

QUALITY MANAGEMENT SYSTEM IN LOGISTICS

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The tasks of logistics activity and quality management are considered in the paper. The application of quality management tools in logistics was analyzed in order to improve the logistics activity of an enterprise.

Introduction. In the current production system, it is impossible to avoid logistics activities, the development of which requires both material and intellectual costs. According to Logistics Performance Index 2018, which is published by the World Bank every two years, the Russian Federation was ranked 74 in the quality of logistics services, while Germany and Sweden were recognized as the most developed countries. Due to rapid development of market economy and the resulting competition in the markets, quality issues of the works, goods and services provided become more urgent and, thus, require constant improvement of the logistics system.

Main part. In the present economy, a global consumption society is being formed, with consumers occupying a major place in the market. In such a case, enterprises are required to meet consumer needs in the most efficient way (in a short time at an acceptable price). This requirement can be achieved with a well-established and constantly improving logistics system. High level of goods and services sold is possible through implementation of quality management principles.

Quality management in logistics becomes efficient only when logistics system is based on the fundamental principles of the total quality management (TQM) described in the international ISO 9000 series standards. Considering seven principles of quality management, one of the main principles is consumer orientation, the desire to satisfy and exceed consumer expectations, which helps logistics management to constantly review the current processes to optimize them. The second principle is leadership at all levels of the logistics process, i.e. ensuring unity of purpose and direction, creating conditions for employees to effectively interact, aiming at the overall result.

The third principle is based on the second and implies the involvement of all workers in the activities to improve the organization of the logistics process, which increases the organizational culture of an enterprise. Evidence-based decision-making is another important principle of quality management. It requires a system of timely information support that leads to objectivity and efficiency of decisions taken in the field of logistics management.

Conclusion. Application of quality management system and its principles increases efficiency of logistics processes in an organization.

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