

# Information and Analytical Model of Product Quality Management

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## key words

life cycle, quality control,  
customer's representative office

One of the main tasks of the product life cycle management system is to improve product quality at the stages of the life cycle. Important components in this case are the assessment of product quality and the adoption of appropriate measures to prevent non-conformity of products. The customer's representative offices are directly involved in the process of ensuring and controlling product quality at the stages of development and production. But quality control at the operational stage is insufficiently represented and is limited to work on complaints, bulletins, copyright and technical supervision. In addition, the existing product life cycle management system is characterized by a weak application of modern information technologies in the activities of the customer's representative office. In this regard, the paper proposes an information and analytical model of product quality management by the customer's representative office based on the application of the Shewhart – Deming quality cycle, including an assessment of the effectiveness of the product quality management system at all stages of the life cycle and an algorithm for developing recommendations for the formation of management decisions based on the results of product quality analysis and assessment.

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