
Socio-Economic Aspects of Management Quality

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Abstract: One of the important factors in the development of enterprises is to improve the quality of enterprise management. The article focuses on the economic aspects of improving the quality of management. In the economic development of the enterprise plays an important role not only in the quality of products produced by the enterprise, but also in improving the quality of management. There is no clearly improved mechanism of management quality, so the quality of management is achieved through the development of important elements of the structural units of the enterprise. The article focuses on the study of processes related to management quality research, comparing, updating concepts and improving the quality of management, including the whole production process as a factor in improving and updating and improving.

Keywords: management quality, management system, microeconomic system, consumer, potential consumer, decision making, criteria, management quality functions, efficiency, internal environment, external environment, planning organization.

Introduction

The quality of control can be examined from different positions. An important aspect is the economic aspect, in which the quality of management can be considered as an integrated detail of the enterprise's ability to conduct business. Quality of management reflected in the selection and justification of business objectives, methods of influencing product production and service processes, and the system of actions to identify and shape competitive advantages.

LITERATURE REVIEW

The peculiarity of cognitive functions in the study of economic processes characterized by the active revision of forms, ideas, research methods applied to the quality of enterprise management. This situation has allowed make extensive use of the scientific developments of world and local scientists and the concepts of specialists relevant to various scientific schools of management. The scientific conclusions formed on this basis create the conditions for the use of the positive aspects put forward in various scientific approaches. V. Vinokurov., A. Vinokurov., A.K.Gastev, M.I. Kondratev, F. Taylor, A. Marshall, G. Ford, A. Shuxart, D. Djuran, E. The scientific works of Deming and others used [1-2-3].

Research methodology. The following methods and techniques used in writing the article: system analysis, details, factor analysis to improve the socio-economic aspects and efficiency of management quality.

Analysis and results. According to researchers Vladimir and Alexander Vinokurov, quality of management is a set of properties that determine the ability to create the necessary conditions for the operation, development and competitiveness of the enterprise through the selection, integration and combination of means of influencing certain factors of internal and external environment. Ultimately, it is the ability to accumulate and implement competitive advantages, i.e., improving the quality of management is not only related to changes in the management system and the elements of this system, but it is also a driving force for change [11].

As these researchers point out, the quality of management cannot be linked to the quality of management alone, just as the quality of a brand cannot be linked to the process of its

creation alone. Management quality is not only a property of information, labor and other processes that take place in the management system, but also the efficiency of the enterprise in the market, the degree to which the goals of the activity correspond to the environment, the product – the needs of consumers, the strategies used – the actions of competitors. [20-21] Therefore, the set of indicators for assessing the quality of management necessarily includes consideration of the results of the enterprise's activities in the market. When describing the content of the category "Quality Management", it is necessary to use the principle of multi-stage lighting of the research object, while considering it as a hierarchical structure:

1. Quality of enterprise management;
2. Management system quality (object management quality);
3. Quality of management of functional areas: research and development, production, sales, service, finance;
4. Quality of resource management: material, labor, information resources;
5. Quality of work of group executors;
6. Quality of labor of individual executors.

There are various opinions on the quality of management, according to which the quality of management used as a special criterion of management efficiency of the microeconomic system and depends on both statistical and dynamic details of the management system used, i.e. the structure and operation of the management system. , is related to the rate of survival of the microeconomic system in a rapidly changing internal and external environment [12].

In some sources, the quality of management defined by the concept of "goal vector" of management, [3-19-23] their implementation can be achieved only through quality management. However, real control details written in the target vector, which is different from ideal details [14-18]. The difference between the target vector and the object's current state vector creates a control error vector. None of the specific errors is error vectors that do not exceed the subjective deviations allowed from the ideal mode, forming a vector of many errors that can be allowed. According to these approaches, control quality is the error vector measure, i.e., the sum of the sum of all specific error sets included in the error vector [4-15].

Other sources give the following definitions of this concept:

1. Effective management system, high level of qualification of higher and middle management, compliance of the management system with the goals and objectives of the staff, microeconomic system; [16]
2. Compliance with the system requirements, planning functions, aimed at the best performance of the managed system;
3. Element of management, complex performance criterion [5-24].

By specifically examining the components of the structure and generalizing the approaches to define the concepts presented in terms of quality of management, it represents complex concepts and at the same time consists of:

1. The art of applying the accumulated experience,
2. A science that generalizes management knowledge and experience,
3. Function, type of human activity,
4. Process,

5. People who manage economic systems,
6. Governing body or apparatus [13-15].

From the above considerations, it can be concluded that the quality of management is the organization of production and service activities that fully meet customer requirements, [10-22] or a set of management details that provide the result of production activities that fully meet customer requirements.

