

**THE CORRECT ADOPTION OF THE MANAGEMENT SYSTEM IN ENSURING
PRODUCT QUALITY IN ACCORDANCE WITH INTERNATIONAL STANDARDS**

Sotvoldiyeva Nasibakhan

Assistant Andijan State Technical Institute

Abstract: This article provides guidance on the topic "The importance of international standards in ensuring product quality." In this process, detailed ideas and comments on the role of the ISO 9000 series of international standards in ensuring product quality, factors affecting products and ways to eliminate them, and measures taken by the leader of our country to develop this area were studied.

Keywords: product quality, standard, product, raw materials, quality system, management factors, standardization.

Introduction: Product quality – includes the characteristics that have the ability to satisfy consumer needs and satisfy customer needs by changing the product to be free from defects and imperfections. Product quality mainly depends on the following factors[1]:

The type of raw material used to make the product;

Differentiated production – how well technologies are implemented;

Qualifications and experience of the workforce involved in the production process;

The presence of additional costs associated with production, such as energy and water supply, and transportation.

Factors affecting product quality can be divided into 4 groups[1]: – Technical factors – such factors include the condition of equipment, control devices and technical documentation, the quality of raw materials, semi-finished products, and the like.

Organizational factors - such factors include the planned and regular work, the provision of technical services and equipment, materials, components, equipment, technical documentation and control tools, production culture, the scientific organization of labor, and the organization of meals and rest during work.

Economic factors - these factors include forms of payment for labor, the amount of monthly wages, material incentives for high-quality products and work, deductions from employees' salaries for product defects, and product evaluation stages.

Social factors - these factors include personnel training, the organization of creativity and inventiveness, living conditions, interpersonal relationships, the psychological climate in the team and educational work.

Efficiency: As a result of the economic reforms carried out in our country, the necessary

conditions have been formed for the free circulation of goods and services and the use of market mechanisms in the domestic markets of our republic, a market infrastructure and a competitive environment have been created. Therefore, the responsibilities of manufacturers and other suppliers of goods for ensuring the culture of production and the quality and safety of products are increasing. In addition, favorable opportunities are being created for the national enterprises of our republic to enter foreign markets with their products and services. As is known, in a market economy, it is possible to create a quality system that will ensure the production of competitive products and the competitiveness of the manufactured products in foreign markets, further improve the quality of the manufactured products and increase the profit of the enterprise. The role of the international standard ISO 9001 series in creating such quality systems is of great importance. Because in all developed countries, the ISO 9001 series of international standards is an integral part of the organization of production and service provision, serving as a key to opening the door to foreign markets. In addition, in our republic, based on the requirements of the ISO 9000 series of international standards, national enterprises will be able to implement and effectively use quality management systems, create high-quality, harmless to human life products and services, participate in their competition with similar products manufactured in foreign countries in the foreign market, and reduce some technical barriers associated with certification and standardization in the territories of countries where products are imported. It should also be noted that the introduction of standards belonging to the ISO 9000 family of international standards will not only improve the quality of manufactured products and ensure their safety, but also, since they have a universal nature, they can be used in any production and service enterprises. The development and implementation of quality management systems based on the international standard ISO 9001 in the manufacturing enterprises of our republic will create many conveniences for product manufacturers in the export processes. The international standard ISO 9001 is also a guarantee of a certain level of profit for the stable operation and development of enterprises in a market economy.

The goals of international standardization in ensuring product quality[2]:

Improving the quality level of products manufactured in different countries;

Ensuring the interchangeability of elements of complex products;

Developing international trade;

To promote the exchange of scientific and technical information and accelerate scientific and technical progress;

To enable the acceleration of the introduction of standards, requirements and methods in the field of product design and production, to improve the technical level and quality of products, raw materials, materials, semi-finished products and components, to eliminate the irrational diversity of types, brands and sizes of advanced methods and production of high-quality products;

The development of integration and unification of industrial products as the most important condition for the specialization of production;

Comprehensive mechanization and automation of production processes, increasing the level of interchangeability, and organizing the efficiency of product use and repair;

Ensuring the uniformity and reliability of measurements in the country, creating and improving state standards of units of physical quantities, as well as methods and measuring instruments of the highest accuracy;

Development of classification and coding systems for unified documentation systems for technical and economic information;

Adoption of uniform terms and definitions in the most important areas of science, technology, and economics;

Formation of a system of occupational safety standards, a system of standards in the field of environmental protection and improving the use of natural resources;

Creating favorable conditions for foreign trade, cultural, scientific and technical relations.

