

THE CONCEPT OF QUALITY MANAGEMENT TQM: THE ROLE OF AUDIT STAFF

Urusova Z.P.

Candidate of Economic Sciences, Associate Professor,
Zaporizhzhya National University

Metel'ska N.S.

Student,
Zaporizhzhya National University

The article highlights the role of audit staff in the concept of total quality management TQM. Feature of TQM is quality assurance of all the staff in all departments. To date, achieve results and improve them to a great extent depend on the qualifications and motivation of managers and employees of the organization.

Studied the principles and strategies of TQM. Among the eight fundamental principles that underpin TQM, in the attitude of the staff is an important leadership and involvement of employees. One of the main strategies of TQM is "the leading role of top management in quality management" and "teaching quality, involvement in the management, motivation and learning interests of employees. « It is revealed that one of the main competitive advantages of the best companies in the world is the establishment of systems of continuous improvement, involving all employees of the company through the circles, quality groups or other

forms, making a large number of proposals for improvement. The improvement process in the company, which operates on a system of total quality management relates to all staff. A study disadvantage of the activities of the staff and recommendations on motivation of the personnel is carried out using an audit. Engage an independent auditor for an independent assessment of the management system and quality management. The system requires continuous improvement of staff motivation. Motifs in interaction with other psychological phenomena which form the mechanism of motivation. From the perspective of TQM is the prevailing internal motivation. Study of internal audit. The purpose of the system of internal audit staff is to improve the activities of service personnel and minimizing the risks associated with incorrect maintenance of personnel documentation. Internal audit staff should identify errors in existing documents and to warn them.