

**DEVELOPMENT OF OPERATIONAL COMPLEX QUALITY MANAGEMENT
SYSTEM FOR ENGINEERING PRODUCTS**

**ФОРМИРОВАНИЕ ЭФФЕКТИВНОЙ КОМПЛЕКСНОЙ СИСТЕМЫ
УПРАВЛЕНИЯ КАЧЕСТВОМ ПРОДУКЦИИ МАШИНОСТРОЕНИЯ**

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Research methodology. The results of research are obtained with general and specific scientific methods: abstraction to determine the essence of quality and quality management; systemic approach to form complex quality system; classification and generalization to detect discrepancies of product features; stochastic method to determine functional relations and forecast reject level; criterion analysis to analyze the reasons of quality deterioration; graphical and statistical analysis to build Pareto diagram.

Results. Total Quality Management (TQM) is determined to be the most widespread scientific and methodological research trend in complex quality management system for engineering products. It is shown that special attention in quality management should be paid to ISO 9000 international standard providing requirements to quality control systems at organizations and enterprises.

It is determined that PLC «Dnipropetrovsk Combined Plant» has standards of all categories as organizational and technical basis of quality control system, including «Complex plan of scientific and technical progress, production efficiency increase and social-economic development of personnel». On the basis of modern approaches to quality management, recommendations are made to create a Quality Council at an enterprise to ensure constant availability, adequacy and efficiency of QMS. It will provide adoption of timely measures to improve its performance and take decisions on the necessity of changes in QMS and in quality policy realization.

Novelty. Introduction of complex quality management system is suggested, which includes establishment of Quality Council and taking measures in personnel professional training, motivation to raise product quality.

Practical value. The suggested complex quality management system is recommended to introduce at PLC «Dnipropetrovsk Combined Plant», or can be used at any engineering plant.

Keywords: quality of products, managements by quality, system of management of quality, advice of quality.

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