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Quality management in Kazakhstan

In developed countries, the problem of improving the quality takes a leading place in ensuring competitiveness of products and services, building a new relationship between the consumer and the manufacturer, satisfaction of material needs, social interests and spiritual needs. With the release of the Kazakh enterprises on international markets and the opening of the Kazakh market for the products of foreign companies, the issue of product quality has become a priority for the domestic producers. Achieving the required quality or special defense technology requires the development of additional measures, especially at the stage of research and development activities, and the establishment of appropriate structures responsible for quality control. Questions certification of products at the same time also have their own specifics. The article deals with the control of the quality in Kazakhstan. The focus is on modern systems of quality management products and services to meet the requirements of ISO 9000 are also presented on the composition of materials and the quality system certification of enterprises, guidance on the application of statistical methods of quality management in Kazakhstan.

Key words: quality, management, international standards, management systems certification.

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Қазақстандағы сапаны басқару

Дамыған елдер өнімдер мен қызметтердің сапасын арттыру, тұтынушы мен өндіруші арасындағы жаңа қарым-қатынас жасау, материалдық қажеттіліктерін, әлеуметтік мүдделерін және рухани қажеттіліктерін қанағаттандыруды қамтамасыз етуде жетекші орын алады. Біздің елімізде нарықтық экономиканың қалыптасуы мен дамуы кез-келген саладағы кәсіпорын үшін сатып алушы қажеттілігі мен мұқтаждығын қанағаттандыру және де оның сапасын арттыру басты міндетке айналды. Қазақстандық ұйымдардың халықаралық нарыққа шығуына байланысты, өнімдердің сапасы отандық тауар өндірушілердің басты назарына айналды. Осыған байланысты қажетті стандарттарға сай, сапалы тауар өнімдерін өндіру және де оны бақылау үшін, тиісті құрылымдарды құру мәселесі қарастырыла бастады. Қазіргі кезде сапаны қадағалау алдыңғы қатарлы мәселеге айналды. Мақалада Қазақстандағы сапаны бақылау және де басқару мәселелері қарастырылады. Басты назарда қазіргі замандағы тауарлар мен қызмет көрсетудің сапасы және де қаншалықты халықаралық стандарттарға сәйкестігі жайлы қарастырылады.

Түйін сөздер: сапа, басқару, халықаралық стандарттар, басқару жүйесі, сертификация жүйесі.

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Управление качеством в Казахстане

В развитых странах мира проблема повышения качества занимает ведущее место в обеспечении конкурентоспособности продукции и услуг, построении новых отношений между потребителем и производителем, удовлетворении материальных потребностей, социальных интересов и духовных запросов. С выходом казахстанских предприятий на международные рынки и открытием казахского рынка для товаров зарубежных фирм, проблема качества продукции стала приоритетной для отечественного товаропроизводителя. Достижение необходимого качества специальной или оборонной техники требует разработки дополнительных мероприятий, особенно на этапе научно-исследовательских и опытно-конструкторских работ, и создания соответствующих структур, ответственных за контроль качества. Вопросы сертификации продукции при этом также имеют свою специфику. В статье рассматриваются вопросы контроля за качеством в Казахстане. Основное внимание уделено современным системам управления качеством продукции и услуг с учетом требований международных стандартов ИСО серии 9000. Приводятся также материалы по составу и сертификации системы качества предприятия, рекомендации по применению статистических методов управления качеством в Казахстане.

Ключевые слова: качество, управление, международные стандарты, системы управления, сертификации.

QUALITY MANAGEMENT IN KAZAKHSTAN

Quality management is actively developing a theoretical discipline and management highly relevant practice areas. On quality management issued dozens of specialized magazines, hundreds of books and monographs, and tens of thousands of research articles. From the success of quality management, both tactical and strategic, almost any modern commercial organizations, such as small private enterprises and large diversified corporation. Product quality (including originality, technical level, the absence of defects in the performance, reliability) is one of the most important means of competition, winning and retaining market positions.

Addressing quality in Kazakhstan is carried out by various methods, have both stimulatory and regulatory character.

Decree of the President of the Republic of Kazakhstan dated October 9, 2006 № 194 regional competitions in the field of quality we have been combined under the single name of « Altyn Sapa ». The competition for the prize of the President of the Republic of Kazakhstan « Altyn Sapa » has a high status. Every year on the second Thursday of November, when all developed countries is World Quality Day, the President of our mills Nazarbayev has presented awards to the winners: diploma and logo competition.

The title is awarded to the laureate in three nominations: «The best company for production purposes», «The best enterprise producing goods for the population», «The best enterprise, service provider». Winners «Altyn Sapa» for the last 3 years:

In the nomination «The best company for production purposes» prize awarded in two categories:

- In the category of «Entity of large entrepreneurship» award went to the company «Company Petrochem LTD» (Pavlodar region), founded in 2009. The company employs 500 people. The main activity is the production of methyl tert-butyl ether (MTBE), propylene and polypropylene bags in stock. The design capacity – 20 thousand. Tonnes of MTBE, 35 thous. Tons of propylene, 30 thous. Tons of polypropylene per year, 51.5 million. Per year of polypropylene bags.

