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## THE PHILOPHY OF QUALITY, PRODUCT QUALITY AND MANAGEMENT

**Abstract:** The article is devoted to study the philosophy of quality. In modern conditions, quality issues are considered as a factor that contributes to the vitality of humanity, economic, social and environmental security, as well as the sustainability and economic stability of society during the transition to a market economy.

**Key words:** certification, quality, product quality, management, marketing, competitiveness, standard.

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### Introduction

#### Purpose of the study.

The transition to a market economy, the issue of the quality of products and services for the development of the company's reputation is considered an important factor in determining the competitiveness of production. Systematic organization of product quality management in enterprises and organizations and consideration of quality assurance issues at the level of continuous enterprise policy is key to gaining its own market presence and working with strategic partners and consumers.

In modern conditions, quality, economic, social and environmental factors play an important role in the human way of life, but also serve as a factor in ensuring the sustainability and economic stability of society during the transition to a market economy.

Since the first years of independence, Uzbekistan has been carrying out economic reforms. The quality of products and services in the economy based on international standards, as well as enterprises and organizations on the introduction of international standards to increase the export potential of the republic is one of the most important and strategic factors. Appropriate measures are being taken by the government to implement international standards on economic development and increase the export potential of manufacturing enterprises[1].

They were determined on the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan of July 22, 2004 No. 349 "About measures for implementation at the companies of the quality management systems conforming to international standards"[2], Resolution of the Cabinet of Ministers of the Republic of Uzbekistan of August 29, 2006

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No.183 "About additional measures for the implementation at the enterprises of quality management systems according to the international standards"[3].

The resolution envisages further increase of competitiveness of local products and services in the local and foreign markets, expansion of export potential of the country, elimination of the Republic of Uzbekistan as a "raw material base", as well as re-establishment of oil, gas and mineral resources, machinery, automotive industry, textile, and rail transport make it one of the most developed countries in the world.

One of the most pressing issues is the systematic study of the essence of the quality system and its evolutionary origin, as well as training personnel in the quality management system to further clarify the work carried out to develop and implement quality management systems based on international standards. Our key points in this article are:

- Quality and its philosophical, economic, social and environmental views;
- product quality;
- product quality management;
- quality management system.

Quality is, in fact, a very broad concept that covers all aspects of human life.

When it comes to quality, it is important to consider the philosophical aspects of quality. First of all, quality reflects the interrelationships of the constituents of an object, and these relations represent the peculiarities that distinguish one object from another. At the same time, the quality of a specific type of objects represents a generalization.

**The term quality is an integral part of human life, and this term has been paying much attention to humanity from the earliest times to the present and today.**

The notion of quality was first analyzed by the great scientist Aristotle. Aristotle approached quality from a philosophical point of view, and regarded quality as an "accent" on matter, a matter of matter, a philosophical coincidence or phenomenon, a partial feature of things..

Medieval scholar Abu Ali Ibn Sina considered quality as an inalienable feature of things.

The famous German scientist Hegel described quality as a definitive identity. According to him, any loss of quality with the object itself disappears. According to him, with the loss of quality the subject also disappears. While things in the objective world are in change and evolving, they have a relatively stable integrity and appear as a particular thing or object. **The quality of something is its quality.**

**Methods:** Quality reflects the internal nature of the subject, the unity of internal and external relations. Quality is inextricably linked to the quantitative features of the subject. For example, water is formed

by the chemical composition of two hydrogen atoms joining one oxygen atom. If the ratio of atoms changes, water can turn into another useful chemical. By its physical properties, water retains its fluid quality at temperatures between 0 ° C and + 100 ° C. At temperatures below 0 ° C it turns to ice, and at temperatures above + 100 ° C it becomes vapor, ie gas. Here you can observe the change in quantity into a qualitative change.

In modern philosophy, quality is defined as the internal and external specificity of things, which represents the unity of a number of properties, attributes, and properties.

### **Sustainability of the subject of quality.**

If quality refers to the relative stability, continuity, and generality of the subject, the properties and features represent the specific aspects and features of the subject, as well as aspects that are associated with other objects and events.

### **Types of quality.**

In philosophy, adjectives are divided into two types:

1. Natural.
2. Social.

In nature, the quality that represents the physicality, the structure of space time, the energy, and the composition of certain aspects of things and events is called natural quality.

