Organizational and methodological aspects of improving the organization and operation of production processes

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Abstract. The issues of improving the efficiency of the operation and quality of the organization of production processes in the enterprise are considered. The company's success is ensured by the creation of organizational and technical solutions at all levels of the organization of production processes to create competitive products, management, compliance with established requirements of production processes covering all stages of the product lifecycle and ensuring a level of product quality that can fully meet all consumer needs and expectations, have confidence that the quality of the products delivered will be stable and sustainable. The company's quality system includes a set of organizational structure, processes, procedures and resources needed to implement overall quality management, with documented performance rules, forms and quality management practices that ensure that products meet the requirements, and its effective functioning ensures that problems are prevented rather than identified after they occur. Process management is systemic in nature by creating and understanding the network of processes, their consistency and interaction. Management of interconnected processes as a system contributes to the efficiency and efficiency of the company in achieving the intended results, and allows you to manage the relationships and interdependencies between the processes of the system.

1. Introduction
In today's environment, in enterprises, the relevance of the quality of the organization and operation of production processes is determined by its focus on ensuring a level of product quality that can fully meet all requests consumers. High quality products are the main component and determining their competitiveness. The priority of the operation of enterprises among other areas of development is to ensure the stable quality of products [1-4], relevant to the requirements of consumers.

In a competitive environment, continuous, systematic and focused quality-enhancing work is needed to ensure the production of competitive products [5, 6], the enterprise has a quality system that is an organizational structure that clearly distributes responsibility, procedures and resources to manage quality.

2. Improving the organization and operation of production processes
Increased market requirements for products encourage enterprises to change the approach to the problem of management and the quality of the organization of production processes. It is not enough to control the quality of products and the production process. A prerequisite for the successful operation of the company in the market is the creation of methodological and systematic principles to improve the
efficiency of the organization of production processes, a quality system covering all stages of life cycle products.

In market conditions, the company is forced to pay more and more attention to management and quality problems, as quality is the main criterion for consumers, leads to the strengthening of the company's position and to operate successfully in the market. Consumers of products are becoming more demanding and expect a high level of quality, they need confirmation and assurance that the quality is respected. And this kind of guarantee becomes methodological and system-technical principles of the organization of production processes, organizational and technical solutions at all levels of the organization of competitive product creation processes, the presence of on quality system enterprise.

The operation of management and quality system extends to all stages of the product life cycle. The quality system is designed to take into account the specific activities of the enterprise and includes a set of organizational structure, processes, procedures and resources necessary to implement a common quality management containing documented rules of performance, forms and quality management practices that ensure that products meet the requirements.

The quality system functions in a way that ensures that:

- the system is properly understood, applied, provided with the necessary support and has the necessary efficiency;
- manufactured products really meet the needs and expectations of the consumer;
- the needs of society and the demands of environmental protection are considered;
- the focus is on preventing problems rather than identifying them after problems.

The main target is to build quality systems and certify products that meet the requirements of consumers and, accordingly, the consumer-oriented ability of the company to consistently produce products of a certain level of quality.

In order to ensure the efficient operation and organization of production processes in enterprises, and to ensure a high level of product quality, appropriate methodological support is needed, including these activities in the systems quality. Methodological provision is seen as a set of interconnected processes united by one goal of achieving the required quality of measurements, establishing a rational range of measurable parameters and optimal standards for measurement accuracy in product quality control and process management.

The efficiency of the organization of production processes is also ensured on the basis of metrological support, which is a systematic, strictly defined set of tools and methods to obtain measuring information, have the properties necessary to make decisions to bring the control object to a target state. The main provisions of the metrological provision are carried out in the development, production, testing and operation of products.

The main objectives of the efficiency of the operation and the quality of the organization of production processes are:

- achievement, support and commitment to continuous improvement in the quality of work;
- continuous satisfaction of all established and anticipated requirements of consumers and other stakeholders;
- ensuring to internal management and other employees that quality requirements are met and maintained, and that quality is improving;
- ensuring the confidence of consumers and other stakeholders in meeting quality requirements;
- ensuring that the quality requirements of the system are met.

The quality system considers the company's features and minimizes the cost of product development and implementation. The consumer, with a quality and certification system, has confidence that the quality of the products delivered will be stable and stable.

