

On the Assessment of the Quality Management System Effectiveness

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International standards in the field of quality management (including ISO-9001, ISO / TS 16949, AS 9100) dictate such a requirement to organizations as assessing the effectiveness of the quality management system (QMS). At the same time, these standards do not contain methodological recommendations for conducting such an assessment, which raises many questions in practice. There are many methods (approaches) to assess the effectiveness of the QMS. Each approach is interesting in its own way and offers its own specific assessment of the effectiveness of the QMS, however, the analysis of the methods (approaches) to assessing the effectiveness of the QMS revealed a number of shortcomings in them. In particular, there is no comprehensive (systemic) approach to the selection of indicators for assessing the effectiveness of the QMS. The objectives of this article are to analyze the approaches, as well as to develop the author's method for assessing the effectiveness of the QMS.

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