
− definition of criteria and methods for evaluating the effectiveness of the quality management system;
− providing the necessary resources and information;

− saving the QMS entirely in the process of planning and implementation;
− holding activities for the achievement of quality goals.

Quality objectives should be clearly defined, measurable and consistent with the quality policy. The task of the quality objectives is to determine conformance to the requirement of consumers and normative documents, as well as efficient operation and improvement of the quality management system.

The results of the planning process quality management system recognized as planning documents on quality, that contain objectives, stages, types and structure of work for each unit of the organization. Planning documents should be linked in duration, include checkpoints to enable assessment of the quality requirements for the products or services and, if necessary, a list of report documents, that matches these points.

Ensuring internal communication.
Management activities in this process is reduced to the definition and implementation of effective internal communication process related to the quality management system, quality policy, customer requirements and normative documents, objectives and methods of achieving them . This information helps in improving the organization and provides a direct involvement of employees in the achievement of quality objectives.

Management determines the composition and form of information documents for the introduction of the internal exchange of information, which contain:

− initial data for the performance of planned works;
− ways of solving tasks to implement the prescribed requirements;
− output and ways to implement them for later use in the running processes of quality management system.

For the functioning of the exchange process of internal information management organization provides:

− gather information about the performance of processes and quality management system;
− the appointment of individuals or departments responsible for the collection, analysis and dissemination of information , and the definition of their functions;
− establish reliable channels of information between its sources and consumers.

Management review.
In this process, management of the organization analyzes the quality management system at planned amounts of time. The purpose of the analysis - to determine the suitability, adequacy and effectiveness of quality management system with regards to satisfy regulatory requirements and consumer demands. Also management review includes assessing the possibility of improvements and the need to implement changes to the system of quality management, policy and quality objectives.

Management uses the following input data for the analysis, including:

− results of audits of quality management system;
− indicators of functioning of process and compliance assurance;
− indicators of achievement of the quality objectives;
− information from customer feedback;
− assessment of performance of the quality management system;
− the results of previous management reviews.

Top management brings the final documents on the analysis of quality management system to the attention of the staff and the customer in terms of state defense order. Documentary records analysis includes consideration during the analysis questions, solutions, responsible for corrective and preventive action and related timeline, resource.

In this report, was allocated the processes of top management for quality management system. These processes can be regulated to responsibility of top management for QMS has become one of the essential activities of organization.

References

1. GOST ISO 9001-2011. "Quality management system. Requirements" – M.: Standartinform, 2012. – 28 p.
2. GOST RV 15.002-2003 "System development and launch of new products. Military equipment. Quality Management System. General requirements" – M.: Standartinform, 2012. – 38 p.