The modern market economy has fundamentally different requirements for the quality of its products. The quality is an important tool in the fight for markets and ensures the competitiveness of products. It consists of the technical level of the product and its usefulness to the consumer. Competitiveness is
determined by a combination of quality and value features of products that can meet the needs of the consumer, and the cost of purchasing and consuming the products involved.

The quality system of production based on the interrelated categories: object, objective factor, subject, methods, functions, means, principle, and others.

The quality system is considered effective when the products produced meet the requirements of the consumer and the presence of an effective system of product quality management is recognized by the consumer.

In the process of managing the quality of products, they carry out:
- develop a program to manage, plan and improve product quality;
- collecting and analysing information about the object that affects the quality;
- management solutions, site impact preparation and quality management solutions;
- analysis of information about changes in the quality of the object.

In the management of product quality, the direct objects of management are the processes on which the quality of the products depends. They flow both before the production, production and after the production stage of the product life cycle.

Management solutions are made by comparing information on the actual state of the managed process with the characteristics set by the management program.

In order to effectively organize the management process, a quality strategy is developed tailored to the product lifecycle, which is closely linked to the overall strategy of the company and provides for next steps to achieve goals and achieve goals.

With a strategy on the quality of the organization of production processes, a short-term management tactic is also developed, which represents a targeted activity that ensures that the parameters are constantly approaching the specified parameters. process quality.

The system of organizing production processes and management includes functions:
- strategic, tactical and operational management;
- decision-making, impact management, analysis and accounting, information-control;
- specialized and common to all stages of the product lifecycle;
- science, technology, production, economic and social factors and conditions.

The tools that ensure the quality of the organization of production processes include:
- regulatory bank, which regulates product quality;
- metrological means, including physical benchmarks, exemplary and/or working means of measurement;
- state system for ensuring the unity of measurements;
- public service standard reference data on the properties of substances and materials.

The quality assurance system for the organization of production processes is designed to consider the company's activities and to implement certain policies in achieving the goals set. The scale of the quality system must be consistent with quality assurance objectives and objectives.

Understanding and managing interconnected processes as a system contributes to efficiency and efficiency in achieving the intended results. This approach allows you to manage the relationships and interdependencies between the processes of the system, so that the overall results of the enterprise will be improved.

The quality of the production process organization includes:
- the documented information required by the standard;
- documented information identified by the organization as necessary to ensure the performance of the quality system.

Where the company determines the need for changes in the system of organization and management of the quality of production processes, these changes should be carried out on a planned basis.

The company plans, implements the processes necessary to meet the requirements for delivery and action, and to manage these processes through:
- determining product requirements;
• setting criteria for processes and acceptance of products;
• identify the resources needed to meet product requirements;
• process management in accordance with established criteria;
• identify, develop, update and apply, as well as register and preserve documented information to the extent necessary for:
  • to ensure that the processes were carried out as planned;
  • to demonstrate product compliance requirements.

The results of such planning should be appropriate for the enterprise. The company monitors data on consumers' perception of their needs and expectations and determines how to obtain, monitor and analyse this information [7].

The quality of the company's production processes should be carefully documented. All elements of the system, requirements and regulations adopted for quality assurance must also be documented. In this case, the documentation of the quality system provides a unified understanding of the policies, quality objectives, allows for a clear distribution of responsibilities, rights and responsibilities on quality, establish how units and performers interact in the performance of their functions and ensure efficient operation of production processes.

The most important advantage of the monitoring system is its ability to identify problems and develop action to systematically prevent its recurrence in the future [8]. Corrective and preventive actions must be conducted and analysed, which must be planned and implemented. All this leads to a continuous process of improvement.

A quality system is a management system for managing and managing an organization in relation to quality [9]. At the same time, it is a set of organizational structure, techniques, interconnected processes and resources necessary for the overall management and management of the enterprise in relation to quality.

Sustainability management helps the company make highly effective decisions that are continuous and successful for a long time. Sustainable development refers to the way the enterprise is managed, which provides long-term economic efficiency in meeting the requirements of environmental protection and social development.

