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The main directions of socio-economic development of New Uzbekistan: problems and solutions

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The main directions of socio-economic development of New Uzbekistan: problems and solutions collection of materials of the international scientific and practical conference on the topic

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In the collection of materials of the conference, the role and role of Science, Education and production in the era of globalization, the pressing problems of the issues of interaction of these processes, feedback on their solutions were presented by mature specialists of the field.

In addition, research on the scientific and practical topic, carried out in the economics, Exact Sciences, Natural Sciences and socio-humanities during the globalization period, information is presented in the scientific and practical fields, which includes the latest innovative technologies in the fields of production.

It can be argued that this collection is one of the specific intersections of current thoughts and innovative ideas of the world of science. This scientific and practical conference was actively attended by professors and scientific researchers engaged in scientific research in Uzbekistan and foreign countries. In increasing the position of the scientific and practical conference, the professors and teachers of domestic and foreign higher educational institutions made a significant contribution.

Professors and teachers of foreign higher educational institutions who actively participated in the work of the conference made a worthy contribution to the high level of interaction with scientists of our country. The processes of international cooperation with foreign countries and exchange with them in the field of Science in the era of globalization have a positive effect on the development of Higher Education, the fields of Science and production. The materials of this conference are special in that they include a wide range of research, from theoretical developments to practical solutions, demonstrating the diversity of approaches and directions in this area.

In conclusion, it should be noted that this scientific and practical conference will be a very useful collection for everyone who is interested in modern research in the fields of further development of Higher Education, Science, Education and production in the era of globalization. The authors are responsible for the content and quality of the articles and abstracts included in the collection.

SIFAT MENEJMENTI. SIFATNI NAZORAT QILISH BOSQICHLARI



Isroilov Shamsiddin
Mirzo Ulug‘bek nomidagi O‘zbekiston Milliy universitetining Jizzax filiali

Annotatsiya: Ushbu maqola sifat menejmenti tizimining muhim tarkibiy qismi bo‘lmish sifatni nazorat qilish bosqichlariga bag'ishlangan. Sifat menejmenti – bu mahsulot yoki xizmatlarning belgilangan sifat standartlariga mos kelishini ta'minlash uchun tizimli yondashuvni ifodalaydi. Sifatni nazorat qilish bosqichlari sifatni rejalashtirish, uni o‘lchash va baholash, tekshirish, va kerakli o‘zgarishlarni kiritish kabi jarayonlarni o‘z ichiga oladi. Bu maqolada sifatni nazorat qilish jarayonining har bir bosqichi, ularning muhimligi va tashkilotlar uchun qanday foydali ekanligi batafsil tahlil qilinadi. Ayniqsa, ISO 9001, Six Sigma va boshqa xalqaro sifatni boshqarish standartlari asosida sifatni nazorat qilishning samarali metodologiyalari ko‘rib chiqiladi. Shuningdek, sifat nazoratining samaradorligini oshirish uchun tashkilotlar tomonidan amalga oshirilishi kerak bo‘lgan amaliy choralar va doimiy yaxshilanish jarayonlari haqida fikr yuritiladi. Maqola sifat menejmentining barcha bosqichlarini tizimli yondashuvda qanday to‘liq integratsiya qilish zarurligini ta'kidlaydi.

Kalit so‘zlar: sifat menejmenti, sifatni nazorat qilish, sifatni rejalashtirish, sifatni o‘lchash va baholash, sifatni tekshirish, ISO 9001, doimiy yaxshilanish, tizimli yondashuv, sifat boshqaruvi, sifat standartlari, sifat nazorati, sifatni boshqarish tizimi

Kirish

Sifat menejmenti (Quality Management) tizimi, tashkilotlar uchun mahsulot yoki xizmatlar sifatini ta'minlash, mijozlarning talab va ehtiyojlariga javob berishni eng yuqori darajada amalga oshirish maqsadida joriy etiladi. Sifat menejmentining asosiy vazifalaridan biri sifatni boshqarish jarayonlarini izchil amalga oshirish va bu jarayonlarning samaradorligini doimiy ravishda oshirishdir. Ushbu maqolada sifatni nazorat qilish bosqichlari, uning mohiyati, metodologiyalari va bu jarayonlarning tashkilotlar uchun ahamiyati tahlil qilinadi.

Sifatni nazorat qilish — bu sifatni ta'minlash uchun kerakli ma'lumotlarni yig'ish, tahlil qilish va zarur bo‘lganda o‘zgartirishlarni amalga oshirish jarayonidir. Boshqa so‘z bilan aytganda, sifatni nazorat qilish — bu mahsulot yoki xizmatning sifatini doimiy ravishda kuzatish, o‘lchash va baholash, shuningdek, sifatni yaxshilash maqsadida moslashtirishni ta'minlaydigan tizimli yondashuvdir.

1. Sifat menejmentining asosiy tamoyillari

Sifatni boshqarish jarayonini muvaffaqiyatli amalga oshirish uchun quyidagi asosiy tamoyillarni tushunish va qo‘llash muhimdir:

- **Mijozlarga yo‘naltirilganlik:** Sifat menejmentining asosiy maqsadi — mijozlar ehtiyojlarini va kutgan natijalarini to‘liq qondirishdir. Mijozlarning talablariga mos mahsulot yoki xizmat ishlab chiqish sifatni boshqarishning boshlang'ich nuqtasi hisoblanadi.
- **Yetakchilik:** Sifatni ta'minlashda menejerlarning yetakchi roli muhimdir. Menejerlar sifatni boshqarish va nazorat qilish jarayonlarini to‘g'ri tashkil qilishlari kerak.
- **Doimiy yaxshilanish:** Tashkilotdagi barcha jarayonlarda sifatni doimiy ravishda yaxshilashga intilish zarur. Bu yondashuv, nafaqat mahsulotning sifatini, balki tashkiliy jarayonlarning ham samaradorligini oshiradi.
- **Xodimlarni ishtirok etishi:** Barcha xodimlar sifatni boshqarish jarayonida faol ishtirok etishi kerak. Har bir xodim o‘z vazifalariga mas'uliyat bilan yondashishi, sifatni ta'minlashga hissa qo‘shishi zarur.

