

# Methodology for Assessing the Quality of Processes of Technical Service Enterprises

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## key words

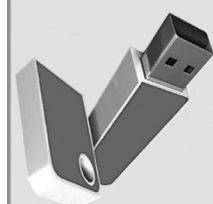
parameter importance assessment,  
rank scale, expert assessment,  
process quality indicators, process  
quality assessment matrix

The article discusses the methodology for assessing the quality of processes of maintenance enterprises. The proposed methodology makes it possible to evaluate unit quality indicators and the total weighted average indicator of the process quality. Based on the results of assessing the quality of processes, priority quality indicators are determined, which will need to be improved or adjusted. By regularly evaluating processes, an organization can track and evaluate quality performance over time, which will allow the development of measures to improve the efficiency of processes. The quality assessment of the process according to the proposed method was carried out using the example of body repair, but this method is universal and can be used to assess the quality of other processes of enterprises for maintenance and repair.

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