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Application of Quality Management in Production of Textile Industry Products

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ABSTRACT: This article discusses the use of a quality management system in the textile industry, which is a way to solve problems related to quality, and in the broadest sense, it covers the organizational structure, documentation, production processes and resources used to achieve the goals in the field of product quality and satisfaction consumer needs.

KEY WORDS: Quality Management System, reliability, leadership leadership.

I. INTRODUCTION

The quality management system in production always has a definite specific goal, usually expressed in achieving the long-term success of the company by maximizing the satisfaction of existing customer and consumer requests, as well as the requests of production employees themselves, its owners and society as a whole. The quality management system in production (in other words, QMS) is a system of all kinds of ways to control the quality of products at any enterprise or organization. The essence of the QMS in production is that it is a kind of “documented way” of organization as an organism, that is, in other words, a self-regulating mechanism that is adapted to life in a particular existing economic environment. It is quite natural that for life and normal functioning this organism must provide services; produce products that are of a quality not lower than a certain level, and for more successful functioning - of even better quality.

Of the highest value are the 8 principles of quality management proclaimed in it, which can be safely, called the principles of building a model of a competitive enterprise aimed at success. Clearly, customer relationships are a key factor in achieving well-being for both parties. These relationships are checked to determine the degree of customer satisfaction with the organization’s products, taking into account the level of service in its delivery. The results of these checks can provide useful information that senior management then uses to develop a promising organization strategy and plan the necessary resources. In relations with consumers, an important place is also played by the exchange of information, which should be bilateral in order for the consumer to clearly understand how he can request help and who should be contacted.

In the most explicit form, the Customer presents his requirements. He expects to meet the full range of requirements that determine for him the appropriateness of purchasing a product. It:

- functional suitability, i.e. the ability of the product to maximize its functional features at the lowest possible cost to the user;
- reliability - not only from the point of view of the duration of preservation of functional features, but also from the point of view of the cheapness of their maintenance, i.e. minimum cost of product consumption;
- deadlines; this means: not only the duration of the study and execution of the order, but also the speed of reaction to specific requirements, including additional ones that may arise during the execution of the order; rhythm and discipline regarding agreed delivery times;
- price naturally, the customer expects to satisfy all his expectations for a minimum price.

**II. ANALYSIS OF EXISTING FILTERING MATERIALS AND RESEARCH RESULTS**

The application of the principle of "customer orientation" usually leads to the study and understanding of the needs and expectations of consumers, ensuring the connection of goals in the field of quality of the organization with the needs and expectations of consumers, bringing the needs and expectations of consumers to all employees of the organization, measuring customer satisfaction and taking measures based on the received results, systematic management of relations with consumers, ensuring a balanced approach to meeting the needs of consumers, etc. stakeholder groups (such as owners, employees, suppliers, donors, the local community and society at large).

The second principle: Leadership of the leader. Leaders ensure unity of purpose and direction of the organization. They should create and maintain an internal environment in which employees can be fully involved in achieving the organization's goals.

The application of the principle of "leadership of leaders" usually leads to:

- taking into account the needs of all interested parties, including consumers, owners, workers, suppliers, financing organizations, local communities and society as a whole;
- creating a clear vision for the future of the organization;
- setting bold goals and objectives;
- the creation and maintenance of shared values, impartiality and the determination of ethics of conduct at all levels of the organization;
- creating an atmosphere of trust and work without fear;
- providing employees with necessary resources, training and freedom of action within the framework of responsibility;
- inspiring, encouraging and recognizing the contribution of workers.

The third principle: employee involvement. Employees of all levels form the basis of the organization, and their full involvement enables the organization to profitably use their abilities.

The application of the principle of "engaging people" usually leads to the fact that employees understand the importance of their contribution and role in the organization, identify factors that impede their activities, evaluate their activities in comparison with personal goals and objectives, and are actively seeking opportunities to increase their competence and knowledge and experience, it is possible for employees to freely transfer their knowledge and experience, openly discuss problems and issues.

