

Management System Requirements for Certification Bodies

Kamolova Muxlisa Xudoyberdiyevna

Bukhara Institute of Engineering and Technology, doctoral student

Xudoyberdiyeva Nilufarbonu Shavkat qizi

Student 114-20 groups

Article Information

Received: March 29, 2023

Accepted: April 29, 2023

Published: May 31, 2023

Keywords: ISO 9001, standard, management system, Information.

Annotation

The certification body shall establish and maintain a management system capable of supporting and demonstrating consistent achievement of the requirements of this International Standard. Guidelines 62 and 66 presented these requirements in a general way. The standard offers two options to choose from.

Option 1 involves the implementation of the requirements of the management system in accordance with the ISO 9001 standard; therefore the norms of the standard are laconic and have a reference character. Thus, the certification body must necessarily take into account the factor of providing trust and address the needs not only of its clients, but of all parties who rely on its audit and certification services. Information regarding customer complaints and complaints should also be included as input to management reviews.

If option 2 is selected, the requirements for the management system are expressly stated in clauses 10.3.1-10.3.8 of the standard. They are grouped by typical elements (management system governance, document and records control, management review, internal audits, preventive and corrective actions). [1].

The certification body, like any organization, on the one hand, is a system in which a fairly large set of processes is performed, and on the other hand, it is built into a large system and is its element. This forces us to consider issues related to the implementation of a quality management system from the point of view of a systematic approach, i.e. in the interaction of all participating elements with each other.

The QMS covers all the processes that exist in the organization. Let us clarify the main advantages of introducing a QMS:

1. When implementing the QMS, the interaction within the company changes:
 - there is an improvement in the management system and an increase in its efficiency (both at the level of top management and at the level of heads of structural divisions);
 - The documentation is systematized and there is a division of responsibility by processes. Employees have an understanding of their personal contribution to the achievement of a common goal due to the transparency of activities (processes). This increases the responsibility for doing the job.

All this leads to a decrease in the level of conflicts and teamwork appears.

2. As a result of the effective implementation of the QMS, unproductive costs are reduced, which in the current difficult economic conditions is the most important factor that makes it possible to use the released resources for the development of the organization.

The first step in the creation and implementation of a QMS is an analysis by the management of the current situation in the organization and a decision on the need to build a QMS, creating the prerequisites for the rapid implementation of all other stages.

The next step is to develop a QMS implementation plan. At the same time, the implementation process must be considered as complex and lengthy - at least 1.5 - 2 years.

The processes that exist in the organization must be described accurately, clearly, step by step, in accessible words, through which all the basic principles are achieved. After all, properly built processes, especially business processes, are not a set of documentation successfully buried in large folders on the shelves of employees. This is the optimal interaction between various departments and the order in the work of departments.

The ability to correctly develop processes in an organization and form a structure based on it will be a very effective tool for progressive management and solving many internal problems that are inevitable with the further development of the organization.

