

"Quality Management" is a discipline that combines both specific and interdisciplinary knowledge. The study of this discipline is based on the concepts of theory and concepts of quality management, logistics, financial management, strategic management, marketing, innovation management and is aimed at the formation of the modern professional. P

The subject of the course - relationships that are formed in the process of quality management within the quality management system of the organization.

The purpose of discipline - the formation of complex knowledge on basic principles, categories, methods and tools of quality management in modern enterprises regardless of industry sector, size and structure; to form an idea of the systemic organization of management of quality that meets international standards.

Contents of the course

SECTION 1. BASIC PROVISIONS OF MODERN QUALITY CONCEPTS

Topic 1.1. The essence of quality management and its modern concept

The value of the quality management system total management: macro and micro aspects. Quality as a factor of competitiveness in the market economic system. The ambiguity of interpretations of the concept of quality. Relationship management and total quality management. Current understanding of quality management

Topic 1.2. Evolution of approaches to quality management

The formation and development of quality management. Stages of formation of quality management systems in general management. Quality as conformity of products with established requirements (the system Taylor). The quality of products as compliance and process stability (control V.Shuharta maps and statistical tables H. receiving control Dodge). The concept of total quality management (TQC) A. Feigenbaum. Quality of products, processes, activities as compliance with market requirements. The transition from the concept of total quality management (TQC) to total quality management (TQM). The development of the concept of TQM, MBQ, TQL. International experience in quality management. Development of quality management systems in the USSR.

1.3 Subject functions and methods of quality management

Characteristics and content of the basic functions of quality management. Scheme functional structure of the quality management system. Place and role of quality policy in the enterprise. Factors influencing the quality policy. Composition of documents reflecting the content of the quality policy of the company.

Classification of methods of quality management. Basic tools of quality control, histogram, scatter chart, stratification, checklist, Pareto diagram, Ishikawa diagram, the control card. Quality Management Tools: chart kinship ties chart, tree chart, matrix diagram arrow chart, diagram process.

Topic 1.4. Economy Quality

Managing quality costs. Modern approaches to determine the level and structure of the quality costs. The model for an optimal quality. Classification of quality costs. Compliance costs and inconsistencies. Determination of the quality and analysis of their structure. Methods of cost accounting for quality, recommended to

use the ISO 9004: method of controlling the cost of quality, the method of calculation of the costs associated with the processes; the method of determining the cost because of low quality.

Topic 1.5. The concept of TQM as an effective way of managing business

Conceptual understanding of comprehensive quality management (TQM). Cycle Management TQM system. The difference between the model of organization management, based on the use of TQM ideas, from traditional management model. The basic concept of TQM. TQM Relationship with other areas of management.

**CHAPTER 2. CREATING A SYSTEM OF QUALITY MANAGEMENT
AND ENSURING ITS EFFECTIVE FUNCTIONING**

Topic 2.1. Standardization of quality requirements. International standards ISO, QS, GMP

Methodological basis Definition and standardization of objects of standardization. Categories regulations for Standardization. The state system of standardization, its purpose and basic principles. Trend improve the state standardization system in Ukraine.

International standardization. Standards for quality management system.

Topic 2.2. Building a quality management system according to ISO 9000

The general approach to building quality system according to ISO 9000: 2000. Elements of the quality management system according to ISO 9000: 1994: organizational and administrative procedures; management processes and methods of production; methods, techniques and instruments of production and quality control processes; processes of "quality loop".

Topic 2.3. Procedure for certification of quality management systems

The state system of certification, its purpose. Types of certification: mandatory, voluntary. National certification bodies. Conduct and certification schemes. Modern trends and improve certification procedures in Ukraine.

Objective quality system certification. Ensuring that quality system requirements of the standard ISO 9000. Procedure of quality system certification.

Topic 2.4. The legal and organizational support for process quality management

The concept and value of legal software quality management. Rights product quality to meet the requirements of the state and consumers. The Law of Ukraine "On Protection of Consumers' Rights.

International network of Internet, its role in the legal and information support of quality management. Areas of change management organizational structure in the implementation and development of the quality management system. Managing the development of corporate culture.