
65.018

Vysochina Marina,
Ph.D. in Economics, associate professor,
Department of Management,
V.I. Vernadsky Crimean Federal University,
Simferopol.

THE PROCEDURE OF MEASURING THE QUALITY OF MANAGEMENT PROCESSES IN THE SYSTEM OF QUALITY MANAGEMENT

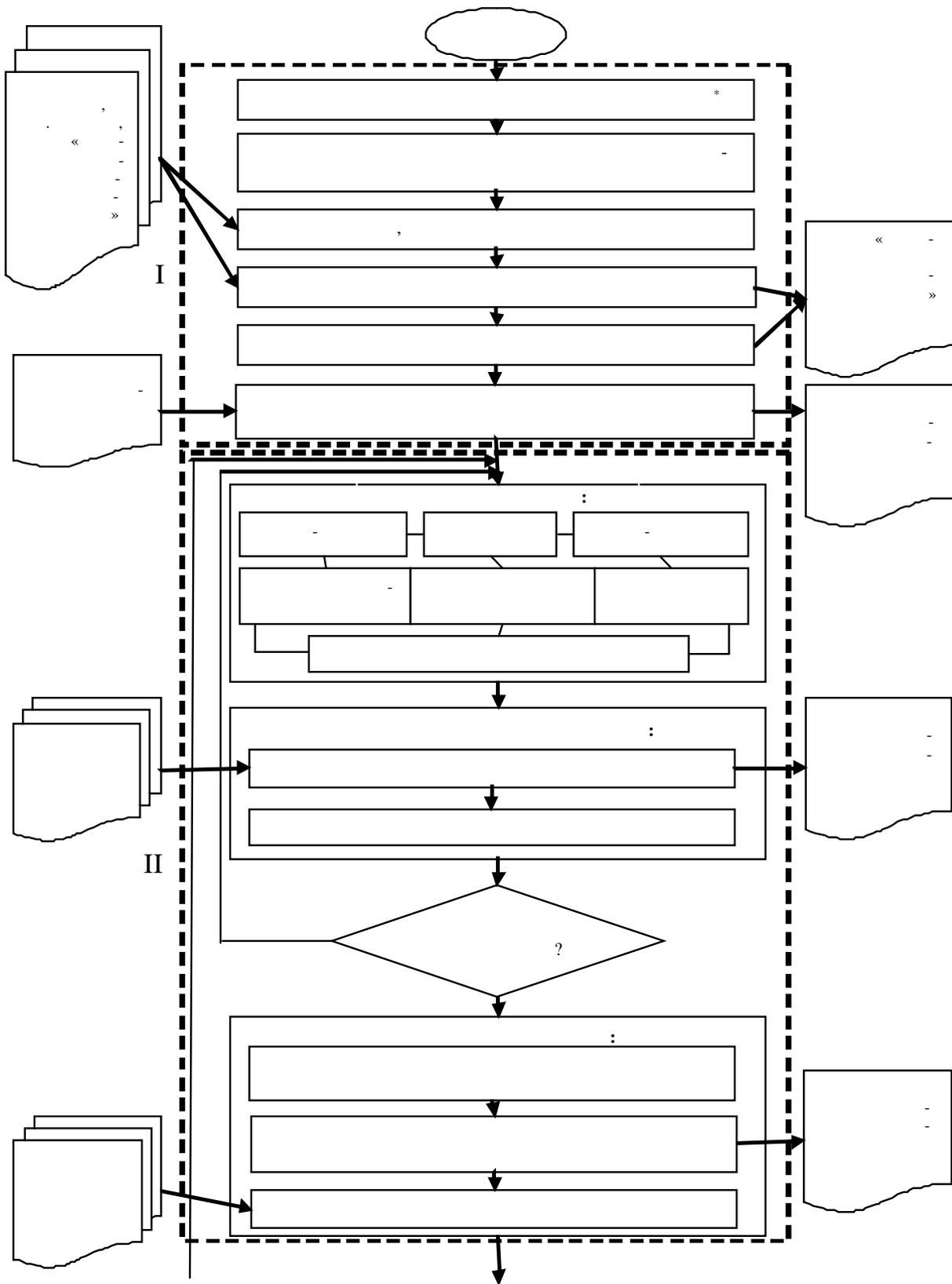
The effectiveness of the company's activities and improving its competitiveness in the market is largely dependent on how to implement the principles of the system of quality management. According to process approach system of quality management includes main, supporting and management processes, so their measurement, evaluation and analysis are necessary to improve them. In the economic literature measurement and evaluation of main and supporting processes are the main focus, while the problem of measurement of the management process is described shortly. The aim of the article is to form the logical sequence of the measurement procedure of the quality management processes in the system of quality management. Management processes play a central role in the system of quality management, but the specific features that they possess, make them difficult to be measured for the purpose of improvement. The universal measurement procedure for the quality of the management processes in the system of quality management was proposed. The objectives of the use of the procedure were to identify deviations in process execution and identify opportunities for optimization of the process and its components. The procedure developed to meet the identified specific features of management processes and consists of three blocks: organizational, procedural and corrective. As management processes are by their nature varied and in some cases unique, the execution of some stages in the procedure determined by the characteristics of the management process that is being studied. The procedure can contribute to improving the management processes in organizations.

