

Importance of use international standards of quality in Ukraine

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Abstract – The article substantiates the importance of application of international standards of quality ISO series 9000 at domestic enterprises. The problem, principles of international standards of ISO series 9000 has been substantiated. The advantages and deficiencies of ISO 9000 international quality standards have been proved. The characteristic of the main international standards of quality of ISO series 9000 is presented.

Keywords – quality, products, ISO, standardization, competition, management.

I. Introduction

The process of Ukrainian integration into the world community establishes new demands to the work of home enterprises with the aim to provide high quality of goods. The process of harmonization and implementation of international standards ISO 9000 Series aims to build a quality management system as a set of processes with the tools of their managing. Such a policy, in turn, will ensure the proper level of product quality.

The main principles of the theoretical substantiation of the quality management system are described in the works of such Ukrainian scientists as R.V. Bychkivsky, O. I. Momot, V.M. Novikov, T. Z. Bubeli, M. M. Mykiyukh, P.G. Stolyarchuk, P. M. Trysch, G. M. Trisch, S. S. Zinina, A. V. Gunkalo and in the works of such foreign scientists as F. Crosby, V. Shuhart, V. Deming, K. Isikava, G. Taguchi, D. Dzhurana A. Feigenbaum, D. Harrington, T. Box and others.

II. Main part

Nowadays the quality of products is considered to be one of the most important conditions of economic development because the pace of industrial growth of the country, the efficiency of labour resources, the success of foreign trade and also national prestige of a country depend on it. The quality management systems, which would meet declared international requirements and stimulate the process of continuous improvement of production, need to be applied to domestic enterprises to enter the world markets with a tough competition. The system of quality assurance of products should cover all divisions of the enterprise and aspects of its activity, and also be based on the usage of the provisions of the standards of the international standardization organization of the ISO 9000 series. These international quality standards are one of the ways to manage the enterprise activity in order to ensure its effectiveness. The

application of these standards in the enterprise management system helps to solve many problems:

However standardization in accordance with ISO 9000 standards is not obligatory for enterprises-manufactures, it is an important entity of success in many domestic and external markets.

ISO 9000 standards designed by International Organization for Standardization is the most common family of quality management systems standards (QMS). Standard family is formalization manual for quality management systems concerted in an international scale. They describe an effective quality management system, in which all processes and actions are controlled and documented.

The main ISO 9000 standards are [1]:

- ISO 9000:2015 Quality management systems – Fundamentals and vocabulary. Given standard is an introduction to other three key standards in the family. It plays an important role in understanding and application of the whole family of QMS standards, since it determines main principles for enterprises and defines main terms, which are used in QMS family of standards [1].
- ISO 9004:2009 Managing for the sustained success of an organization – A quality management approach. ISO 9004 provides guidance to organizations to continuously improve QMS to meet needs and expectations of all stakeholders, including consumers, organization personnel, owners and inspectors, manufacturers and partners. Standard is intended to improve QMS. Requirements of ISO 9004:2009 were not designed for certification since initiative of implementations of this standard must originate from the enterprise itself [3].
- ISO 19011:2011 Guidelines for auditing management systems. Standard 19011 provides guidance adjustments on basics of audit, auditioning management systems of QMS and environment, as well as guidance on the evaluation of competence of individuals involved in the audit process of QMS and environment. Given standard is applicable to all auditors and organizations that need to conduct internal or external audits [4].

The principles, set out by the ISO Committee for the Development of Quality Standards, contribute achieve the quality objectives.

1. Consumer orientation:

- understanding of existing consumer needs;
- understanding of future consumer needs;
- satisfaction of the requirements of the consumer;
- trying to exceed consumer expectations.

2. Leadership:

- the unity of goals and orientation of the organization;
- establishing an appropriate internal environment in the organization.

3. Involving staff:

- full development of abilities;
- employing the abilities of the staff to the fullest extent possible to achieve the goal.

4. Process approach. To function effectively, an organization must identify and manage numerous, interconnected activities. Activities that use resources and which can be managed to convert "inputs" to "outputs" can be considered as a process.

5. System approach to management:

- determination;
- understanding;

– managing the interrelated processes of the system for the productive and effective achievement of the goal.

6. Permanent enhancement / improvement:

- improving your work – as a permanent goal.

7. Decision making based on facts:

– analysis of data and information from the point of view of the laws of logic.

8. Mutually beneficial relations with the supplier (for commercial enterprises).

Thus, the main advantages of implementing the ISO series 9000 are:

- increasing recognition through standards;
- worldwide accessibility of standards in many languages, which facilitates the expansion of communications between multinational consumers and suppliers.

The compliance with the requirements of ISO 9000 series do not mean that each product or service meets the requirements of the consumer: this means that the quality system used is capable of satisfying the requirements of the consumer.

Despite these important advantages of introducing a quality assurance system, domestic enterprises face a number of problems that slow down this process.

We can add to them the fact that the system, developed on the ISO standards of the 9000 series, is not a harmonious component of the enterprise management system in many cases. There is a lack of skilled personnel who could create a quality management system for a particular enterprise, taking into account all the factors of influence in which the company operates, as well as the high cost of work on the development of this system and the certification process.

It is noteworthy that the quality assurance system, based on the standards of the ISO 9000 series, does not require the creation of an entirely new system in the enterprise. Any enterprise has a certain management system based on unwritten rules and traditions, according to which the personnel performs the necessary actions, registers and analyzes their results, takes measures for elimination of failures in work. That is, in fact, certain quality management procedures specified in ISO 9000 standards are actually being implemented in enterprises, but they

may not always be appropriately or in some way different from the established requirements. The system of quality assurance of products, its functioning is impossible without ensuring its normative documentation. At the level of the individual company, the normative documentation should be formalized in the form of management organization standards (MOS). The basis for the development of the MOS is the requirements of the normative documents of the State Consumer Standard of Ukraine. The provisions of the current technical regulations, state and industry standards are the normative basis that enables the company to provide the specific content of the MOS for the functioning of the quality management system.

Conclusion

For the adaptation of the Ukrainian economy to the world economic system to enhance the competitiveness of enterprises, the practical application of ISO 9000 standards can be of great help. The ISO 9000 International Quality Standards are designed for market conditions, their main advantage is a customer orientation, the main difference between these standards and those previously operating was their focus not on product quality management, but on managing processes for its creation and optimization of these processes.

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