

Quality Management System. Quality system certification.

Group STM-19-2

Done by Askar A. S.

Checked by Tentekbaeva Z.M.



Quality Management System.

Quality management system - a combination of organizational structure, responsibility, procedures, processes and resources necessary for organizing general quality management. Thus, these are the rules of work and interaction within the enterprise, which are documented in a certain way.



Goals and objectives of the QMS

QMS objectives

Achieving long-term success by maximizing customer, employee, owner and community needs

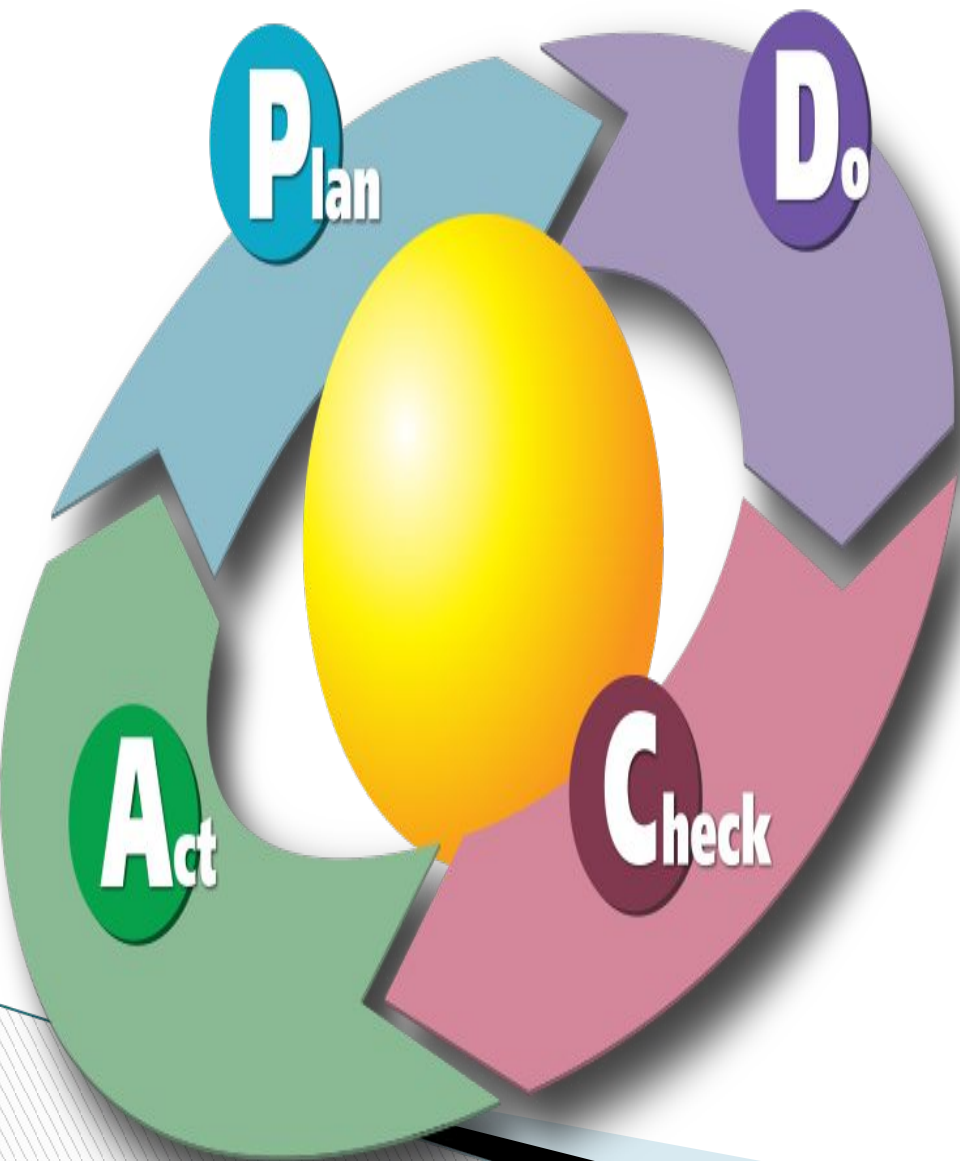
Correspondence of the results of company processes to the needs of the consumer, organization and society.

