

The Main Directions for Increasing the Personnel Involvement Level in the QMS

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key words

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The employee interaction principle is one of the fundamental principles of the quality management system. We present a consideration of the process of personnel involvement as a key criterion for achieving high competitiveness of an organization and increasing efficiency in the implementation of all goals.

We have analyzed international standards that establish recommendations for ensuring staff involvement, increasing their motivation and competence, developed by two ISO technical committees: ISO/TC 176/SC 3 Quality Management and Quality Assurance. Assistive Technologies and ISO/TC 260 Human Resource Management. The variety of standards testifies to the high importance of this direction, focused on increasing the level of staff involvement in the process of improving the quality of products and services provided. In accordance with the requirements of the international standard ISO 9001:2015, the PDCA cycle can be applied to all processes. We have reviewed the procedure for applying this cycle to personnel engagement activities and believe that the proposed approach allows us to implement this task as efficiently as possible.

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