Discussion and results

By implementing this international standard ISO 9001, the enterprise will gain the following advantages:

Above all, it reduces customer complaints and increases customer satisfaction;

Puts customer expectations first, while ensuring better product design;

Reduces transaction costs by implementing good design;

Minimizes the costs of poor quality through a quality system approach;

Eliminates problems in any process;

Accelerates data flow;

Facilitates the identification of processes, selection, monitoring and evaluation of the organization's suppliers;

It helps to allocate authority and responsibilities within the organization by identifying processes;

Allows for effective management by setting rules;

Fulfills the passion of involving employees in work processes;

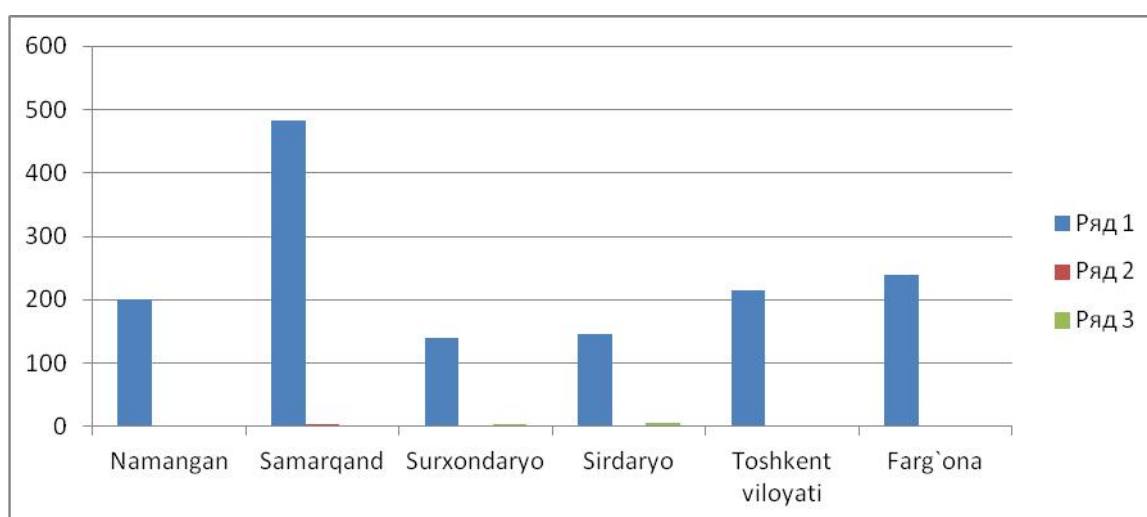
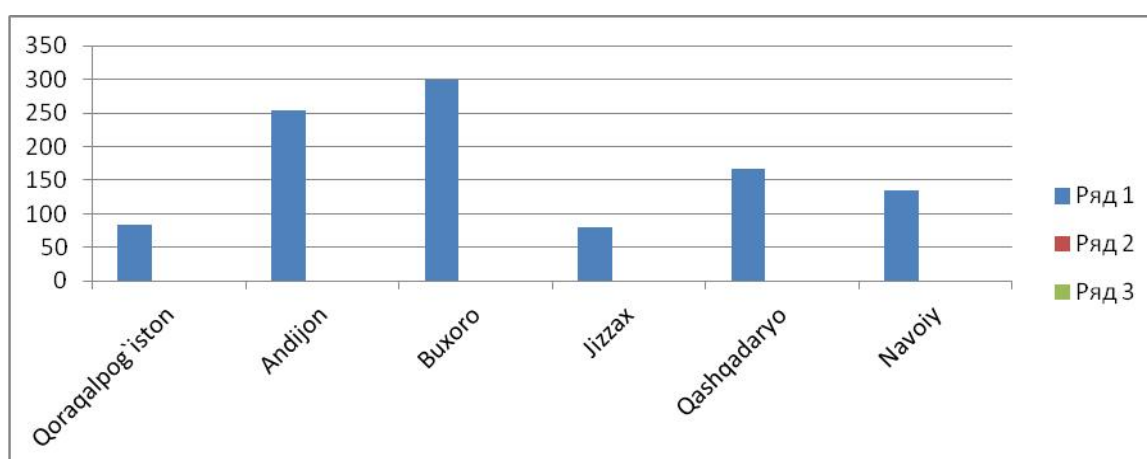
Improves the quality of employees by fostering continuous improvement in every area;