The success of an enterprise depends on the degree to which the economic, environmental and social aspects of the business are integrated [10]. The main goal of the company is to ensure efficiency. Applying the principles of sustainable development, contributes to the continuous improvement of the company's activities. Improvement can be achieved in the following ways:

• strengthening relationships with partners by demonstrating to the parties involved responsible for the economic, environmental and social activities in the short and long term;
• strengthening the internal unity of the team based on a deep understanding of the company's work by the staff, continuous improvement of the activities and decision-making processes;
• developing trust among the parties involved by applying transparency and accountability principles;
• encouraging learning and innovation that provides new opportunities in relationships with the parties involved;
• understanding of possible hazards and risk management through systematic identification, ranking of significance and risk management.

The sustainable success of the company is achieved through its ability to meet the needs and expectations of its consumers and other stakeholders in a long-term and balanced manner [11]. Sustainable success is achieved through effective management, through awareness of the environment of its existence, through learning and the proper application of improvements and innovations.

The company is developing a management system to ensure:

• making good use of resources;
• decision-making based on facts;
• focusing on meeting consumer needs as well as the needs and expectations of other stakeholders.
The enterprise can achieve sustainable success by consistently meeting the needs and expectations of all stakeholders in a balanced way on a long-term basis.

In order to develop, adopt and maintain an effective strategy and policy, the enterprise should ensure that processes are in place to:

- continuous monitoring and regular analysis of the environment, including the needs and expectations of its consumers, the competitive situation, new technologies, political changes, economic forecasts or sociological factors;
- identify and identify the needs and expectations of other stakeholders;
- assessing the capabilities of existing processes and available resources;
- identify future resource and technology needs;
- updating your strategy and policies;
- determining the outputs of processes needed to meet the needs and expectations of stakeholders.

Such processes must be established in a timely manner and supported by the necessary plans and resources.

The strategy considers activities such as analysing consumer needs or regulatory requirements, its products, strengths and weaknesses, opportunities and threats. There is a clear process of developing and analyzing the company's strategy.

The organization processes are specific and vary depending on the type, size and level of the enterprise. Operations in each process must be defined and matched by the size and distinctiveness of the enterprise. Process management is systemic in nature by creating and understanding the network of processes, their consistency and interaction. The company establishes and plans processes, as well as identifies the functional units needed to produce products that are able to meet the needs and expectations of consumers and other stakeholders at a constant basis.

Processes are planned in accordance with the company's strategy and relate to management activities, resources, product lifecycles, monitoring, measurement and analysis. Process planning helps determine an enterprise's need to develop new technologies or master new technologies, develop new products, or bring new product characteristics to the consumer to create added value.

To achieve sustainable success in an ever-changing and unsustainable environment, the company regularly monitors, measures, studies and analyzes the effectiveness of its operations.

The management of the company's sustainable development is based on principles that meet its values. Principle is a fundamental basis that must be matched by the decisions and activities of the company. Principles shape the social, economic and environmental aspects of sustainable development management.

The right organization and quality system in the enterprise successfully implements the tasks of improving the quality:

- improving the ideological foundations of quality management, including leadership and leadership responsibility;
- developing and improving the process;
- introduction of statistical technologies in the quality management system;
- automation of management within the quality management system;
- improving the core functions of the quality management system;
- improving consumer-supplier interactions;
- improving the technical control and audit system at the company;
- improving design and process manufacturing processes;
- improving production maintenance processes;
- improving the effectiveness of corrective and preventative actions in relation to inconsistencies;
- training of staff in the field of quality.

Maintaining process parameters within certain limits ensures stable reproduction of operations and quantifies their impact on product quality.
The use of different control methods in production allows to establish a statistical relationship between product parameters and process modes and patterns of distribution depending on technological, design, operational and other factors.

Materials, products and process are subject to control in the production process. To monitor and measure, collect and register data in all kinds of monitoring, creating a unified system of quality assurance, dependency and interconnection between the individual elements of the system, determining sources and ways to collect information, measures to prevent deviations of characteristics from established requirements.

3. Conclusion
Improving the organization and operation of production processes and improving the company's operations is achieved by applying a process approach, and a systematic approach to management - identifying, understanding and managing interconnected processes as systems contribute to a business's effectiveness and effectiveness in achieving its goals. Process management is systemic in nature by creating and understanding the network of processes, their consistency and interaction. Management of interconnected processes as a system contributes to the efficiency and efficiency of the company in achieving the intended results and allows you to manage the relationships and interdependencies between the processes of the system, and the overall performance of the enterprise improves.

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