In nature, the quality that represents the physicality, the structure of space time, the energy, and the composition of certain aspects of things and events is called natural quality.

The quality that is associated with human activity is the result of human interactions with one another and nature is called social quality. Social quality arises from the individual's work through the individual and social consciousness.

**Social quality** is subdivided into functional and systemic qualities.

A set of objects of **functional quality** is also called the second nature. It includes man-made things (house, nail, tractor, plane, etc.).

There is also a quality that reflects a **particular set of social relationships** that exist only in the context of social intercourse in a particular product, but it is lost outside of it.

The Universe is a process of the creation, development, decay, that is, new things that have other attributes. A change in quality means that a particular object has become a different object.

Any subject is a unit of quality and quantity. The notion of quality represents a certain stage in which a person becomes aware of objective reality. Knowing goes **from quality to quantity** and then **their unity goes back** to norm

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Thus, the issue of quality has been considered by a number of scholars, and their attitudes have increased. Improving the quality of goods through the economic approach to quality issues, including the production of goods, products, and the introduction of new effective technologies, has become a requirement of the international market.

Especially since the 20th century, there has been a need to assess the quality issue through economic

indicators. The views on quality began to evolve with advanced ideas in the activities of F. Taylor, V. Schuhrat, E. Deming, F. Kroebe, and other prominent scholars. As a result of their scientific and practical researches, the evolutionary stages of development of phases were created. Thus, it is recommended to study the concept of creation and development of quality systems in 5 phases.

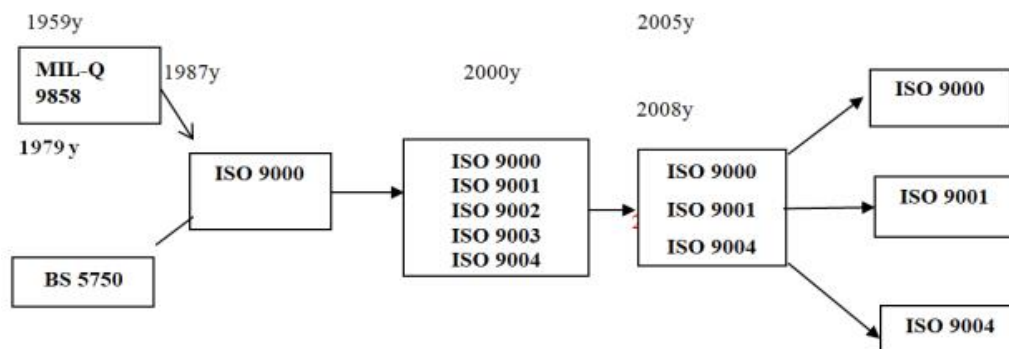
### 5 stages of the creation and development of quality systems:

1 <sup>st</sup> stage	The initial stage of quality control
2 <sup>nd</sup> stage	The beginning of the product quality control system (Taylor System).
3 <sup>rd</sup> stage	It covers the 20-50's of the 20th century. The period of development of statistical methods for quality control.
4 <sup>th</sup> stage	It covers the 50s of the 20th century. General development of quality control. This period is briefly marked as "TQC".
5 <sup>th</sup> stage	It covers the 70-80s of the 20th century. That period is perceived as a period of general quality management and is briefly referred to as "TQM"

### The evolutionary stages of the concept of quality.

By the end of the twentieth century, the International Organization for Standardization had developed international terminology and international quality standards, taking into account the importance

of ISO in the production. ISO standards, from terminology to quality assurance products (ISO 9000, ISO 9001, ISO 9000: 2005, ISO 9000: 2008, ISO 9000: 2015) were developed and recommended as a basic guide.



**Quality management:** a quality management unit focused on compliance with quality requirements.

**Quality Management System:** A quality management system to control and managing an organization.

**Quality Planning:** Quality Management focuses on setting goals in the field of quality and defining the necessary business processes and the appropriate resources to achieve the goals in the field of quality.

**Quality Assurance:** A part of quality management aimed on ensuring compliance with quality requirements.

**Quality Improvement:** Quality management as part of expanding quality assurance capabilities.

### Quality management system.

Various interpretations of the notion of quality are common in contemporary literature and practice. The International Organization for Standardization (ISO) defines quality as follows: quality is a set of features and characteristics of a product or service that satisfies established or anticipated requirements for products and services [3].

