

## IMPROVEMENT OF QUALITY MANAGEMENT SYSTEM IN CONSTRUCTION INDUSTRY ENTERPRISES

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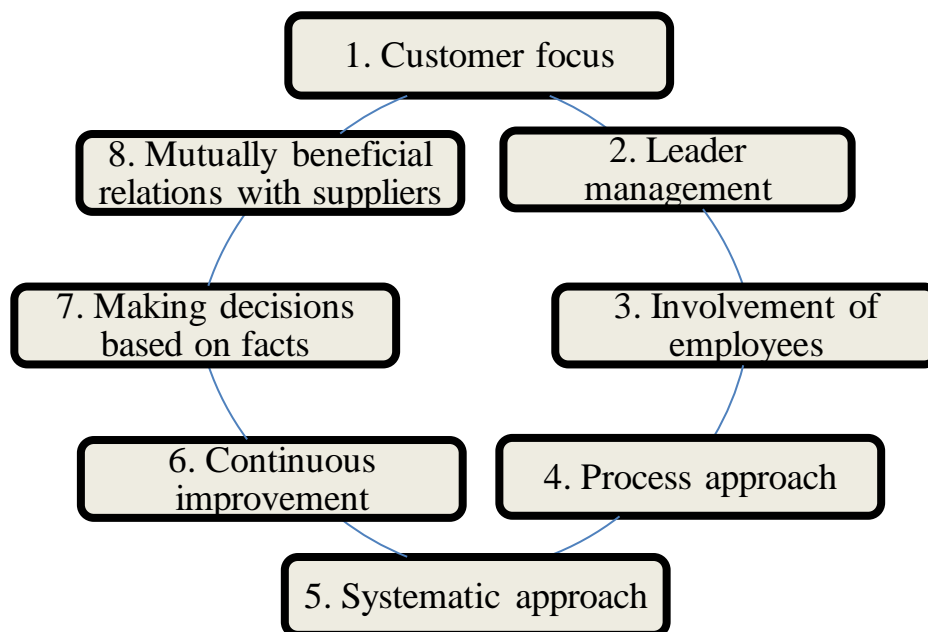
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Construction currently occupies one of the most important places in the country's economy, and it is important to note the importance of the efficient operation of this industry in solving both state and social problems. The most important factor in increasing the efficiency of each component of the construction industry, as well as construction organizations, is the management of consumer properties and quality of construction products. The issue of ensuring the quality of construction products according to relevant standards is not only from the point of view of the requirements of industry standards, but also from the economic and social factors of consumer interests [1, p. 259 ]. Currently, the quality standards for construction products in force in the country do not fully cover their quality management issues, but mainly reflect the technical aspects of quality, including reliability, integrity and safety [5, p. 134]. As we know, product quality is formed not by internal factors controlled by the construction organization itself, but by external factors that include the quality of construction materials and constructions and the state of the labor market. The quality characteristics of construction products, in turn, affect the operation of industrial facilities. If this relationship is not taken into account, it is impossible to create a mechanism of significant influence on the quality of construction products. The problem of quality management in construction is very actively discussed by the scientific community. Mainly, since this activity is quite strictly regulated, and therefore the adaptation of the requirements of international standards to domestic realities raises many questions. In modern times, the development of technological capabilities and the increase in functionality and diversity in the required construction products mean that it is absolutely necessary to take into account the changes in the project production processes of the management of the projects implemented by the construction enterprises. Because the management of the project based on innovations provides cost reduction, high quality and profit margin in

obtaining the product that allows to achieve more efficient results.

One of the conditions for the success of project management is that it is important to determine in which projects the management will be applied, in which way and with which techniques and methodologies, according to the size and risk of the project [4, p. 256]. Improving the quality management system in construction organizations is important because construction, together with energy, communication, education and health and other infrastructure sectors, provides the basic conditions for the life of society, to achieve this goal, social, economic, foreign policy and other state priorities are important. is a tool. Eight management principles have been identified to achieve quality objectives (scheme 1).



**Scheme 1. Basic management principles in construction companies**

**Source: prepared by the author**

Incorporating total quality management practices into a construction company's quality management system can result in significant improvement in the quality management process and thereby achieve superior results in the relevant industry sector. It should be noted that one of the main issues in improving the quality of construction enterprises is risk management. All risks, both qualitative and quantitative, should be addressed. Advance preparation should be carried out against deficiencies and errors arising as a result of poor quality work [3, p. 86]. A key requirement for ensuring high quality in the construction industry is the importance of having a robust quality management program with an effective and efficient process, supervised by knowledgeable and trained

partners and an engaged workforce, as well as supported by senior management. For this, the main responsibility of the head of the organization is to create profitable business activities, attract consumers and increase their number [2, p. 64]. Activities to take into account the interests of consumers, ensure product quality, reduce costs and work execution time are directly related to the quality system and should be managed by the head of the organization. He should distribute quality issues among his subordinates and establish a quality management system in which employees interact with each other without direct intervention from management. The head of the organization is a system manager engaged in improving the quality management system, because most problems related to product quality arise at the interfaces between departments, processes and sub-processes of product creation. It is responsible for coordinating the entire system of processes and sub-processes to restore the integrity of each specific process, create products or provide services. Organizations can maintain and deliver product or service quality only if all levels of management, personnel, partner companies and the rest of the supply chain are involved and focused on ensuring superior quality. Customers will appreciate the quality of a product or service only if it meets their expectations. More importantly, this performance should exceed that of competitors, leading to customer satisfaction, perceived value for money, customer loyalty and future business. Companies committed to quality and customer satisfaction have a dual responsibility in seeking out like-minded partners and suppliers.

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