Development of Quality Indicators System to Enterprise Improve Competitiveness

E.Yu. Taranenko[1], Graduate School of Printing and Media Technologies of St. Petersburg State University of Industrial Technologies and Design (GSPMT SPbSUITD), Assoc. Prof. PhD, tarlen2004@list.ru
E.A. Bantser[2], GSPMT SPbSUITD, katrin.bancer@gmail.com

[1] Head of Department, St. Petersburg, Russia
[2] Senior Lecturer of Department, St. Petersburg, Russia

Improving the quality of finished products is a complex system task. It is solved on the basis of collecting, processing and analyzing information using methods of mathematical statistics. Among them, such as ABC analysis, Pareto diagram, Ishikawa causal diagram, etc., necessary for monitoring the production process, as well as its adjustments and improvements. We have developed a classification of indicators of the functioning of a particular enterprise that ensure an increase in the quality and consumer value of the products produced. To do this, we identified the most significant inconsistencies that arise during the product life cycle, identified and analyzed the main business processes responsible for their occurrence, ranked the selected indicators according to the degree of their impact on the quality of products. The results of the study showed that the classification developed by us really improves the quality and efficiency of production processes of a light industry enterprise, its competitiveness and the level of consumer demand for its products.

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