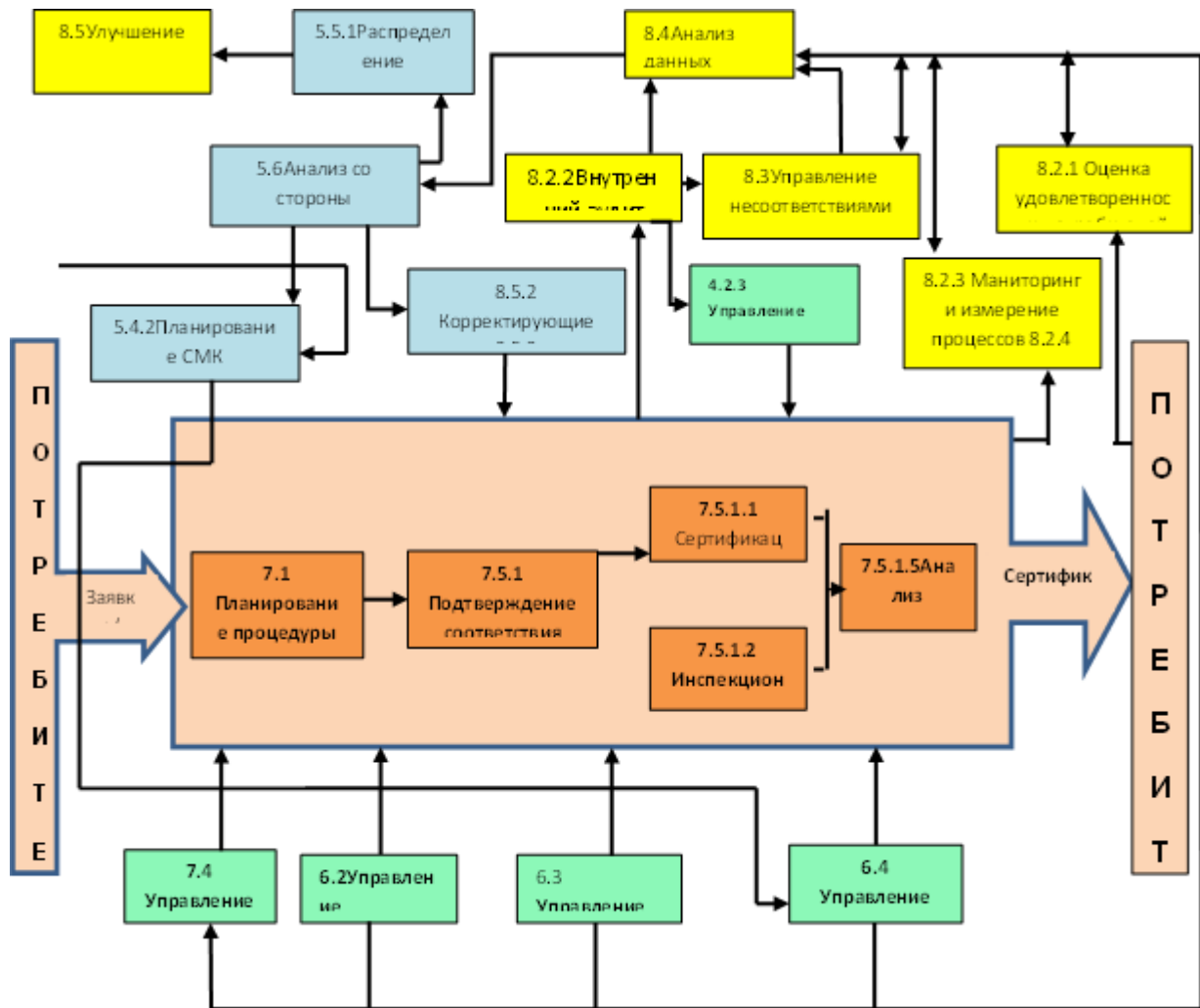


Figure 2 - Scheme of interaction between the processes of the QMS of the Certification Body

When developing documents, we rely on the fact that the documents are understandable to the employees working with them. Since documents that are poorly written and described, unnecessary details and the use of unfamiliar terminology can cause confusion, dissatisfaction with staff, which will negatively affect the application, effectiveness and usefulness of the quality system.

Therefore, the developed documents that describe all the activities of the organization, all types of work, the flow of processes, the performance of functions are accurate, unambiguous, follow a logical sequence of actions, refer to the regulatory documentation of the organization, they use terminology familiar to the staff.

Given the peculiarity of the organization, many processes are defined by the regulatory documents of the National Certification System and the Accreditation System of the Republic of Uzbekistan. This brings not only positive, but also negative effects. There is a false feeling that everything is optimized for you. This is far from being the case - the National Certification System and the Accreditation System of the Republic of Uzbekistan define the general framework, without taking into account the specifics of each of the companies operating in it.

The general structure of the interaction of processes in the organization is shown in Figure 2

In conclusion, a few words about the specific steps to create a QMS in accordance with the requirements of the ISO 9001 standard. First, a clear, if you like, hard-won, decision of the management on the creation and implementation of the QMS is required. For example, issuing an order, which is a necessary but not sufficient condition. Top management must demonstrate

its commitment to quality management in order to involve all personnel in the creation of the QMS.

Secondly, it is necessary to prepare all the personnel of the organization by teaching the philosophy of quality management, quality management methods, business process theory and activity modeling tools. This step concerns both managers and executive staff. It is worth noting that training within the framework of the QMS should be continuous, targeted and comprehensive.

The distribution of responsibility and authority in the QMS is the next, fourth and very significant step in its development and implementation. The responsibility for the effective functioning of the QMS lies with the highest official in the IL, for example, the head of the Authority. [2].

