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Article



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ON THE IMPORTANCE OF THE QUALITY OF MANUFACTURED PRODUCTS FOR ITS DEMAND BY CONSUMERS IN THE REGIONS OF THE SOUTHERN FEDERAL DISTRICT AND THE NORTH CAUCASUS FEDERAL DISTRICT

Abstract: in the article, the authors consider the most acute problem of the light industry - how to create the basis for a happy marriage between quality and the market, in order to please consumers in the regions of the Southern Federal District and the North Caucasus Federal District, which are in demand and have preference over other manufacturers. We justifiably give preference to product quality, since the dependence of the assortment on the market is relatively conditional and indirect, because it is "tied" to the technical state of production, technology and professionalism of developers. In the article, the authors explore the quality features of demanded products as a set of their properties that determine the suitability of this product to satisfy certain needs in accordance with their preferences. In our case, an object means not only a product or product, but also an activity, process, organization, system, that is, the needs and quality are limitless. Thus, high quality is a high degree of satisfaction of the requirements of all interested parties.

Key words: preference, demand, quality control, quality assessment, set of properties, product, product, object, satisfaction of requirements, market, competitiveness, priority, defects, their classification.

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Introduction

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Marketers agree that consumers give their main preferences to the quality of products. Market monitoring confirms the stable tradition of demand for quality goods. But not everything is so simple and obvious. The essence of the matter is that statistics is a pure operator and statistical data, therefore, they are absolutely dependent on the chosen conceptual description of the process. Statistical results are always correct, as they are obtained by using a proven mathematical apparatus, but correctness and truth are "two big differences."

For "correct" to be "true", it is necessary to verify the entire chain of logical and mathematical actions for correctness. Certification is required not only for physical and software products. Parcel knowledge must also be certified, otherwise the defects of the initial judgments will migrate to the output knowledge. And no technology can fix the underlying flaw.

In the ideology of production, in particular, the production of direct consumption goods, the concept of "quality" should be a system-forming factor. We foresee the objection: "What is the use of quality if the quality criteria limit the quantity and the assortment of goods suffers from the priority of quality characteristics, the price rises?", and we have an answer to opponents.

If the quality of the product is not ensured, then no quantity will improve the situation. It will be necessary either to agree with the obvious (for professionals) deception of the consumer, or to give up professional competence and deliberately lower quality requirements, allowing essentially low-quality goods to enter the market. As for the range, its dependence on product quality requirements is relatively conditional and indirect. The assortment is "tied" to the technical state of production, technology and professionalism of developers.

The more visible the features of a civilized market, the more urgent is the issue of quality. Moreover, the problem of quality has moved from the sphere of theoretical relevance to the level of practical relevance. Let's try to justify this shift in relation to Russian reality.

The official statistics of inflation are clearly sly, but even if we increase it by a factor of 0.5, and, having received a real average annual rate of 15–20%, we will have no choice but to state an increase in the well-being of the majority of fellow citizens in the context of a certain growth of the economy as a whole. The intensity of the dynamics is small, however, the fact itself is obvious.

That's just how fair it is to talk about "welfare"? Money is just an exchange equivalent. Making more money doesn't necessarily mean you'll live better.

Money should be exchanged for necessary goods. And this is where the problem of quality comes into play. Having earned money, you can easily spend it "imperceptibly", i.e. to acquire not a product, but a "phantom of a product". "Phantom of goods" is a non-specific concept for a special knowledge system. Nevertheless, it is necessary to get used to it as a theoretical expression of the realities of an undeveloped commodity market.

Speculating on the "white" and "gray" "spots" of the ideology of quality, which is in an extremely "neglected" state, "black" manufacturers of low-quality consumer goods, together with sympathetic officials of the services responsible for the quality of products, flooded the market with substandard products.

Main part

What is the essence of policy inefficiency in the economy of the end of the last and the beginning of the new century? This is question number 1, and it's not so much about who is to blame. We are interested in the essence of the political paradigm developed by those who were "at the helm". Question number 2 - what should be changed and how, apparently, it should be done in order to raise the national industry, the production of clothing, shoes, leather goods, textiles, accessories, not least?

The fate of the light industry now depends on what this last step will be. Its execution is the function of the Government. The political paradigm is extremely simple - we should not compete with anyone in the struggle for the global market, especially with the Chinese. The Chinese rightfully want to shoe and clothe the whole world. One fifth of the world's population lives in China. Our task is quite different. We need to make sure that the Chinese do not shoe or dress us. To transfer the purchasing demand to our own Russian production, to interest in goods produced in the country. Such a task is quite within our power, as the manufacturers say. And the Government needs to do its direct work consistently and in a timely manner, and not deceive the public in the light industry, as happened with the tailoring of school clothes.

