

## World experience in quality management: implementation process in Ukraine

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An important area of successful functioning of any enterprise is the creation of such a quality management system that would allow not only to provide the best level of product quality or the proper quality management, but also would contribute to the adaptation of the quality system to the requirements of the fast global business environment. Broadly, high quality is a guarantee of confidence in necessary providing demands at a level that meets consumer expectations.

Ensuring quality management at the enterprise level comes from the developed national standards. At the same time, it is essential for Ukraine if national standards correlate with the European. It is necessary to develop the export activity of the country. In order to achieve this goal and remove all barriers to free trade Ukraine needs to harmonize national standards.

It should be noted that quality standards affecting not only the production of goods

or services. Another important area is the provision of quality education. Of course, this trend applies to some extent to the quality of service (in this case, educational services).

Human resources assessment of compliance with the occupied posts, according to the legislation in Ukraine can be carried out within the enterprise certification. In addition to the planned certification of personnel it is possible to use the world experience in the enterprise evaluation, assessing the quality of goods or services, quality of management in the company and so on. Among the most common international systems of quality assessment management, enterprise development are EFQM excellence model, balanced scorecard, integrated model to determine the ability of maturity, perfect standard of customer service, conceptual model of lean Six Sigma management.