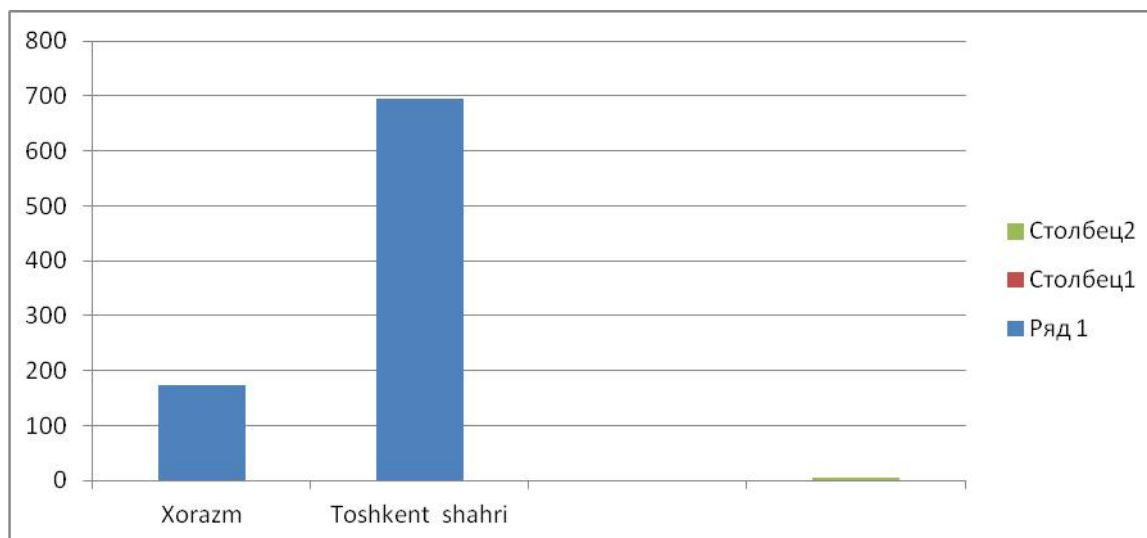
A systematic approach to problems between departments increases efficiency;

By implementing this document, the organization aims to ensure the competitiveness of its

products in the global market.

This means that if we implement the ISO 9001 Quality Management System in an enterprise, the enterprise's management system will develop at a high level.





Number of ISO 9001 Certified Enterprises[3]

To improve the management system in an enterprise, we must first of all increase the competence of employees. This involves involving employees in various courses. Such courses can be clearly seen in the following:

1. **Professional Development Courses:** These courses are designed to improve the skills of employees and keep them up to date with industry developments. This process can help instill independent thinking skills and develop employees' abilities to work independently and develop creative thinking skills.
2. **Language courses:** Organizing courses in English and other foreign languages to improve the language skills of employees in an international business or work environment. By involving employees in language courses, it provides an opportunity to increase the international competitiveness of the organization, improve international cooperation, and contribute to the personal development of employees.
3. **Technical and Technological Education:** This process requires training and introduction to new technologies for employees through courses aimed at learning new technologies and programs, such as software usage, coding, data analysis, project management programs.