QMS goals

Improving product quality and lowering costs for quality assurance (PDCA cycle)

Building confidence among consumers that there is no defect through certification of a quality management system

PDCA cycle



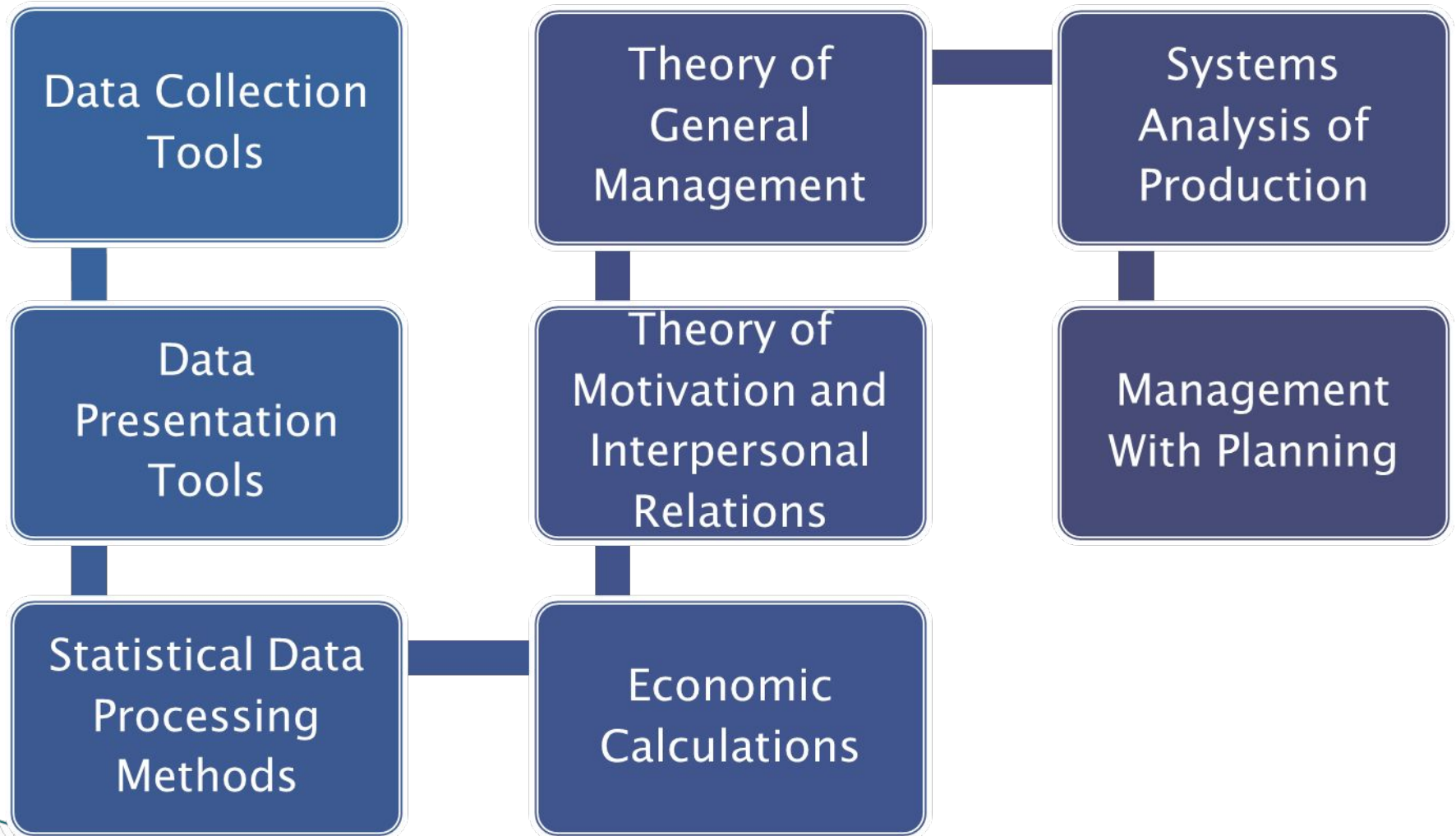
(PLAN) - it is necessary to establish the goals and processes necessary to achieve results.

(DO) - you must implement processes.

(CHECK) - it is necessary to monitor and measure processes and products and analyze the results.

(ACT) - you need to continuously improve processes

Methodical tools



QMS implementation stages

Step 1. Management Decision

Stage 2. Staff training

Stage 3. Formation of a QMS implementation program

Stage 4. Description and optimization of business processes


Stage 5. Development of regulatory documentation

Stage 6. Testing and internal audit of the QMS


Stage 7. QMS certification

QMS certification


QMS certification stages



1. Analysis of the organization's quality system documentation



2. Audit of the organization's quality system



3. Making an audit decision and issuing a certificate

Conclusion

1. The development of a unified quality management system, both in regulated and non-regulated by state legislation, areas of production also contributes to reducing the total number of different standards, regulations, provisions and other documents, often contradictory, which the manufacturer must comply with and which, by virtue of their number and inconsistency, he is often unable to fulfill.
 2. In order to provide a solution to all the problems facing the enterprise in the field of quality management, specially trained specialists are needed. These are quality managers. Their functions primarily include the organization and management of quality at the level of the quality system, as well as the organization of management at the operational level. Requirements for education, work experience, professional training of such specialists are set forth, for example, in the materials of the European Organization for Quality (EOQ).
- 