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A NEW QUALITY PHILOSOPHY IN THE FOOD INDUSTRY

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Abstract. In this scientific thesis, the philosophy of improving the food industry in the Total Quality Management (TQM) system is studied.

Keywords: Total Quality Management (TQM), ISO 9000, domestic food products,

The essence of the new approach to solving quality problems is to combine disparate activities into a single system of purposeful, ongoing actions at all stages of the product life cycle. In other words, the current stage of development of the general theory and practice of enterprise management is associated with the creation of management systems for the most significant objects for the enterprise, primarily quality in its modern comprehensive sense.

The fundamental principles of the creation of these systems are now the principles of total quality management. Total Quality Management (TQM), is a concept that provides for the comprehensive, purposeful and well-coordinated application of quality management systems and methods in all areas of activity (from research and development to after-sales service) with the participation of management and employees all levels and with the rational use of technical capabilities [1].

If the goal of introducing TQC and the first versions of the ISO 9000 series of standards was mainly called the systematization of work aimed at ensuring quality while reducing production costs, then the new TQM concept is aimed at achieving such a quality that allows you to flexibly respond to changes in the external environment, and can be ensured by stimulating the viability of employees and the organization as a whole.

There is no generally accepted definition of TQM. TQM can be seen as both a philosophy and a development strategy. In Japan, TQM is viewed as a systemic scientific activity covering the entire company and focused on customer satisfaction. It aims to apply business principles by which a company can increase sales and profits by achieving customer satisfaction.

TQM promotes the development of a genuine customer orientation, teamwork and cooperation between departments, a structured approach to problem solving, trust in quality assurance standards, a system of rewards and recognition of good work, and a long-term commitment to an active quality improvement process. It creates an environment that is morally beneficial and recognizes that goods and services embody the effort, creativity, values and character of their producers. The main achievement of TQM is to empower, induce action and create opportunities.

TQM is not just a program that has a beginning and an end. Rather, it is a continuous process of achieving unsurpassed quality, which itself is a moving target. TQM is not designed to be quickly corrected in critical situations. It means consistently meeting agreed customer requirements at the lowest possible cost by unleashing the potential of all employees.

The scientific approach to enterprise management and organization of quality management in countries such as Japan, South Korea, made it possible to reform a backward and ruined economy in a short time and bring it to the first places in the world [1]. The objective need to change the management of enterprises was determined by the

complication of technological processes based on scientific achievements, the introduction of computer technology, and an increase in the scientific and technical level of workers.

This approach has no national or industry restrictions. However, to the greatest extent, mastering the principles of effective management is necessary for enterprises operating in a highly competitive environment, developing new markets, including within the framework of international integration processes.

In recent years, there has been a tendency in Uzbekistan to increase the output of domestic food products. The growth of production volumes with a constant market capacity leads to increased competition, and therefore ensuring the competitiveness of products becomes a problem that is relevant for almost all domestic producers. There are only two ways to increase the competitiveness of products: improve its quality or reduce the price. With an increase in incomes and an increase in the well-being of the population, the issue of the quality of purchased goods comes to the fore.

Food production is one of the industries where the requirements for quality and safety are especially high. The strategic direction in the field of quality improvement for most enterprises has become the implementation of the principles of total quality management (TQM), formulated in the documents of the international organization for standardization ISO and adopted by all national quality organizations. ISO 9000 standards adopted for the first time in 1987, which are currently in force in the fourth version of 2008 - MS ISO 9001 and MS ISO 9004, have gained wide popularity in Russia, as well as throughout the world.

At large and small enterprises of the food industry in economically developed countries, a product quality management system based on the principles of HACCP (translated from English as Hazard Analysis and Critical Control Points (HACCP) - risk analysis and critical control points), which allows to ensure one hundred percent product safety, has become widespread. by eliminating all possible hazards during the production process itself. The high efficiency of this system is confirmed by the fact that the implementation of HACCP systems is required by the laws of the USA, Canada, Japan, New Zealand and many other countries of the world. In particular, a new form of food safety management has recently been introduced in Europe, so in order to implement the HACCP system, manufacturers are required not only to research their own product and production methods, but also to apply this system and its requirements to suppliers of raw materials, auxiliary materials, as well as a wholesale system. and retail. Thus, HACCP controls the quality of products at all stages of the food chain [2].

However, ISO remains the main international quality mark today. The International Organization for Standardization (ISO) in 2001 adopted the ISO 15161:2001 standard, which was included in the ISO 9000 series of standards, in which for the first time an attempt was made to integrate the HACCP system into the quality management system according to the model of the ISO 9001:2000 standard.

And finally, in September 2005, the ISO 22000 standard "Food safety management systems. The emergence of this standard is a new achievement in the field of food safety management for use by any organization working in the food chain. The standard was created on the basis of HACCP principles and world experience in system management, and is currently the most progressive management method that ensures the release of safe food products [3].

What is the reason for such attention to modern management in the production of food products? One of the main reasons is the increasing incidence of food poisoning. According to the official websites of the Center for Corporate Development (CDC, USA) and the American Society for Quality (ASQ), every year 76 million people in the world fall ill from eating poor-quality food, more than 300 thousand are hospitalized,

and about 5 thousand die. Although many experts are confident that the actual data is much higher [4].

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