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**State Participation in the
Ensuring of the Quality
Management in the Enterprises of
the Republic of Kazakhstan**

The article considers the current problems of the transition to international standards of quality based on state programs aimed at providing sustainable competitiveness of domestic enterprises both domestically and abroad. International standardization is one of the most important elements of modern mechanism of quality control. Standardization System of the Republic of Kazakhstan should be harmonized with international, regional and national systems and to protect the interests of consumers and the state in terms of quality and range of products, services and processes, their safety for human life and health, environmental protection and so on.

Key words: Quality management system, international standardization, standardization system of the Republic of Kazakhstan, state programs, "Quality" program.

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Қазақстандағы кәсіпорындардағы сапа менеджменті өнімдерін мемлекеттік қатысу бағдарламаларында қамтамасыз ету

Мақала шетелде және отандық кәсіпорындардың бәсекеге қабілеттілігін тұрлаулы қамтамасыз етуге бағытталған мемлекеттік бағдарламалардың негізінде халықаралық сапа стандарттарына көшу ағымдағы проблемаларды талқылайды. Халықаралық стандарттау сапасын бақылаудың қазіргі заманғы тетігін ең маңызды элементтерінің бірі болып табылады. Қазақстан Республикасының стандарттау жүйесінің халықаралық, өңірлік және ұлттық жүйелерімен үйлестірілген болуы керек және т.б. сапасы мен ауқымын өнімдер, қызметтер мен үдерістерді, адам өмірі мен денсаулығына, олардың қауіпсіздігі, қоршаған ортаны қорғау мен шарттарын тұтынушылардың мүдделері мен мемлекеттік қорғау.

Түйін сөздер: сапа менеджменті жүйесі, халықаралық стандарттау, Қазақстан Республикасының стандарттау жүйесі, мемлекеттік бағдарламалар, «Сапа» бағдарламасы.

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Участие государства в обеспечении управления качеством продукции на предприятиях РК

В работе рассмотрены актуальные проблемы перехода на международные стандарты качества продукции на основе государственных программ, целью которых является обеспечение устойчивого развития конкурентоспособности казахстанских предприятий как внутри страны, так и за ее пределами. Международная стандартизация является одним из важнейших элементов современного механизма управления качеством продукции. Система стандартизации Республики Казахстан должна быть гармонизирована с международными, региональными и национальными системами и обеспечивать защиту интересов потребителей и государства в вопросах качества и номенклатуры продукции, услуг и процессов, их безопасность для жизни и здоровья людей, охрану окружающей среды и так далее.

Ключевые слова: система менеджмента качества, международная стандартизация, система стандартизации Республики Казахстан, государственные программ, программа «Качество».

**STATE PARTICIPATION
IN THE ENSURING
OF THE QUALITY
MANAGEMENT IN
THE ENTERPRISES OF
THE REPUBLIC OF
KAZAKHSTAN**

Development of market economy in Kazakhstan has refocused production development: improving the competitiveness of production in Kazakhstan; Making the transition from mining to processing industry; meet the growing needs of the population; security management system consumed products.

In this regard, there was a need for a new approach to solving the aforementioned problems. Addressing the issues of competitiveness of domestic products, the safety of domestic products, the expansion of exports of Kazakh products to foreign markets has focused on achieving a high level of product quality, the introduction of modern quality management systems.

In industrialized countries, has long been intense competition and technological complexity of production made implementation and maintenance of modern quality management systems indispensable.

Of entry for the development of various programs are:
the need to improve the competitiveness of domestic enterprises;
creation of conditions for integration of Kazakhstan into the world economy;
to balance the interests of public authorities, manufacturers, public organizations and
consumers in the mobile market [1].

A major role in understanding the problems of modern management standards of management systems play a new generation.

Today, there are a number of international standards relating to the development and introduction of modern management systems in organizations of all sizes, activities and forms of ownership – ISO 9001: 2000 «Quality Management Systems. Requirements».

MS ISO 22000: 2005 «Food products safety management systems. Requirements for any organization in the food chain,» MS SA 8000: 2001 «Social Responsibility», the MS ISO 17025: 1999 «General requirements for the competence of testing and calibration laboratories», the MS ISO / TS 16949: 2002 «Quality Management Systems. Particular requirements for the application of ISO 9001: 2000 in the automotive industry and relevant organizations producing spare parts », the MS ISO / TS 29001: 2003» Quality Management Systems. Petroleum, petrochemical and natural gas industries.

The ISO Central Secretariat report on certification of quality

management systems (at the end of 2013) shows that the QMS certification for compliance with ISO 9001 is still in demand all over the world and the number of certified companies has increased steadily.