- In the category of «small and medium-sized businesses», the company awarded the «Membrane Technology» (Almaty). The company was founded in 1996. The production involved 60 employees. The main activity – production of a variety of equipment

for the purification, desalination and disinfection of water from household devices capacity of 50-200 liters per hour to desalination plants, the performance of which reaches 14 thousand. M3 per day. Performance of local stations varies from 10 to 1200 m3 / day.[6]

In the nomination «The best enterprise producing goods for the population» recognized as the best:

- In the category of «Entity of large entrepreneurship» – «Himfarm» (South Kazakhstan region). The company was registered in June 2003. The number of employees amounts to 1 thousand. 232 people. The main activity is the production of drugs. Production capacity of the plant can produce 1 billion. Tablets, capsules, granules; 200 million. Ampoules; 24 million. Vials of antibiotics and 20 million. Bottles of syrup annually.

- In the category of «small and medium business» – the company «Kublei» (West Kazakhstan region). The plant has operated since 1992. Number of employees – 383 people. The main activity is the processing of agricultural products, production of canned products. The production capacity is up to 160 thousand. Cans per day [6].

In the nomination «The best enterprise, service provider,» diplomas were:

- Among the subjects of big business – «KazTransGazAimak» (Astana). In 2007, on the basis of « regional transmission system « has started transporting gas distribution pipelines of JSC» KazTransGazAimak.» Company – the largest gas distribution complex in Kazakhstan: 30 thousand. Km of distribution and transmission pipelines with all necessary infrastructure. For four years the volume of gas sales increased 3 times to 11 billion. Cubic meters per year. The assets in 2009 increased from 56 to 102 bn., Income – from 46.2 to 142.9 billion. tenge. The number of employees increased by more than half – from 3.5 thousand. People and 5.6 thousand. – Among small and medium-sized businesses – «Republican Scientific Center of Neurosurgery» (Astana). Science Center was established in 2008. Number of employees – 210 people. Revenue from rendering of services: in 2010 amounted to 1 million. 789, 56 thous. tenge, in 2011 – 2 million. 354.2 thous. tenge, in 2012 – 3 million. 83.4 thous. [6]

Contributes to improving the quality of the quality management system, regulated by the ISO 9001 standard.

As the state standards of the Republic of Kazakhstan adopted the international standards of management systems: ISO 9000, environmental standard ISO 14000, the standards of safety and

health of OHSAS 18001 standards of social responsibility SA 8000 management system standards of food safety series ISO 22000 audit of the QMS and Environmental management – ISO 19011 and others.

Every year in the standardization plan included the development of standards in the field of management. Over the past ten years conducted research work in the field of management systems according to ISO 9001, 14001, OHSAS 18001 in different sectors and has developed more than 15 Recommendations of methods to help businesses and organizations to develop and implement a management system.

Kazakhstan provides for measures to encourage the implementation of international standards in the field of management systems. Among them:

- the introduction of a discount factor of 0.75 to the rates of payment for environmental emissions for enterprises certified in accordance with international standard ISO 14001: 2004;

- tax relief for businesses, implemented and certified quality management system and environmental management system, is the winner of the President of the Republic of Kazakhstan «For achievements in quality» and selling goods of own production, in part to reduce the amount of corporate income tax to 50% for one tax period. (Tax Code of the Republic of Kazakhstan Article 140-9).[3]

Kazakhstan is a member of ISO TC 176 to develop standards in the field of quality management and environmental management. During the last three years, it carried out a vote on all new developments in the field of ISO Management. The country operates a technical committee TC 54 on quality management.

At the same time Kazakhstan achieved some success in developing and implementing management systems can not be considered sufficient.

However, use of the system is constrained by a number of factors. Many local enterprises are of the opinion that the quality of products is provided solely by the technical control (OTC) in the final stage of production. This is quite contrary to the ideology of the ISO 9000, the essence of which is that quality is created at all stages of the product life cycle: the planning, design, production planning, procurement, etc. The effectiveness of the QMS is often reduced because of the lack of integration of QMS in the enterprise management system, and the availability of conflict between the current system of governance and the requirements of ISO 9000.

Seriously affect the effectiveness of the QMS failure or even a lack of investment in staff development, communication on important issues for the organization.

Today, most of Kazakhstan goods are not competitive in the European market due to the low performance and poor quality. And this situation persists, as enterprises simply do not exist management policy improvements or not it is implemented in full. But the main goal of quality management – reducing the number of marriages by various improvements and organization of production of defect-free products. The new version of ISO 9000, «continuous improvement» – one of the basic principles of modern quality management.

The main reason for the low return from certified QMS at enterprises is the lack of coordination of these systems with a common management, since the scope of the QMS does not apply to the processes of preparation and decision-making.

To improve and maintain the effectiveness of the QMS at enterprises of Kazakhstan may also be implemented the following measures:

- Preparation and training for QMS (training new personnel on QMS). The aim is to ensure the necessary competence of the staff in the QMS.

- Implementation of the requirements of consumers (consumer study documented procedures, the development and implementation of mechanisms for the implementation of the new requirements of consumers, conducting meet the requirements of the customer). The aim is to meet the requirements and expectations of customers

- Introduction of electronic document management (goal – minimizing documents and papers related to the document management: preparation, registration, distribution, disclosure, updating documents, etc.).

- Internal audits of the QMS, finished products and manufacturing processes (the goal is self-esteem of the QMS and to identify areas for improvement).

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