

Assessment of Product Quality at the Stages of the Life Cycle by the Customer

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key words

effectiveness, life cycle, quality control, customer

One of the main tasks of the product life cycle management system being developed is product quality management at all stages of the life cycle. Important components in this case are the calculation of quality and reliability indicators, as well as the assessment of the effectiveness and efficiency of the product quality management system. In this work, a unified methodology has been developed for evaluating the product quality management system by the customer's representative office at specific stages of the life cycle, including at the operational stage. The indicators characterizing the degree of maintaining the quality of the product at the stage of operation and the degree of maintaining the normalized indicator of the final result are proposed. To analyze the data obtained, a system of gradations for evaluating the product quality management system has been developed and recommendations for the main participants in the product life cycle have been worked out.

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НОВАЯ КНИГА

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