In this definition, consumers are buyers of products (services), company employees, and internal consumers of internal processes, persons benefiting from the economic activity of the microeconomic system, potential consumers, public opinion, society and the environment (Figure 1). The sum of control details is an integrated model of management that takes into account the entire specificity of the microeconomic system.

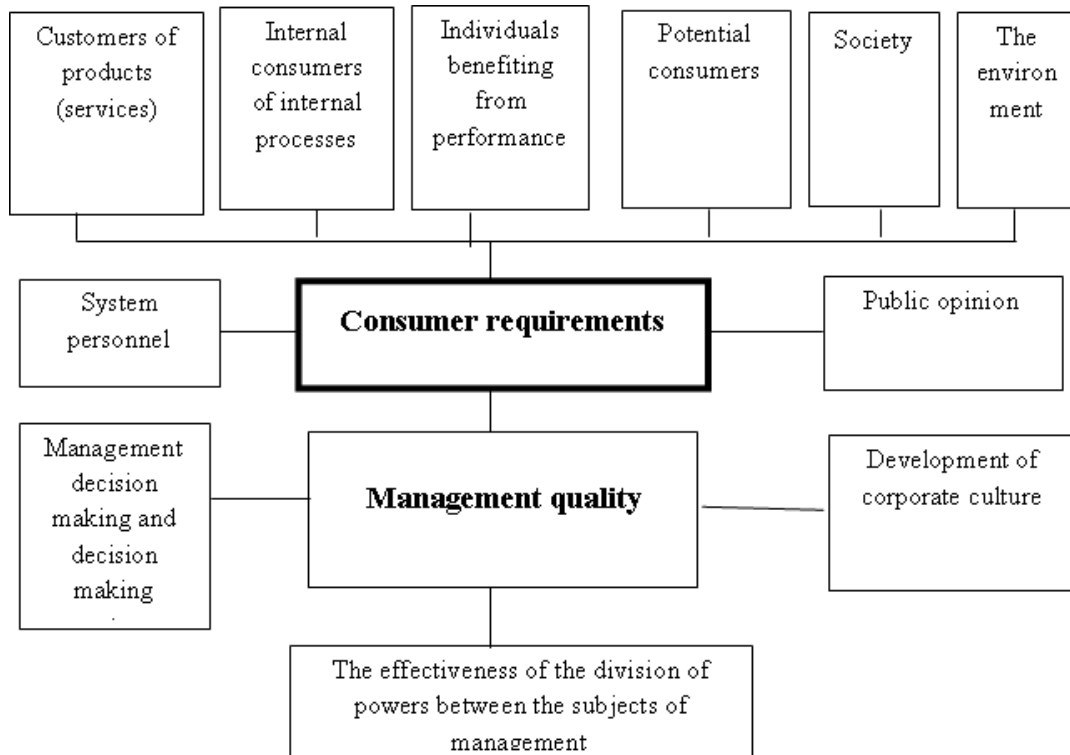


Figure 1. Model of factors determining the quality of management

The advantage of the proposed definition is that due to the specificity of the economic system, it allows the use of new methods and concepts that are acceptable for the microeconomic system because quality is a factor that cannot be introduced (E. Deming's "fatal errors and diseases") quality should be pursued. [6]

The main functions of management quality by Russian management schools highlighted:

1. Goal-seeking, which is a means of influencing the objects of its management - needs, mission, goals, potential, resources, results, information;
2. Strategy focus - information; [17]
3. Planning – hypothesis, concept, prediction, program, plan;
4. Organization – process, system, structure, technology, resources, communication, information, methods;
5. Coordination – agreement, balance, equality, insurance, reserve, manageability;

6. Motivation – needs, interests, motives, styles, expectations, guidelines, authority, leadership, style; [25]
7. Control – norms, rules, guidelines, technology, analysis;
8. Coordination – regulations, standards, norms, taxes, benefits, penalties, duties, licenses, information;
9. Evaluation of decision-making – indicators, criteria, actions, expertise [7-8].

Conclusion: The purpose of the article is to improve the organization of production processes, the implementation of new factors to improve management efficiency, aimed at reducing existing management shortcomings. The results of the study allow for a better and more targeted impact on improving the management efficiency of industrial enterprises through the application of management quality functions.

It is expedient to implement the main functions of management quality in the management system systematically, to study the level of management quality at each stage of the economic system, to organize work on the principle of operating in pursuit of management quality.

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