



The Process of Working with Claims in The Quality Management System of An Enterprise of The Radio-Electronic Industry.

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Abstract

The article is devoted to the requirements of the quality standard GOST R ISO 9001-2015 to work with claims in the radio electronic industry. Reclamation management as a quality management system process is the key to a successful transition to the new version of GOST R ISO 9001-2015. The main stages of the complaint handling process and the indicators for evaluating its effectiveness have been determined.

Keywords: quality management system, complaint, process.

1.Introduction

For enterprises of the electronic industry, the main quality assurance tool is a certified quality management system (hereinafter it will be referred to as QMS). In connection with the transition to the new version of the quality standard GOST R ISO 9001-2015, "Quality management systems requirements" is the fulfillment of all its requirements. Special attention is paid to the principles of customer orientation and process approach, it is necessary to comply with the requirements of clause 8.7 of GOST R ISO 9001 - 2015 for managing non-conforming process results and clause 10.2, in accordance with which corrective measures are developed. Thus, according to the requirements of the standard, complaints must be considered as an inappropriate result of the process, requiring adequate corrective actions. According to the requirements of the national standards, a complaint is a written application of the consumer in the prescribed form to the supplier of the product for defects found during the warranty period and inconsistency of completeness of the delivered products, completed work, and requirements for restoring or replacing defective products.

The new version of the quality standard in clause 8.2.1 establishes that it is necessary to create a process of communication with the consumer on matters relating to information about their points of view and feelings (perceptions) of product quality, including their claims and complaints, and in clause 9.2.1, it is necessary to determine the methods of obtaining and using information about customer satisfaction.

2.Research methods

According to the requirements of national standards, reclamations are a certain kind of inconsistencies. The process of managing claims of any kind is an essential component of ensuring the quality of products of the electronic industry, which is necessary

for generating additional competitive advantages by providing management with information about the state of the quality of electronic products and customer satisfaction. What can be the basis for improving production, working with consumers and the QMS as a whole? Thus, a prerequisite for the successful transition of the enterprise of the radio electronic industry to the latest version of GOST R ISO 9001-2015 and subsequent certification is the solution of urgent problems; consideration of work with claims as a process; management of this process in order to prevent initial and re-occurrence;

development of adequate corrective actions. At the same time, GOST R ISO 10002-2007 is "Organization Management, Customer satisfaction, and Management of claims in organizations" which recommends: increase customer satisfaction by creating social media that are aimed at him, open to feedback; explore and focus on the needs and expectations of the unmet consumer; form an open and easy-to-use claim management process; conduct regular audit of the claims management process; analyze the effectiveness and efficiency of the claims management process. The analyzed experience with reclamations of large organizations demonstrates that this activity is actively carried out, but it does not fully meet the requirements of modern quality standards, namely, they are absent [1–10]: reclamation process; performance indicators for its monitoring; a clear distribution of responsibility of employees of the enterprise electronic industry in the implementation of the management process.

To solve the set tasks, first of all, it is necessary to determine the interrelation of the process of handling reclamations with other QMS processes.

Further, in accordance with the requirements of GOST R ISO 9001-2015, it is necessary to identify the main stages of the process of handling reclamations, which include: receipt of a complaint from the customer during the warranty period; checking the correctness of filling in the claim report and the accompanying documentation for the products; registration of documented

information and master records and a claim for products; filling out a card about receiving a complaint for products; isolation of defective products in the marriage isolator; creating a commission to study the causes of the defect according to information from the reclamation act; verification of the validity of the complaint, conducting tests to detect defects in products; acceptance of a valid claim in case of detection and confirmation of defective products; determining the causes of the defect; development of measures to eliminate the defect; replacement of products with new ones, isolation of defective products, utilization or processing of defective products, maintenance of the necessary accompanying documentation;

repair of products, maintaining the necessary documentation; performance check, repaired product testing, filling out test reports;

transfer of products to the customer, maintaining records in the cards, filling out acts and test reports; monitoring of defective products, analysis; making changes to the processes and basic documentation, development of measures for improvement.

3. Discussion of results

To implement the stages of the process, it is necessary to develop an organization standard in which it is necessary to provide a clear distribution of responsibilities and powers of the department's staff for eliminating detected complaints, preventing initial use of products with a defect, applying actions that are adequate to the consequences of non-compliance with minimal losses for the enterprise.

The main sections of this standard are: the procedure for handling claims; principles of working with complaints; reclamation management;

performance analysis; responsibility, authority and interaction of participants in the process of handling claims; basic documented information and forms of documented evidence of the process of handling claims (forms of a complaint act, a complaint analysis log, a log of claims received, a protocol for examining product defects for which a complaint was received, an act of satisfying a complaint).

After eliminating and correcting the nonconformity, the products must be re-verified. All documented information on nonconformities and claims should be stored, managed and analyzed in accordance with the requirements of quality standards in order to develop measures to improve the organization's management processes and improve the QMS as a whole, as well as to evaluate its effectiveness.

To assess the effectiveness of the process of handling claims, the following indicators have been developed: the number of complaints from the consumer during the year, the level of customer satisfaction, the number of non-recoverable products. The main principles of work with claims of an enterprise of the radio-electronic industry include: availability of information on the place, time and method of filing a complaint; timeliness of response to the complaint; confidentiality of information about the claimant; customer orientation; continuous improvement of customer feedback.

4. Conclusion

Thus, this article discusses the requirements of quality standards for work with claims, developed stages of the process of work with claims, indicators for assessing the effectiveness of this process and principles. The obtained results can be recommended to organizations of the radio-electronic industry to improve the processes of the enterprise and the entire QMS as a whole, for successful certification of the requirements of the new version of the quality standard GOST R ISO 9001-2015.

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