2. Sifatni nazorat qilish bosqichlari

Sifatni nazorat qilishning asosiy bosqichlari quyidagilardir:

2.1. **Sifatni** rejalashtirish (quality planning)

Sifatni rejalashtirish — bu sifatni ta'minlash uchun zarur bo‘lgan resurslar, vaqt va jarayonlarni aniqlash bosqichidir. Bu bosqichda tashkilot maqsadlari, talablar va mijozlarning ehtiyojlarini hisobga olib sifat standarti ishlab chiqiladi. Sifatni rejalashtirish jarayonida quyidagi jarayonlar amalga oshiriladi:

- Tashkilotning sifat maqsadlarini belgilash
- Sifatni ta'minlash uchun zarur bo‘lgan resurslarni aniqlash
- Sifatni o‘lchash va baholash uchun metodologiyalarni ishlab chiqish
- Sifat standartlarini belgilash (masalan, ISO 9001, Six Sigma)

2.2. **Sifatni** o‘lchash va baholash (quality measurement and evaluation)

Sifatni o‘lchash — bu mahsulot yoki xizmat sifatini o‘lchash va uning rejalashtirilgan talablar va standartlarga mosligini baholash jarayonidir. Sifatni o‘lchashda turli metodlar va asboblar qo‘llaniladi, masalan:

- **Statistik nazorat (Statistical Process Control, SPC)**: Jarayonlar va mahsulot sifatini o‘lchash uchun statistik metodlar, asosan, jarayonning barqarorligi va sifat darajasini aniqlashda ishlatiladi.
- **Auditorlik va tekshiruvlar:** Mahsulotlar yoki xizmatlarning sifatini baholash uchun ichki va tashqi auditlar o‘rnatiladi.
- **Mijozlardan fikr olish:** Mijozlarning fikrlarini yig'ish va ular asosida sifatni baholash ham sifatni nazorat qilish jarayonining muhim bosqichidir.

2.3. **Sifatni** tekshirish (quality control)

Sifatni tekshirish — bu ishlab chiqarish yoki xizmat ko‘rsatish jarayonlarida sifatni nazorat qilish va moslashtirish jarayonidir. Sifatni tekshirishning asosiy maqsadi ishlab chiqarish jarayonida kamchiliklarni aniqlash va ularni bartaraf etishdir. Bu bosqichda quyidagilar amalga oshiriladi:

- **Sifatni tekshirish vositalarini qo‘llash**: Masalan, sifatni baholash uchun statistik metodlar, tekshiruvlar, vizual inspeksiya va boshqalar.

- **Xatoliklarni aniqlash va tuzatish**: Mahsulot yoki xizmatdagi xatoliklarni aniqlash va ularni bartaraf etish uchun tizimli yondashuv qo‘llaniladi.
- **Xatoliklarning sabablarini tahlil qilish**: Xatoliklar sabablarini aniqlash va ularga asoslangan takliflar kiritish.

2.4. **Sifatni** yaxshilash (quality improvement)

Sifatni yaxshilash — bu sifatni doimiy ravishda oshirishga qaratilgan jarayon bo‘lib, tashkilotda ishlab chiqarish yoki xizmat ko‘rsatish jarayonlarini takomillashtirishni anglatadi. Bu bosqichda quyidagilar amalga oshiriladi:

- **Jarayonlarni takomillashtirish**: Tashkilotda mavjud jarayonlarni optimallashtirish va samaradorligini oshirish.
- **Innovatsiyalarni qo‘llash**: Yangi texnologiyalar va innovatsiyalarni joriy etish orqali sifatni yaxshilash.
- **Doimiy o‘qitish va malaka oshirish**: Xodimlarni sifat boshqaruvi va yangi metodologiyalar bilan tanishtirish.

3. Sifatni nazorat qilishning xalqaro standartlari

Sifatni nazorat qilishda xalqaro standartlar, masalan, **ISO 9001** va **Six Sigma**, keng qo‘llaniladi. Ushbu standartlar sifat menejmentini yanada mukammallashtirish va standartlashtirishga yordam beradi. ISO 9001 sifatni boshqarish tizimini yaratishda asosiy mezon bo‘lib xizmat qiladi, Six Sigma esa jarayonlarni optimallashtirish va xatoliklarni minimallashtirishni ta'minlaydi.

4. Xulosa

Sifatni nazorat qilish — bu sifatni ta'minlash va doimiy ravishda yaxshilash uchun muhim jarayon. Ushbu jarayon sifatni rejalashtirish, o‘lchash, tekshirish va yaxshilash bosqichlaridan iborat bo‘lib, har bir bosqich o‘ziga xos metodologiyalarni talab qiladi. Sifat menejmenti tizimi va sifatni nazorat qilish jarayonlari, ayniqsa, tashkilotlarning global bozorlarda raqobatbardoshligini ta'minlash uchun muhim ahamiyatga ega. Bunda sifatni doimiy ravishda oshirish va mijozlarning talablariga javob berish eng asosiy vazifalardan biridir.

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