Fifthly, the creation of a QMS requires the formation of a comprehensive Program that reflects the scope of successive actions (including work on describing the organization's business processes), responsibility, timing and necessary resources. In particular, within the framework of work under this Program, the processes for managing financial resources should also be described.

O'zDSt ISO 9001:2009 and O'zDSt ISO/IEC 17021:2009 do not provide direct guidance on financial management.

However, another standard in the same series, ISO 9004, specifies that resource management includes the activity of establishing the need for financial resources and their sources. For example, the control of financial resources includes comparing the actual application with the planned one and taking the necessary actions. One cannot but agree with the opinion of many specialists in the field of quality management: the financial management system is an integral part of the QMS. None of the processes of the system can be effective if it is not provided with all the necessary types of resources, including financial ones, just in time and in the required amount.

The sixth stage is the implementation of the QMS construction plan. This is the longest and, accordingly, the most expensive stage of work. When they are implemented, a number of specific requirements of the O'zDSt ISO 9001:2009 standard must be implemented, for example, the implementation of a mechanism for conducting internal quality audits (not to be confused with financial audits).

This work involves planning audits, allocating responsibility for their conduct, performing inspections, documenting results, analyzing identified nonconformities, developing corrective actions and their implementation, evaluating the effectiveness and efficiency of the entire internal audit process. Many experts believe, not without reason, that this process should be one of the first to be launched, since it allows you to implement the principle of continuous improvement declared by the standard.

And, finally, when the QMS is created, the necessary package of regulatory documents has been developed, including the Quality Manual, the processes are described, the requirements of the standard are implemented taking into account the specifics of a particular organization, the system must work for a certain period (stage seven) before expecting any results. There is no identical QMS, just as there is no identical organization, each system is unique. The creation and implementation of the QMS is a long and complex process, which usually lasts about 1-1.5 years.

The organization then submits an application to an accredited certification body.

It should be noted that the QMS certification (stage eight) for compliance with O'zDSt ISO 9001:2009 is voluntary. That is, no one can force IL to certify its QMS. Another thing is if an

organization depends on its consumer, in which case it is forced to engage in certification, otherwise it may lose it.

LIST OF USED LITERATURE

1. Khokhlyavin S.A. Compliance with the ISO/IEC 17021:2006 standard is a guarantee of trust in management systems certification // *Methods of conformity assessment*. - 2007. - 1. - S. 38-41.
2. <http://www.a2la.org/general/structure.cfm>.
3. <http://www.ecoindustry.ru/news.html&id=15017>.
4. <https://cyberleninka.ru/article/n/sifat-menedjmenti-tizimini-sertifikatlashtirish-talablari/viewer>
5. <https://zienjournals.com/index.php/tjet/article/view/1530/1271>
6. <https://disk.yandex.ru/i/YSndDGBIadUhKQ>
7. Glushenkova, A. I., Sagdullaev, S. S., & Davlyatova, M. B. (2017, September). Oil cake of sesamium Acad. In *S. YU. Yunusov institute of the chemistry of plant Substances AS RUz «12 th International Symposium on the Chemistry of Natural Compounds* (p. 202).
8. Baxtiyorovna, D. M. (2022). Food safety management. *Texas Journal of Multidisciplinary Studies*, 8, 64-67.
9. Bakhtiyarovna, D. M., Shakhidovich, S. S., Khalilovich, M. K., Mukimovna, A. Z., & Karimovna, Y. N. (2020). Investigation Of The Effect Of Plant Extracts On The Rheological Properties Of Wheat Dough. *The American Journal of Agriculture and Biomedical Engineering*, 2(09), 41-47.
10. Davlyatova, M. B., Shernazarova, D. S., & Rashidova, G. N. (2022). Studying the effect of plant extracts on the rheological properties of wheat flour. *Science and Education*, 3(12), 398-405.
11. Davlyatova, m., & Rashidova, g. (2022). получение целебных национальных хлебобулочных изделий с добавками по стандарту. *science and innovation*, 1(a5), 135-149.
12. Bahtiyarovna, D. M., Shakhsaidovich, S. S., Khalilovich, M. K., Mukimovna, A. Z., & Karimovna, Y. N. (2020). Nutritional And Biological Value Of National Breads With The Use Of Vegetable Extracts. *The American Journal of Agriculture and Biomedical Engineering*, 2(09), 85-96.