

# Human factor in the quality management system at the enterprise

**Bondarenko S.M.**

Associate Professor, Assistant Professor,  
Kyiv National University of Technology and Design

Modern enterprises are developing and implementing advanced management systems that meet the requirements of international standards, the versions of which are constantly updated in order to fully take into account the achievements of scientific and technological progress. But no matter how modern and perfect were the control systems, they are decisively dependent on people. As the experience of leading enterprises of the world shows, the efficiency and viability of the management systems depends on the personnel of the company. In order for the personnel to work productively and qualitatively, it is necessary to pay due attention to it at the enterprise. The degree of orientation of the enterprise to its own staff is reflected in the satisfaction of employees. Not every enterprise is prepared to give sufficient attention to the staff. Staff satisfaction - a very sensitive, multifaceted and important issue, we can say that employee satisfaction is a major factor in customer satisfaction. Loyalty of employees leads to loyalty of consumers. And with the growth of consumer satisfaction, one

can expect to increase the competitiveness of the company and increase its financial results.

Loyalty staff refers to the loyalty of employees to their organization. Regarding the organization, one can speak of a loyal attitude of the employee in the event that he manifests or intends to exercise voluntary activity aimed at ensuring the interests of the organization.

On the basis of surveys of employees of industrial enterprises of Ukraine, the model of loyalty of the personnel of the enterprise was developed, which included: decent remuneration for work, career growth potential, reputation of the employer in the society and the level of corporate culture of the organization.

To ensure loyalty of employees at the enterprise, a general plan is developed, which includes means of motivation of personnel and its training, ensuring a positive reputation of the enterprise and its high corporate culture. To succeed in business, it is important to carefully align the goals of the organization with the individual and group goals of its employees.