1) The fourth principle: the process approach, which consists in the fact that the desired result is achieved more efficiently when the activity and related resources are managed as a process.

The application of the principle of "process approach" usually leads to:

- systematic determination of the actions necessary to obtain the desired result;
- establishing clear responsibility for the management of core activities;
- analysis and measurement of the capabilities of core activities;
- the definition of interactions of the main activities within the organizational units and between them;
- focus on factors such as resources, methods and materials that contribute to the improvement of the main activities of the organization;
- assessment of risks, consequences and impacts of activities on consumers, suppliers and other interested parties.

The fifth principle: a systematic approach to management, that is, the identification, understanding and management of interconnected processes as a system that contributes to the effectiveness and efficiency of achieving the organization's goals. The application of the principle of "a systematic approach to management" usually leads to the structuring of a system to achieve the organization's goals in the most efficient and effective way, understanding the interdependence of processes in the system of interdependencies between system processes, structured approaches leading to harmonization and integration of processes, providing a better understanding of the role and responsibility of functions and responsibilities necessary to achieve common goals and, therefore, to reduce cross-functional barriers, understanding the organization and identify necessary resources prior to the implementation of actions, objectives and procedures for the implementation of concrete actions within the system, continual improvement of the system through measurement and evaluation.

Sixth principle: continuous improvement. "Continuous improvement of the organization as a whole should be seen as its constant goal." The assertion that "the continuous improvement of products, processes and systems is the goal of every employee of an organization" may have a purely slogan character if an organizational-semantic basis is not brought under it. You can constantly improve something, remaining, in fact, in place. A truly targeted improvement



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of all types of activities is possible only when setting a specific, clearly formulated goal for the participants in the process system. How to achieve this? The answer to five basic questions and the constant revision of these answers in terms of relevance:

- who I am (what is the mission of the enterprise)?
- what will the enterprise be in 5-10 years?
- what needs to be changed to ensure the stability of the flow of technological parameters?
- who will make the changes?

The answer to these questions will provide an opportunity to begin to develop long-term and short-term plans with the formulation of a specific task for each unit and each employee. This will be the ongoing continuous improvement program.

III. EXPERIMENTAL RESULTS

In order for such programs to work, management requires careful deliberation when setting goals and making decisions so that there is no effect of staff frustration caused by voluntary, far-fetched decisions.

His leads to principle 7: factual decision making. To implement this principle, a solid database and information from various sources is needed. Arrange this information in descending order of coverage:

- information on the state and development of the market (marketing information);
- data collection from consumers and customers;
- supplier market assessment;
- evaluation of data on each supplier individually;
- the economic condition of the enterprise as a whole and, where possible, for individual units, data collection from the production sector;
- state of auxiliary production;
- state of technological equipment and processes;
- staff qualifications;
- preparedness of managerial staff, etc.

All this information and data should be taken into account when setting the task so that it is real, not abstract. The feeling of the possibility of solving the problem is a good motivation for the staff. We have already said that creating a quality product is impossible without the active participation of Suppliers. And here, too, it is impossible to do without a motivational approach, i.e. without regard to their expectations.

Therefore, principle 8 has the wording: mutually beneficial cooperation with suppliers. The establishment of honest and open information communication gives a positive effect for advancing in this direction. Open information communication involves the direction of not only negative information, but also positive. A good effect is given, for example, by various methods of promotion in the form of recognition of improvements made by the supplier, letters of appreciation from the management, etc. Establishing good business relationships will create opportunities for deeper collaboration:

- enlist the support of the Supplier in the implementation of a long-term program;
- collaboration on new products;
- joint improvement of technological processes at the supplier, etc.

IV. CONCLUSION AND FUTURE WORK

The main task that is solved with such cooperation is joint work to meet the expectations of the end user.

A careful consideration of the 8 principles of quality management and the directions of their practical application inevitably leads to the conclusion about their interpenetrating nature, the repeatability of individual conclusions and provisions. This is their strength, not weakness. Together they create a holistic view of the direction for the further development of the quality assurance system in the direction of TQM.

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