SIGNIFICANCE OF CERTIFICATION STAGES IN ENTERPRISES WITH A QUALITY MANAGEMENT SYSTEM.

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Abstract: The implementation of a Quality Management System (QMS) is a crucial step for enterprises aspiring to enhance their operational efficiency and product/service quality. Certification stages play a pivotal role in validating the effectiveness of a QMS, ensuring adherence to international standards, and demonstrating a commitment to continuous improvement. This abstract explores the significance of certification stages in enterprises with a QMS, highlighting their impact on organizational processes, customer satisfaction, and market competitiveness.

Keywords: Product, quality, indicators, importance, tests, production, certification, enterprises.

In product certification, based on service certification schemes, with the first scheme, only the types of product samples are tested for compliance with the requirements of the standards in specially certified testing organizations [1]. In this type of certification, the compliance of the sample submitted for testing with the specified requirements is confirmed. Due to its simplicity and low cost, this method is widely used in national and international trade relations. In the second scheme, product samples are tested in specially approved testing organizations, and then its quality is controlled on the basis of samples taken from sales outlets from time to time. This method makes it possible to assess the quality of the submitted samples as well as the quality of the mass-produced product [2]. The advantage of the method is its simplicity. Its disadvantage is that depending on the results of the control tests, if the product is found to be non-compliant with the standard requirements, it will still not be possible to remove it from the sales outlets, or there will be some difficulties to remove it. The third scheme is based on carrying out types of product samples in

specially approved testing organizations, and then controlling the inspection of samples from time to time without sending them to the seller or consumer. The difference from the second scheme is that before the product reaches the retail outlets, the test control is carried out, and if non-compliance with the standard is detected, the shipment of the product to the consumer is stopped [3]. The fourth scheme is based on the testing of product samples in the same way as the first and third schemes, and then the quality of the product is taken into account by periodic inspection of samples from the sales office and production. In this case, the product is produced, and after certain expenses for its release, it is determined that it does not meet the requirements of the standard. The fifth scheme is based on conducting product samples in approved testing organizations and assessing the quality of product production, and then periodically checking and controlling the quality of samples in the sales office and in production. This certification method not only controls the quality of the product, but also ensures that the quality of the product produced by the enterprise is at the required level. Naturally, it is important to determine the criteria for ensuring product quality in the enterprise and evaluating the system. This method is the most common scheme in industrialized countries and international certification systems. Compared to the first and fourth schemes, this scheme is the most complicated and relatively expensive scheme, and its advantage is that the consumer is sure of the high quality of the product, which is the main criterion. The sixth scheme is intended only for the assessment of the system, ensuring the quality of the product in the enterprise. This method is sometimes referred to as certification of the manufacturer [4]. In this type of certification, only the enterprise's ability to produce products of the specified quality level is assessed. The seventh scheme is based on the selection of products from each prepared batch for testing. Based on the results of the selection tests, a decision will be made to increase the herd. For this type of certification, the size of the sample should be determined, which depends on the acceptable quality level of the prepared herd. According to the accepted rule, the collection of samples is carried out by authorized testing organizations [5]. The use of such certification is related to the use of

statistical methods. The eighth scheme is based on testing the compliance of each manufactured item with the requirements of the standards. In this certification method, the responsibility of the supplier is much higher than in the above seven schemes. Of course, only the products that have successfully passed the tests will receive a certificate or a mark of conformity. The eighth scheme is used when higher and stricter requirements are imposed on the product, based on use, or when the non-compliance of the product with the standard requirements as a result of its use causes great economic damage to the consumer. This kind of certification is mostly used for products made of precious metals and alloys [6]. The main purpose of this is to check the specified amount of precious metals, composition and purity of the item. The ninth scheme is the certificate of conformity of the declaration of products, which means certification together with declaration documents about the product. A new type of certification was created by the British institute, based on the confirmation of technological processes in production. At present, the advantages and disadvantages of each certification scheme are analyzed in the literature and information sources. The most perfect and complex of these is the fifth scheme. Since this scheme is complete, a modern international certification system is being created based on it. The management office of certification systems organizes its work on the basis of the laws and regulatory documents in force in the country, taking into account the organization of quality control of certain types of products, mandatory requirements for compliance with standards, consumer and trade requirements. The certification office acts as a third party by conducting tests, controlling the quality of products in the enterprise and in the sales branch, and organizing control and the like [7].

Inspection control of certification facilities. Regulatory documents, documented procedures of the quality system, documents on the field of accreditation and certification and testing are considered objects of inspection control. Inspection control is carried out in a planned manner in accordance with the agreement concluded with the accrediting agency. According to this agreement, the head of the accrediting office will prepare an annual plan-schedule of the inspection control of the facility's activities, approved every year. Unscheduled inspection control of the

activities of the certification office, illegal treatment of the applicant in the certification procedure and illegal issuance of a certificate of conformity and official confirmation of unsubstantiated evidence are presented in certain specific evidence, as well as information disclosing the applicant's trade secrets. will be held in case of occurrence. The basis for the inspection control is the order of the accrediting agency, i.e., the composition of the inspection control commission and the specific period of its implementation. The duration of the inspection control should not exceed thirty calendar days. The inspection control is carried out by expert auditors in terms of quality. Due to the fact that the object depends on the field of accreditation, it is possible to include qualified specialists in the commission on the issues that will be considered during the inspection control. The members of the commission must comply with the requirements for ensuring confidentiality [8]. Inspection control is carried out according to the program approved by the head of the accrediting office. The inspection control program must contain the object and purpose of the inspection, the order and volume of work on conducting the inspection control. Before the inspection control begins, the head of the commission should introduce the head of the inspected organization to the purpose and conditions of the inspection control, as well as the members of the commission. , and must give a copy of the order and program and receive a receipt stating that they have been received.

Independence of assessment in the planned inspection control of the activities of the certification office; interaction with laboratories; availability and compliance of the selection certificate and identification, test reports, production inspection reports on certification, plan-graph of inspection control of certified products, compliance the basis of the decisions made on issuing the certificate, the correct formalization of the certificate of conformity, the conformity of the information in the normative documents used to make a decision on certification and the information in the certificate of conformity, registration of the issued certificates of conformity ; strict calculation of forms of certificates of conformity; analysis and calculation of claims and complaints of applicants, certification of accreditation, provision of regulatory documents for products and services, their validity period, timely introduction of

changes to them, certificate of conformity and the measures taken against the certified product manufacturer for the incorrect use of the mark, the compliance of the qualifications and abilities of the employees, the tasks they perform, the accepted activities, positions and work instructions related to the attestation and improvement of the qualifications of the employees; the existence of the certification office ensuring the confidentiality of information related to the activities and laboratory services; the accreditation office, as well as its mutual activities in making decisions.

In conclusion, the certification stages within enterprises implementing a Quality Management System (QMS) are of paramount significance in shaping the organization's commitment to excellence, adherence to international standards, and continuous improvement. The multi-faceted certification process, encompassing initial assessment, documentation review, on-site audits, and ongoing surveillance, not only validates compliance but serves as a catalyst for organizational evolution.

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