



WAYS TO INCREASE RESOURCE SAVINGS THROUGH THE USE OF QUALITY MANAGEMENT IN RAILWAY TRANSPORT

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ABSTRACT

The article discusses the evolution of the process approach, its application for the innovative development of an integrated quality management system, issues of ensuring the interaction between processes in the production structure of the enterprise. The results of the study of the provisions of the fifth standard of the ISO standard, aimed at achieving sustainable development of the enterprise on the basis of implementing a policy to ensure a balance of interests of all interested parties, taking into account the conditions of a dynamically changing external environment, are reflected.

Keywords: *process approach, integrated quality management system, sustainable success of activities, interaction between processes, balance of interests, continuous improvement, personnel training in the quality system, balanced work of all personnel, management and organization of production processes.*

The quality policy of JSC "Uzbekistan Railways" is aimed at improving the quality of services by satisfying the needs of consumers and customers, creating and strengthening stable competitive positions [1].

For this purpose, JSC "Uzbekistan Railways" carries out the following activities:

- Carrying out regular measures to improve the quality of services, ensuring safety in railway transport;
- continuous improvement of technological process and logistics system;
- introduction of new methods and means of management, techniques and technologies, ways to minimize the impact of railway transport on the environment;
- offering additional services to customers, creating new types of services to ensure competitiveness and offering a range of them;
- establishment of mutually beneficial cooperation;
- implementation of investment policy to increase technical and economic efficiency;
- Involvement of qualified specialists, study and introduction of best practices, continuous training of staff;
- Ensuring the provision of information to staff on customer demand and supply;
- creation of good working conditions and improvement of socio-economic living standards in the staff;
- Ensuring cooperation through information and communication.

The application of a technological approach to quality management is ensured through the constant introduction of innovations in the system of sustainable production organization, the organization of continuous training of staff and quality assurance of production processes, as well as the transfer of relevant powers in continuous quality improvement.

The application of the process approach methodology predetermines the need to restructure the management system of enterprises on the basis of the transition from functional management to process-oriented

management, ensuring the integration and interaction of all processes and types of production and management activities.

Implementation of organizational changes in the enterprise is based on the following principles: integration of all processes, taking into account the needs of internal and external customers, organization of staff involvement in quality improvement, ensuring balanced performance of participants in all processes, process development and innovation through this development.

In addition, organizational changes should be systematized by combining them into three groups:

1. Ensuring the interconnectedness of processes by building process chains that meet the objectives of the results, ensuring the “transparency” of processes, efficient use of all resources, and shortening the duration of the production cycle.

2. Organization of functional control, which allows to combine the performance of different functions into a chain of processes. Their implementation will ensure a balance of indicators in assessing the results of production activities of the enterprise, which will meet the needs and requirements of all stakeholders.

3. Involve the team in decision-making methods by giving all employees the appropriate authority and responsibility for ensuring and improving the quality of processes. Organization of trainings for staff development.

Controlling the quality of products and services through ISO standards helps to increase the productivity of the enterprise, ensuring the efficiency of enterprise production.

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