

# Management Company's Quality Management System

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**Citation:** Gorkunova A.O., Red'ko (Redko) L.A., Yanushevskaya M.N. Management Company's Quality Management System, *Kompetentnost' / Competency (Russia)*, 2020, no. 9–10, pp. 46–52. DOI: 10.24411/1993-8780-2020-10906

## key words

management company, quality, housing services, utilities, quality management system, quality improvement, apartment building

We have examined the main aspects of the management company's activities serving modern apartment buildings, and have analyzed the concepts of utilities and housing services. We have also studied the basic principles of the management company's quality management system: housing market research, the formation of a management portfolio and the acceptance of apartment buildings, operational planning, maintenance of the house fund, settlements with consumers and additional paid services; identified external and internal factors affecting the work of the management company. In addition, we have classified the risks, established the most effective methods for their assessment. We believe that the considered aspects of the management company, as well as the results of internal audit, assessment of customer satisfaction, etc., will allow the top management to give an objective assessment of the organization's QMS, and will help the further development of the company.

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## НОВАЯ КНИГА

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## Манометры

**Учебное пособие. — М.: АСМС, 2020**

Приведены основные сведения о методах измерения давления, механических (шкальных) приборах избыточного давления, методах и средствах их поверки и калибровки. Описаны принципы действия, основные схематические решения, технические и метрологические характеристики приборов. Подробно анализируются вопросы поверки манометров: правильный выбор эталонных средств, особенности методов поверки, представление конечных результатов. Рассмотрены типы грузопоршневых манометров и методика их поверки. Пособие может быть полезно специалистам в области эксплуатации, поверки и калибровки средств измерений давления, ремонта манометров, студентам, обучающимся по данному направлению.

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