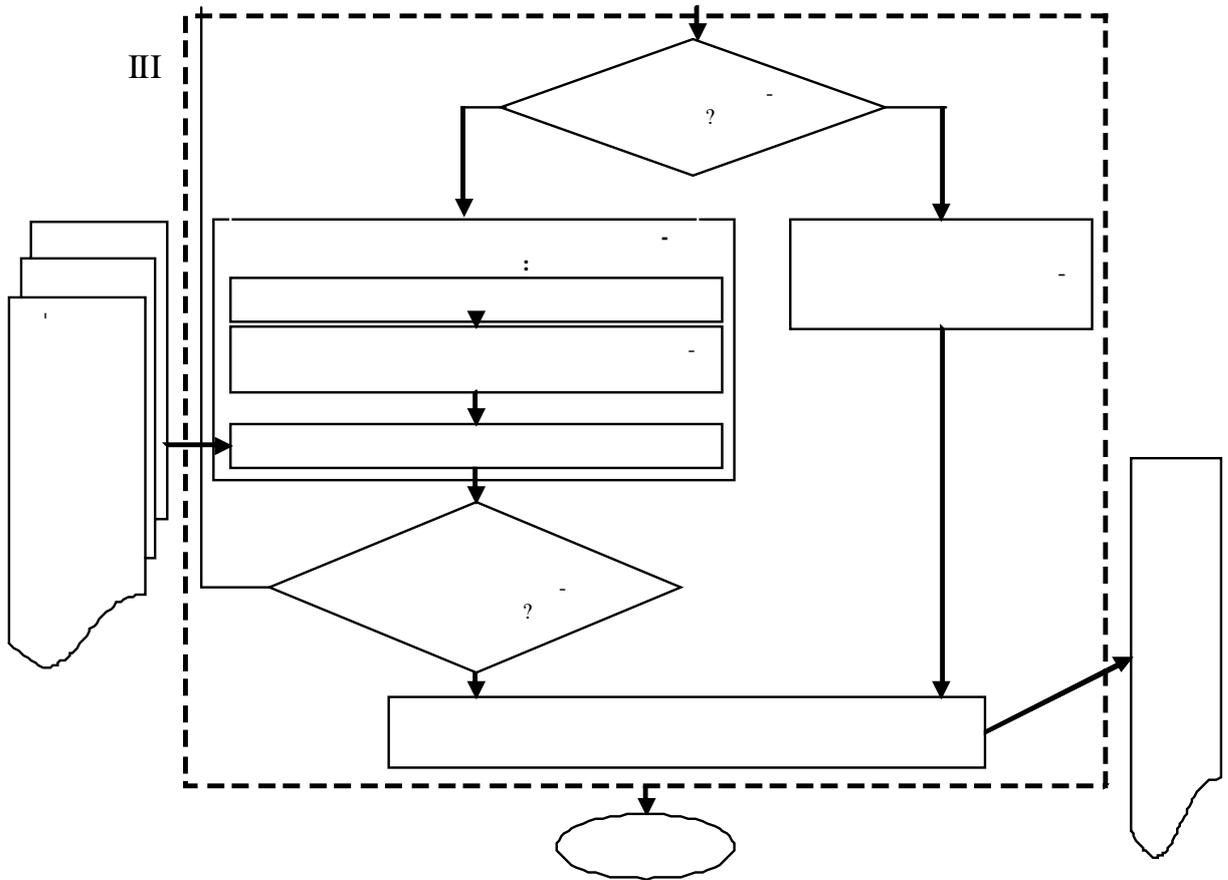
Keywords: system of quality management, management processes, measuring.

().

9001-2015,

: « — » [3]. . . « » [6].
 9000, « — » [7, . 23]. () ().
 9001-2015, « ... » [1, . 19]. Monitoring — « » [8].
 « » . . . « » [9, . 183].
 « , , » [10, . 257], « » [11, . 135]. 9000, « » [7, . 23].
 — () , . — « , » [12, . 9]. / 12207-99 « »
 : « » [13, . 17]. « » , [12, . 10].
 , - (, » «) — . . . « » [14]. , , , .
 1) ;
 2) « » « » , ;
 3) ;
 / , , . 1.
 : , .
 — , , .
 — — .





.1.
()

».

IDEF0 [15].

[16]