The international quality control system "ISO 9000-2015" is more like the latest phenomenon of the famous Potemkin villages. Only what is clearly spelled out can be effectively controlled. Any incompleteness is a loophole for semi-legal penetration into the hunting fields for the consumer.

"ISO 9000-2015" should be used not as a management tool, but as a tool for the prevention of quality violations. The circle is thus closed, because the violation presupposes a quality, and it is the quality that we have not defined properly.

In the system of special knowledge, which is the ideology of production, "quality" is replaced by "state

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of quality", which, in turn, is reduced to quantitative parameters.

Discrete expressions are given to quantitative characteristics - this is how another derivative concept appears. Only this time not from the root concept of "quality", but from its concept of "state of quality".

The militant activity of the desire to describe quality with the help of quantity is surprising. Almost two hundred years have passed since the time of Hegel, who argued that "quality is the main thing in the definition of a phenomenon, since quality is that, losing what it ceases to be itself," almost two hundred years have passed. It's time to learn a simple truth: quality is determined not through quantity, but through properties. With the help of quantitative measurements, we need to determine the "measure" - "qualitative" and the "state of quality" (the level of expression of quality).

Errors in theory are rarely corrected by practice; on the contrary, it usually hides them up to a certain point in development. Defects in the theory in a rough form manifest themselves in difficult socio-economic circumstances, during times of political uncertainty.

It is no coincidence that such a peculiar time is "convenient" for the flourishing of theoretical uncertainty. The state, entangled in numerous problems, deviates from the control of economic processes, relying on the market, designed to put everything in its place. The market has its own laws of functioning. The market adapts the theory to suit its own interests. It does not obey the rules substantiated by theory, but seeks to adjust these rules to the way of relations with the consumer that is beneficial to it.

Product safety. Currently, in legislative acts and standards, safety requirements are singled out as a special group as a priority.

Product quality assurance is a set of planned and systematically carried out activities that create conditions for the production of products that meet consumer requirements. When implementing these measures, the factors influencing the formation and preservation of the quality of goods are taken into account.

The factors influencing the formation of the quality of goods include: studying the market for goods, developing requirements for goods, the quality of raw materials and materials, the quality of design and engineering, the quality of manufacturing, the quality of marking goods.

The factors that preserve the quality of goods include: packaging, conditions of transportation and storage, sale and consumption (operation), technical assistance in maintenance.

Factors that form consumer properties and quality of non-food products: chemical composition and properties of raw materials, structure of materials, design, production technology.

At the same time, the trends in the use of molded parts for the bottom of shoes are taken into account,

although the possibility of implementing children's shoes with thread fastening methods is not excluded. In general, action is needed and the result will not keep you waiting.

In the last quarter of a century, the term "problem", pushing its "competitor" - "task" to the periphery - has firmly established itself in the verbal leaders of all discussions, regardless of their scale. The "problem" has become a kind of "brand", indicating a high professional stake in the discussion. In such a rapid ascent of the "authority" of the problem, one can easily find political roots. The current, obviously inflated status of the problem is an ideological move that provides a certain political line. Where a foreigner says: "problems", ours will definitely find them. If they don't find it, they'll invent it. Defects of qualification can be hidden behind a problem, problems lead politicians away from real cases, which they are unable to solve. In addition, hiding behind a problem, you add weight and mystery to the situation.

There is indeed an element of mystery in the politics of "problem". In the interpretation of the term, domestic classics: V.I. Dahl, R. Brockhaus and I. Efron point to this. Emphasizing the natural relationship between the "problem" and the "task", they note the peculiarity of the problem, which manifests itself in its unusualness as a task: the task has a way of solving it in existence, the problem is also solved as a task, but so far there is no way to solve it. It exists conditionally, potentially. The interpretation of the problem by reducing the concept to a more general concept of "task" contains a hint for those who are aimed not at discussion, but at the solution. The solution to the problem should be sought by considering the problem as a complex task, composed of several coexisting in a complex or sequentially related tasks. What is important here is that a "problem" is not something inaccessible to ordinary thinking, it is the sum of tasks. Dealing with a problem is the same as deciphering this sum of solution problems, then simpler, already known problems combined in a problem. The problem should be presented as a technical problem. The solution of a technical problem is carried out in two ways: empirical or theoretical. All five of the simplest technical devices were created before Archimedes, even the "Archimedes screw", however, all of them were the product of an experimental search based on trial and error, so their use and modernization, integration presented considerable difficulties. The merit of Archimedes was that the great ancient thinker developed the theory of these mechanisms, thereby helping to solve practical problems of various scales.

So, it is necessary to start with bringing the problem to a normal technical expression, i.e. try to present it in the form of a certain sum of tasks.