The greatest popularity and recognition in the world have a quality management system compliant with ISO 9000. The first version of these standards was adopted in 1987 and, since that time, standards of ISO 9000 quality management system – the most introduced in the world.

The ideology of quality management is a continuous and systematic management of all processes of production (services) company, whose main aim is to meet the current and anticipated needs of consumers, with the participation of all employees and management of the company's leadership role in quality management.

International standardization can be carried out on the basis of bilateral agreements between the two countries, as well as on the basis of multilateral agreements related to a specific region or combined mutual economic relations. The widest in scope is international standardization carried out by international organizations, first and foremost is the International Organization for Standardization (International Standard Organization). ISO was founded in the UK in 1945 after the war. Currently, it consists of 130 member countries, it has offices in the US, Europe and Asia. Headquartered in Switzerland, Geneva. The purpose of the organization – to promote the development of standardization on a global scale to facilitate international trade and mutual assistance, as well as to expand cooperation in the field of intellectual, scientific, technological and economic activity. The main objective of ISO is to solve the global problems of the world community, chief among which are: environmental protection, occupational safety, the use of standards for manufacturers and consumers, as well as the removal of trade barriers to the free movement of goods and services. The technical work is carried out within ISO technical committees (TCs) that can create sub-committees and working groups in their areas of work. International governmental and non-governmental organizations, in liaison with ISO, also take part in the work. Draft International Standards adopted by the technical committees send the member bodies for voting. Publication as an International Standard requires approval by at least 75% committee-members voting. The organization develops documents that are recommended for each state, and they are recommended as long as the state does not accept the document as a national. International standards are an effective means of elimi-

nating technical barriers to international economic cooperation, as they acquire the status of documents defining the technical level and quality of products. International standards affect the relations between seller and buyer, not only in foreign markets, but also in the domestic market – ISO members, as they are forced to look for ways to meet these standards. One of the main directions of development of standardization in Kazakhstan is the transition to the use of international standards, i.e. output according to international standards [2].

An important area of international cooperation in the field of standardization and quality control is to participate in the work of the European Organization for Quality (EOQ). EOC has been studying the problems of quality, the development of scientific and methodical documentation, conferences, seminars and symposia on theoretical and practical aspects of quality. Generalized international experience in quality management in the enterprises is reflected in the international standards ISO 9000, which in many countries have adopted as national (Austria, Great Britain, Russia, Finland, Sweden and others.). These standards quality management system referred to as a quality system. Quality system – a structured set of documents regulating certain aspects of production activity, which includes the quality policy, quality manual, methodological instructions (description of procedures) and work instructions (protocols, reporting forms, job descriptions, etc.). The world market today is organized so that access to it with products that do not meet the requirements of internationally recognized standards, is almost impossible.

To conduct economic activity and to compete successfully on the market of industrial products, works and services, companies and suppliers need to apply the efficient and effective management of its activities. The use of such systems should ensure continuous improvement of product quality, meet the needs of customers and other stakeholders of the enterprise (internal customers, subcontractors, etc.), as well as society as a whole. Customer requirements are usually included in the standards and specifications for products, but it is not a guarantee that they can be truly satisfied if in the organizational system of the company, including marketing, supply of products, its after-sales service, innovation in quality, there are serious flaws and inconsistencies. Therefore, the company should be involved mechanism of guaranteed quality of customer requirements, which could provide tangible results. The list and sequence of such action should have been clearly identified and their necessity and sufficiency

should be clear as to employees of enterprises and consumers alike.

To go out today to the world market and to be quite competitive is possible only by implementing a quality management system to meet global requirements. The leaders of many of the largest industrial enterprises in Kazakhstan, including JSC National Holding Company «Almatykurylys» have realized this need, and some even went to the implementation of a quality management system and its certification to ISO 9000. It should be noted that in recent years Kazakhstan stepping up work on the transition to international quality standards ISO 9000, which are recognized in many countries around the world and provide a high level of reliability and firm performance. At present, of the 500 largest industrial enterprises produce only 30 meets this standard. In 2010, more than 150 domestic manufacturers have applied for international quality certificate. The Government of Kazakhstan supports this policy, as improving the competitiveness of domestic products by improving its quality at international standards.

This work successfully carried out in the framework of the republican program «Quality». This program is approved by the Government of Kazakhstan on May 2, 2001 №590. The program «Quality» determines the main directions of activity of state and local government agencies and other organizations and businesses to improve the quality and competitiveness of domestic goods and services. The main aims and objectives are:

- improving the enforcement of state administration in the field of quality products and services;

- improve the forms and methods of management;

- the introduction of scientific and technological progress to improve the competitiveness of domestic products;

- normative and informational support in the field of competitiveness and quality of products, works and services;

- the transition from the certification of goods, works and services for the certification of quality systems;

- training in the field of standardization, metrology and certification;

- the organization of events and promotion in the field of quality improvement [3].

