

Ways of QMS Development in Digitalization

E.A. Kovrigin¹, Moscow Aviation Institute (National Research University), j7eka@yandex.ru

V.A. Vasil'ev^{2,3}, Higher School of the Russian Federation, Moscow Aviation Institute (National Research University), Prof. Dr., vasiliev@mati.ru

¹ Postgraduate Student, Moscow, Russia

^{2,3} Honored Worker, Head of the Quality Management and Certification Department, Moscow, Russia

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The whole world is experiencing a digital boom (that is now commonly called digitalization), which is fundamentally changing the way of life, both for an individual person and for larger systems. This process is of a global (large-scale) nature, which is not bypassed by the Russian Federation, including its industrial enterprises, which have certified (according to ISO 9000 series) quality management systems (QMS). Thus, science is faced with an acute question in the study of the main ways of the QMS development (including determining its place and role in modern conditions and realities). That is the purpose of this article. To achieve this goal, we have used modeling methods, as well as analysis and generalization of information. We have solved the following tasks: the main trends in the QMS development (improvement) were identified, its functions and main problems (risks) in the context of digitalization were determined. Our study has showed that in the context of digitalization, the QMS should go from descriptive, in which the identification of negative and positive events in the past is carried out, to cognitive (self-learning), which allows imitating human thinking and actions.

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