

**ESTABLISHMENT OF A QUALITY MANAGEMENT DEPARTMENT AT
THE RRJ (REGIONAL RAILWAY JUNCTION) TASHKENT**

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Annotation: The article reveals the basic concepts related to quality management. The problem of quality management of transport services is revealed, which is the most important factor in both improving the standard of living and economic, social and environmental security.

Key words: quality management, ISO international standards, quality assurance system.

Quality is the degree of customer satisfaction that he experiences from a stable set of expected characteristics of a product or service; level of service in the sale, delivery of the product and after-sales service. A quality manager is a leader who is called upon to structure the company's business in order to prevent and prevent inconsistencies. He defines and controls the business processes of the company, monitors and controls the processes of organizing production in such a way as to best meet the needs of customers and increase the competitiveness of the company.

Quality management systems are used in the USA and Western

Europe for several decades, having become during this time an integral attribute of the management technologies of these countries. In recent years, interest has been shown in them both in the Baltic countries that have entered the European Union and in Russia.

In a market economy, the problem of quality is the most important factor both in improving the standard of living and in economic, social and environmental security.

Quality characterizes the effectiveness of all aspects of an organization's activities, starting with strategy development, including production organization, marketing, etc. Quality requirements at the international level are defined by ISO 9000 standards. These standards, covering production processes and management, set clear requirements for assurance systems quality. ISO 9000 standards formulate a unified, globally recognized approach to assessing quality systems, regulate relations between manufacturers and consumers of products, with consumer orientation at the forefront.

International railway industry standard IRIS

(International Industry Standard) was developed in order to implement a global supplier evaluation system.

Together with the ISO 9000:2000 standards, the IRIS standard defines the requirement for a business management system for the design and development, production, supply and service of railway industry products.

Consistent application of the requirements of the IRIS standard can allow RZHU Tashkent to assess the degree of compliance of suppliers and the quality of the products they supply with established international requirements for railway transport. The introduction of a quality management system based on the use of world experience will allow RRJ Tashkent to achieve:

- compliance of the services provided with the expectations and requirements of customers in terms of quality, safety, availability and range;
- compliance of the business process architecture designed in the company with modern standards and requirements of the target quality level;
- growth of indicators of ensuring traffic safety both at the level of the number of defects, accidents, crashes, and at the level of technology for organizing the transportation process, including those that did not entail cases of violations of traffic safety and failures in the operation of technical means;
- a clear separation of the functions of consumers and producers of internal services by operations - for technological operations, the result of a well-performed work is its acceptance by a specific employee under his own responsibility, and for the scope of managing the results of the performance of functions, executable effective decisions are made;
- use for all technological operations of the system of incoming quality control of products and services provided by both external partners and divisions within RRJ Tashkent;
- building on the unified principles of the quality management system in legal entities included in the RRJ Tashkent using similar optimization mechanisms that ensure the dissemination of unified approaches to quality management;
- motivation of employees for the qualitative performance of their functions, the development of initiative, the dissemination of innovations and the full disclosure of the creative potential of each.

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