Program of transition enterprises of Kazakhstan to the standards of the quality system ISO 9000 has been calculated for the period 2009-2013. During this time, all manufacturers of the country, working on the “export” received international certificates. This allows businesses to feel more confident on the world market, as this certificate gives certain guarantees to

their partners. In particular, it guarantees the reliability and economic stability of the enterprise, as well as high quality products. Active in promoting and implementing international standards of quality control leads Kazakhstan Association of quality, which includes well-known domestic enterprises, which are mainly medium-sized businesses (“Almaty tea”, “Asem Ai”, “Becker and K”, “East Cement” “Rahat”, “Transsystem” “FoodMaster” and others.)

In 2012, the Association, together with a number of ministries held a contest for the best management system in which assesses the quality of domestic management. Currently, these aspects of the system, as information technology enterprise management, the formation of long-term responsible relationships with customers and clients, approaches and methods to control the cost of quality for the improvement and development of quality management systems, remain a serious problem.

Addressing issues of transition to international quality standards, it is necessary to take into account that the Kazakh enterprises have general and specific development problems that hinder the process. In particular, they are macroeconomic, regional, sectorial, economic and financial character, and decreased consumption of products in the domestic and foreign markets. Continue to deteriorate technical level and structure of the productive apparatus, increasing depreciation of fixed assets, increased production costs. The country has accumulated a lot of problems that hinder the transition of enterprises to international quality standards. This and the low purchasing power, brain drain, a high degree of risk of the manufacturing sector, the imbalance in the structure of industrial production to the predominance of extractive industries in comparison with the processing, the low level of product quality and extremely rare update its nomenclature. To solve these problems it is necessary to state management in the field of quality was based on a rational combination of regulatory and legal, economic, organizational and administrative methods, which is particularly important for social and economic development of the country. Legal form of government in the field of quality in the country is carried out through the establishment of the legislation of the Republic in this area and monitor their implementation.

Thus, it was decided to develop a program “Quality”, the Law “On Protection of Consumers’ Rights Law” On Standardization “. However, most of the Legislative Work is under discussion or development. In our opinion, should streamline the system of state regulation of licensing consulting firms that provide services in the field of quality improve-

ment. In addition, the company should specialize by industry, as the consulting company owned by insufficient specificity of the industry, and therefore not able to pull on a desired level of quality management. Such events are part of the Government of Kazakhstan will allow domestic organizations to implement international quality standards, be confident in the professionalism of consulting firms, providing them with qualified personnel in improving management quality system in a particular industry. And also lead to a decrease in the level of mistakes in the preparation of the quality certification system, and thus reduce the additional cost of their operation. To provide and regulate the activities of Kazakh producers and suppliers of goods and services in the field of quality is not developed legal framework. Therefore, this issue should be given a lot of attention on the part of the Government.

Economic forms of governance in the field of quality should be carried out by encouraging business entities to improve the quality of products and services, improve the economic responsibility of manufacturers and sellers of the production and sale of substandard products. In the Government proposal was made on the amendments and additions to the Rules for the development and implementation of the Public Investment Program (PIP) on the priority included in the PIP investment projects proposed by business entities that have implemented a quality management system conforming to international standards ISO 9000.

Organizational and administrative forms should ensure the participation of public administration in accordance with their authority in carrying out works to improve the quality and competitiveness of products, increase public awareness of the quality and the quality of goods, services and works. In our opinion this requires:

develop and publish accessible and clarifying tutorials in the field of standardization and quality control;

create a system of training in the field of quality, including basic knowledge about the quality;
carry out scientific research in the field of quality;

provide training for independent expert auditors quality system certification, and management development in the field of quality.

At present, this work is carried out in the country, but insufficient rates and volumes.

We believe that good governance in the field of quality will provide:

widespread adoption of modern management techniques and quality assurance based on international standards;

improvement of technical and economic performance of the industrial complex of the republic;

increasing the competitiveness of domestic goods, works and services; g) release of a wider range of quality goods;

the development of exports;

the creation of new jobs;

protection of the population and the state of the market of substandard and unsafe goods, works and services.

It should be noted that the Government of the Republic of Kazakhstan conducting a proactive policy to attract foreign investment, to implement the program «Quality», but much depends on the willingness of Kazakh partners to a successful business.

In conclusion, it should be noted that the current market demands, the possibility of free choice of goods and services, fierce competition, which involves not only domestic but also foreign companies affect the producers, forcing them to send priority efforts on quality. Kazakh enterprises have realized that the quality – it is the only way of survival in a market economy, are implementing the international quality system standards ISO 9000, and at the moment many have already received a return on invested in the quality of effort and money.

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