In order to properly understand quality problems, it is important to consider the following characteristics:

- Quality should be consumer-oriented;
- Quality assurance is not only a technical activity carried out by a particular department, but also a continuous activity that covers the entire

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organizational structure of an organization or enterprise;

- The issue of quality does not lose its relevance not only in production, but also in product development, marketing, service delivery and management;

- product quality improvement is inextricably linked with technology upgrades;

- general improvement of quality is possible only with the help of the economic interests of the participants in production;

- To ensure competitiveness, the product must fully meet the needs of customers and consumers.

In the struggle for the market in product sales, the main weapon is the quality of the product.

**Product quality level is developed on the basis of technical, functional, social, aesthetic, ergonomic and environmental features of the consumer.**

Competitiveness is determined by the degree of consumer satisfaction of the product, the quality and

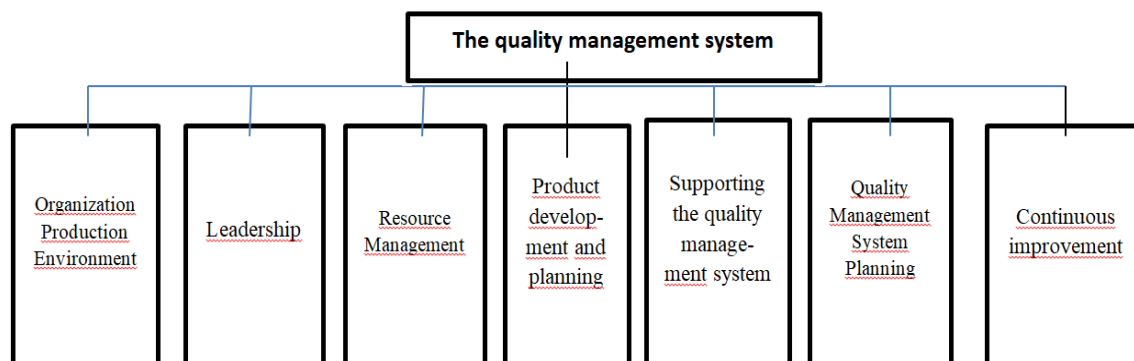
cost characteristics of the product, the costs of purchasing and consuming the product. For the same purpose, it is important to take into account that the product has the highest competitiveness among the manufactured products, which give the consumer maximum benefit..

Undoubtedly, quality improvement will have at a great cost, but at the expense of the profits. It is impossible to occupy leading positions in the market without the development and production of new products.

Unless attention is paid to the quality of the product, it will have to spend a great deal of money to repair the defects. The great economic effect can be achieved by developing long-term programs to eliminate defects.

Leading companies in countries with developed market economies believe that in order to achieve quality all services should be organized. Consumer requirements, fault information, flaws and errors, customer ratings play a key role in improving quality.

### The quality management system and its components [4]



#### Quality as an object of management.

The basic principle of modern quality management is that the quality management activities should be carried out not after the release of the product, but in the process of production.

Quality assurance activities are very important in the production process. Quality is determined by the influence of many random, local and subjective factors [5]. **A quality management system is necessary to stop these factors from affecting the quality level.** In that case, it is important to constantly monitor and improve the product creation process to maintain the appropriate quality level.

**Quality** - the object of management, including all the components of management, planning, analysis and control.

The main purpose of the quality management system, based on the international standard ISO 9000: 2000, is to ensure the quality of the product demanded by the customer and to prove to the consumer that the enterprise is capable of doing this and the mechanism

of the system, methods and tools used in the same purpose [6].

For successful operation of the enterprise in the current market it is essential to have a quality system and a certificate of conformity with international standards of ISO 9000 series..

The quality control system is a quality management system for managing and controlling an organization, a group of responsible, competent and distributed personnel, and a management system that relates to a set of specific descriptions to handle and control the necessary tools of relationships.

Using a quality management system is a strategic decision that can help improve the performance of an organization and provide a solid basis for sustainable development initiatives.

**Conclusion:** Quality of results determined in accordance with the strategic direction of the organization to achieve the necessary processes and their interaction includes the systematic identification and management.

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Integrated processes and system management, access to capabilities, and prevention of adverse outcomes can be achieved through the use of the PDCA cycle.

Applying a process approach to the quality management system enables:

a) Understand and always enforce requirements;

b) reviewing processes from the point of view of adding value;

c) achieving efficient processes;

d) improving processes based on data and information evaluation

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