

# THE HUMAN FACTOR IN QUALITY MANAGEMENT OF PRODUCTS

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In the development of international trade and related activities, the success of individual companies and sectors of the economy to external and domestic markets depends entirely on how their products or services meet quality standards.

With the development of scientific and technological progress, the quality problem is simplified, but, on the contrary, it becomes more difficult. Therefore, to solve it by traditional methods, that is, only by controlling the quality of finished products is practically impossible. It should be comprehensive, systematic approach, the implementation of which is possible only in the framework of the system of quality control.

The quality of the products affects a significant number of factors that act both independently and in relationship to each other, as the individual stages of the product life cycle and several. All factors are grouped into four groups: technical, organizational, economic, and subjective.

Quality assurance plays a significant role people with his professional training, physiological, and emotional features. From professional training of people engaged in the design, manufacture and operation of products depends on the level of utilization of the technical factors.

But if in the process of functioning of the technical factors weaken the role of the subjective, because at this stage of the process takes place using modern equipment and technology that best liberates the process

from human intervention, organizational factors, subjective element plays a significant role, especially when it comes to the ways and forms of exploitation and consumption of products.

At the present stage of great importance in the development and implementation of the system of quality management is the motivation of creative attitude to work. Use the following forms of motivation: the search for appropriate forms and methods of enterprise management; increased awareness of the production staff about the affairs and prospects of the company; the participation of workers in decision-making and independent operational decisions. Of particular importance is the workplace equipment, the creation of industrial atmosphere, humanization of working conditions (alternation of job, change of physical and psychological stress, ergonomics).

The factors affecting the quality of products, enlargement can be represented by three blocks:

1) internal circumstances (discipline, equipment, technology, metrological support, test facilities, technical control, organizational structure, system);

2) external environment market requirements, the supply of raw materials, materials completing products, stable supply, legal, quality assurance (legal liability for defective products), the need to assess and confirm the quality, investment, government support, demand control and oversight, consistency,

requirements to product components and production, a level of design);

3) the human factor (qualification, experience, professionalism, promotion, activity and initiative, the sharing of best practices).

Summarizing all above it can be noted that all factors together have a significant impact on the quality of goods and services, especially the human factor, and this influence can be both positive and negative.