Why tasks? The answer, in essence, has already been given: the problem has a quantitative (normative)

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expression, or it can be simplified to the possibility of a quantitative expression. The main thing is not to hide behind the quality of the problem, but to look for its equivalent quantitative expression.

The history of science naturally begins with mathematics, and the qualitative level of development of scientific knowledge is determined by the improvement of mathematics. In mathematics are the keys to the secrets of any discovery. DI. Mendeleev constantly emphasized: scientific knowledge begins with measurement. The normative form of scientific knowledge serves as a clear illustration of the importance for science of a quantitative description of a phenomenon. Finding a way to describe an event quantitatively means fulfilling a necessary condition in unraveling its qualitative existence.

A problem is a separation in the theory of the quality of a phenomenon. The next stage is already technical - the definition of regulatory characteristics. Normativity, represented by properties and quantitative parameters, allows thinking to engage in working, professional and practical work.

When developing normativity, they always experience the pressure of the need to match the set parameters with the quality features of the product. The correspondence between the norm and the property of quality is objectively relative, their coincidence is achieved conditionally, i.e. it takes place because the manufacturer himself determines the quality parameters of the product, often this is entrusted to expert organizations. But all the same, some model of quality is taken as quality. To put it simply, someone assigns quality. The real quality in such a completely acceptable scenario remains a transcendental formation.

Why did subjective and transcendent idealism turn out to be so in demand in various areas of non-philosophical professional activity? Because thinking professionals, including reflective engineers, scientists, and educators have found in them a solution to their specific issues. Someone decided not to complicate professional reflections by recognizing the supersensible as a reality, limiting themselves to a "model of quality", others thought about the fact that sensory reality would deprive us of a reliable intersubjective criterion of quality and doom us to eternal discussions on the topic "What is good and why is it not bad?" They accepted the idea of a transcendent, primary substance in relation to individual consciousness, which can direct professional thought with its logic. Of course, transcendent being will not put forward a formula for the concrete quality of a product, but the logical premises of the definition will inform. As a result, it will arm the professional search for qualitative certainty with the technology of thinking.

Design is one of the most important factors that determine the quality of finished products. Design is the shape, size, method of connection and interaction

of parts and assemblies, "the relationship between individual elements, interchangeability, multi-operation and other features of the product. The design must ensure functionality, ergonomics, aesthetics, safety, reliability in the use and operation of products.

Production technology is a set of techniques, methods and operations for obtaining, processing raw materials, semi-finished products or products intended for the formation of basic consumer properties. Distinguish between the technology of plastics, metals, silicates, fibrous materials, mechanical engineering, construction, etc., as well as mechanical and chemical technologies.

Mechanical technology is associated with a change in the shape and a number of mechanical properties of processed materials: metal forming, cutting, stamping, pressing, etc.

Chemical technology is based on processes carried out as a result of chemical reactions and leading to a change in the chemical composition and structure of the starting materials: oil refining and obtaining oil products, wood processing to obtain artificial fibers, leather production technology, etc.

Under the influence of mechanical and chemical factors of the technological process, the properties of materials and goods may change. For example, by firing ceramic products, they are given hardness and mechanical strength. Metallization of plastic products improves aesthetics, increases impact resistance, reduces the tendency to aging, electrification. However, a violation of the technological processing regimes can lead to the appearance of defects that reduce the quality of goods. For example, a violation of the drying of ceramic products causes cracking, a violation of the cooling mode of molded plastic products - warping (distortion of the shape), etc.

Knowledge of the main processes and operations of technological processing allows the commodity expert to understand the origin of defects in goods, to make reasonable claims to manufacturers.

Quality assessment is a set of operations performed to assess the conformity of a particular product to established requirements. Requirements are established in technical regulations, standards, specifications, contracts, technical specifications for product design. The carrier of the established requirements can be standard samples, standard samples, analogous goods. Failure to comply is a nonconformity. The organization takes corrective action to eliminate the causes of nonconformity.

The main form of evaluation is control. Any control includes two elements: obtaining information about the actual state of the object (for products - about its qualitative and quantitative characteristics) and comparing the information received with the established requirements. When comparing, the correspondence or non-compliance of the actual values of quality indicators with the base ones is revealed. This operation ends with the establishment

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of certain gradations, classes, commercial varieties, product brands, which, ultimately, is associated with the decision to assign a certain quality gradation to the product.

Gradation (class, grade) - a category or category assigned to objects that have the same functional application, but different quality requirements (GOST R ISO 9000-2015).

Products of different quality grades differ in price, which makes it possible to satisfy the needs of consumers of two categories: quality-sensitive and price-sensitive. In addition, the division of goods into quality gradations (higher and lower quality) makes it possible to rationally use natural, financial and labor resources that are not lost if low-quality products (for example, with acceptable defects) are sold at reasonable prices, and not destroyed. To make a final decision on the gradation of product quality, it is necessary to compare the actual and basic values for the entire range of selected indicators.

