

SUMMARY

Subject matter:The improvement in the efficiency of an organization's performance by the introduction of the quality management system (on the example of "SBSV – KlyuchavtoHende KMV", ltd.)

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Customer organization:("SBSV – KlyuchavtoHende KMV", ltd., MineralnyeVody

Topicality of the research:is that quality ranks high in all its manifestations. There exists the quality of work, products, services, technologies and other aspects. Today one can say for certain that the quality of goods and services refers to the most important criteria of a company's performance and leadership in the market.

The quality system is regulated by the international and domestic standards of the process management to improve the quality of goods. For customers the availability of the organization's quality management system is of great significance. This gives confidence that the products are of the highest quality. So the quality management system guarantees the organization not only the opportunity to produce quality goods but also reach a new level.

Objective of the research: is a comprehensive analysis of the theoretical, methodological and practical aspects of the quality management performance in "SBSV – KlyuchavtoHende KMV", ltd. and the development of the adoption of the quality management system (OMS).

Tasks:

- to reveal the theoretical and methodological aspects of quality management;
- to examine the quality management models and their specific features;
- to give the general description of the organization under study and analyze the main processes of its performance;

-to introduce the quality management system to the organization in question;
-to develop recommendations for the adoption of quality management by the aforesaid organization.

Theoretical and practical significance of the research: we have analyzed scientific data of different methods and technologies of quality management in the system of organization management, proposed recommendations for the adoption of quality management by the organization on the basis of the development of the methods and techniques of improving the management technologies both in the organization “SBSV – KluchavtoHende KMV”, ltd. and in other organizations.

Results of the research we have:

1. explored the history of the formation of the quality management system;
2. described “SBSV – KlyuchavtoHende KMV”, ltd;
3. examined the main models of quality management;
4. conducted the analysis of the existing business-processes in the organization;
5. developed the adoption of the quality management system.