SUMMARY

Subject matter: The Improvement of the Product Quality Control System at a Modern Enterprise (by the Example of the Public Limited Company «Khlebokombinat «Gheorghievskiy» - a Bakery Company).

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Information about customer organization: «Khlebokombinat «Gheorghievskiy» PLC.

Topicality of the research: The success, prosperity and development of any modern business unit are characterized by the variety of factors of both external and internal environment. However, the coming century is rightfully called the century of quality. It is only the product quality across the variety of similar goods produced that can attract the consumer and provide the profit-making. The labour quality also determines largely the results of the organization, and the quality of life is an integral characteristic feature of the modern society.

The objective of the research: is to carry out a comprehensive analysis of the product quality control system at modern enterprises and to work out some practical recommendations to improve it.

The tasks of the research:

- to reveal the nature and the content of the notion «quality control»;
- to examine and analyse the modern concept of quality management;
- to describe the methods of product quality control;
- to give a concept description of «Khlebokombinat «Gheorghievskiy» plc.;
- to carry out an analysis of the product quality control system of «Khlebokombinat «Gheorghievskiy» plc.;
- to work out recommendations to improve the product quality control system of «Khlebokombinat «Gheorghievskiy» plc.
The theoretical significance of the research is to enlarge scientific concepts about the product quality control system, its methods and place in the organization’s management system.

The practical significance is as follows: the recommendations elaborated in the research and aimed at improving the product quality control system can be applied in the practical activities of «Khlebokombinat «Gheorghievskiy» plc. and at other enterprises of various patterns of ownership.

The results of the research: The product quality management is a system of methods, tools and activities aimed at meeting customers’ demands and expectations about product quality. It comprises all the functions of general management on policy development in the field of quality control, setting targets, conferring powers and tasks as well as the processes of planning, control and quality provision with the help of which the implementation of these functions takes place within the quality system.

Recommendations: The only recommendation to improve the product quality control system at the public limited company «Khlebokombinat «Gheorghievskiy» is to undergo certification and get the certificate of compliance with international standards ISO 9001:2008.