ВТОРА МЕЂУНАРОДНА КОНФЕРЕНЦИЈА
SECOND INTERNATIONAL CONFERENCE

КВАЛИТЕТ И
КОМПЕТЕНТНОСТ
QUALITY AND
COMPETENCE
2015
2015

КНИГА НА АПСТРАКТИ
BOOK OF ABSTRACTS

17-19 септември 2015, Охрид, Р. Македонија
17-19 September 2015, Ohrid, R. of Macedonia
PROJECT
QUALITY MANAGEMENT SYSTEMS IN INDUSTRIAL ENTERPRISES OF THE REPUBLIC OF MACEDONIA

Natasa Nestorovska Spasovska\textsuperscript{1}, Trpe Ristoski\textsuperscript{1}, Sandra Kosteska\textsuperscript{1}, Anita Talaja Borota\textsuperscript{1}, Marija Cundeva-Blajer\textsuperscript{2}

\textsuperscript{1}Institute for accreditation of the Republic of Macedonia, Kej Dimitar Vlahov, br.4, building 2, floor 3, 1000 Skopje, Republic of Macedonia, info@iar.m.gov.mk
\textsuperscript{2}Ss. Cyril and Methodius University, Faculty of Electrical Engineering and Information Technologies, Rugjer Boshkovikj Str. 18, Skopje, R. of Macedonia, mcundeva@feit.ukim.edu.mk

ABSTRACT

The implementation of a quality management system according to the ISO standards is the first serious step in any organization on the path to ensuring total quality. Although many think that it leads to considerable bureaucracy in operation, people are starting to think about his work on a systematic manner, leading to an improvement in the entire business process. It can say that ISO standards represent only minimum "hygiene business", which acquired the confidence of buyers in the internal furnishing and seriousness of the organization. Quality management systems till now accepted mainly as a tool to provide greater market competitiveness and achieve greater financial profit, not as a need for better quality. The systems are designed and implemented mostly by external consultants in their design and implementation do not participate all managers, but mainly one – who is in charge for quality. Existing systems are lacking action plans for continuous improvement of the efficiency and effectiveness of the quality management. It must not be forgotten that the aim of implementing of a quality management system is not obtaining a certificate, but greater efficiency and effectiveness. It is therefore necessary his real life, not on paper but in practice, their maintenance and continual improvement. With action plans for continuous improvement and statistical methods revealed defects in operations and corrective measures through improving quality, and reducing costs. The objectives of this project are: to realize the situation and the problems that arise in the designed and implemented quality management systems; to discover the causes of the problems; to propose measures to overcome the problems and recommendations to be applied in practice and to see the results of the application.

Keywords: quality, quality management system, certification/accreditation