Given the many reasons why enterprises need to implement and certify a quality management system according to the requirements of the ISO 9001 International Standard, let's consider options for their regulation and classification.

Causal factors can be divided into internal and external factors.

Internal reasons are related to improving the efficiency and productivity of the enterprise. Examples of such factors include improving product quality, streamlining internal processes, reducing costs, improving employee relations, establishing procedures for information exchange and analysis, and preparing for the implementation of the "Total Quality Management" concept.

External reasons are related to the impact on the business environment surrounding the enterprise (customers, suppliers, government agencies). In this case, an officially approved document for the Quality Management System, that is, a certificate, is a means of this impact. These include improving the corporate image, facilitating export activities, satisfying the requirements of consumers in both domestic and foreign markets, improving relations with government agencies, establishing trusting relationships with society, standing out from competitors, gaining competitive advantage, and others.

On May 17, 2021, President Shavkat Mirziyoyev reviewed the presentation of measures to improve the national system of technical regulation, standardization, certification and metrology. In particular, he made the following comments[5]:

Systematic work is being carried out in our country to develop industry, improve product quality, and enter world markets. In particular, 19,000 of the approximately 30,000 standards existing in our country have been harmonized with international norms, and a register of international standards has been formed.

5,600 outdated standards that negatively affected the mechanisms of a market economy were withdrawn from practice, 3,500 were improved based on modern requirements. An additional 26 technical regulations were developed in accordance with international analogues.

A quality system based on the "Global GAP" and "Organic" standards has been introduced in 260 enterprises producing agricultural products and they have been certified at the international level.

32 textile enterprises have been certified according to the "OEKO-TEX" standard. 21 enterprises have received a certificate confirming the "CE" marking required by the European Union.

The Head of our state instructed officials to consider optimizing the list of products subject to sanitary and epidemiological conclusions and abolishing the requirement for an additional certificate of conformity.

Testing of imported products was carried out during the customs clearance process.

World experience is being used to improve the sector. In particular, in Europe, only 28 species are considered to be at high risk.

The product is subject to mandatory certification, while all other types of goods are confirmed through a declaration of conformity.

Instructions were given to adopt international standards instead of 11,000 national standards that were not harmonized with international requirements and to transfer all enterprises to these standards from 2023.

The importance of organizing the activities of 20 testing laboratories within the Uzstandart Agency system at an international level and, first of all, establishing an assessment of the compliance of food, agricultural, electrical, light industry, hygiene and perfumery products, as well as construction materials with international standards was emphasized.

Based on the norms of the World Trade Organization's agreements on technical barriers to trade and sanitary and phytosanitary measures, the task was set to clearly define the powers of the agencies responsible for these areas.

Conclusion:

In order for enterprises to produce high-quality products, the organization must first implement an international quality management system in the ISO 9000 family. Because this standard ensures the quality of the product during the production process and the quality of the product production process. Products can be exported to world markets through certificates of the ISO 9000 international standard. Because in order for an organization to export its products abroad, it must first certify its products through international standards. In addition, quality control plays a special role in the process of managing the quality of products at the enterprise. Because production efficiency largely depends on the level of perfection of quality control, its technical equipment and organization.

References

1. Sotvoldiyeva Nasibakhan. (2022). QUALITY IN EXPORTING KNITTED PRODUCTS. American Journal of Interdisciplinary Research and Development, 9, 234-240. Retrieved from <https://ajird.journalspark.org/index.php/ajird/article/view/296>.
2. www.standart.uz– Information from the website of the Technical Regulatory Agency of Uzbekistan.
3. Ismatullayev PR et al. Metrology, standardization and quality management. Tashkent, 2012.
4. Address of the President of the Republic of Uzbekistan Shavkat Mirziyoyev to the Oliy Majlis. Measures of the Head of State to improve the national system of technical regulation, standardization, certification and metrology May 17, 2021.

Author: Toychiyeva. D