A standard product is a product that meets the established requirements for all selected indicators. If at least one of the determined indicators reveals a discrepancy, then the product cannot be assigned a standard gradation, but only a lower one - non-standard or defective.

Non-standard is a product that does not meet the established requirements for one or a set of indicators, but this discrepancy is not critical (dangerous).

Marriage - a product with identified removable or unrecoverable inconsistencies in one or a set of indicators. After elimination of inconsistencies, the gradation of the goods can be changed. If the elimination contributed to the improvement of all indicators to the established norm, the product is recognized as standard.

The grade of goods is determined by the quantity, type and values of tolerances. The same deviations in relation to a higher grade are qualified as defects (defects), to a lower grade - as permissible deviations. Such content is embedded in the concept of the variety of goods such as fabrics, garments and knitwear, shoes, dishes, haberdashery.

Complexity groups (highest, first, second) - gradations that differ in the technical level of quality indicators. These gradations are inherent in household radio equipment, depending on the magnitude of the acoustic parameters.

Brand gradations are accepted for construction, chemical and other goods. In one case, the division into grades reflects a measure of quality. In this case, the value of one or several quality indicators is taken as a basis: for cement and brick, compressive strength; for drawing paper - weight, weediness, fracture strength, number of erasures to be maintained. In another case (fuel, lubricating oils, steels, adhesives), the division into grades primarily reflects the scope. The gradations by quality groups (household soap, spring chipboards), quality categories (video

cassettes), numbers (writing paper) are close in meaning to the gradation u0 brands, since the division is based on the normative value of a certain set of quality indicators.

Non-conformity and defects of goods

Non-compliance - non-compliance with requirements (GOST and ISO 9000-2011). One of the varieties of inconsistencies are defects.

Defect - non-fulfillment of the requirement associated with the intended or established use (GOST R ISO 9000-2011). These two concepts have a common feature - non-fulfillment of requirements. The difference lies in the fact that when defects are detected, legal liability arises if, due to their presence, the consumer cannot fully or partially use the defective product for its intended purpose. For example, canned food with a defect such as microbiological bombing cannot be used as food due to non-compliance with microbiological safety requirements. A variety of the concept of "discrepancy" can be considered the concept of "lack of goods". This term is regulated by the Law of the Russian Federation "On Protection of Consumer Rights".

"Deficiency of a product (work, service) is a non-compliance of a product (work, service) with the mandatory requirements provided for by law or in the manner prescribed by it, or with the terms of the contract, or with the purposes for which a product (work, service) of this kind is usually used or with the purposes, about which the seller (executor) was informed by the consumer at the conclusion of the contract or the sample and / or description when selling the goods according to the sample.

Defects are subdivided according to various criteria: the degree of significance, the availability of methods and means for their detection or elimination of the degree of harm caused, the place of detection.

The essence of our position lies in a new perspective of perception in the quality management of consumer goods - the interest of the consumer, more precisely, in the transformation of the consumer from a buyer into a producer. As long as the consumer is left to himself, he is formed in the market environment perverted by an unscrupulous manufacturer and advertising unsettled liability, he is a statistical value for a responsible producer. All plans of the manufacturer are based on statistical models, more or less indicative of the scale of the national economy, but not on the average capabilities of the enterprise. In order to replace virtual, speculative guidelines in planning with real, much more viable ones, it is necessary to take the consumer out of the zone of unlikely certainty into the space of cooperation, which gives, significantly, more probable forecast. From a spontaneous, opposing, divided by the "counter" subject, it is necessary to turn him into an accomplice through the education and enlightenment of consciousness.

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The trouble with our current state is not in Chinese commodity expansion (the Chinese have flooded both the United States and half the world with their specific goods), but that we have left the consumer at the mercy of intermediaries.

Formally, such alienation looked quite logical and attractive: "To each his own!". The shoemaker will sew what he has to - boots, shoes, sneakers, etc.; the merchant is busy with his business - the sale of goods; advertising has its profit by helping the merchant.

In reality, the producer found himself in isolation, submitting not to the market, but to market speculators and those who are in their service. The market is a relation within the "producer-consumer"

system. Anything that is built between them breaks their natural relationship. Leading European manufacturers do not allow themselves to supply products to our market. They enter the market themselves, with their network of specialized stores, which are under strict control and carry out independent advertising work with the consumer. By replacing the "consumer" with the "buyer", businesses form an uncertain perspective. The producer, by his dialectical opposite, has a consumer, not a buyer. The consumer also needs to be connected to the problem of technical regulation: to teach him industrial literacy, to educate.

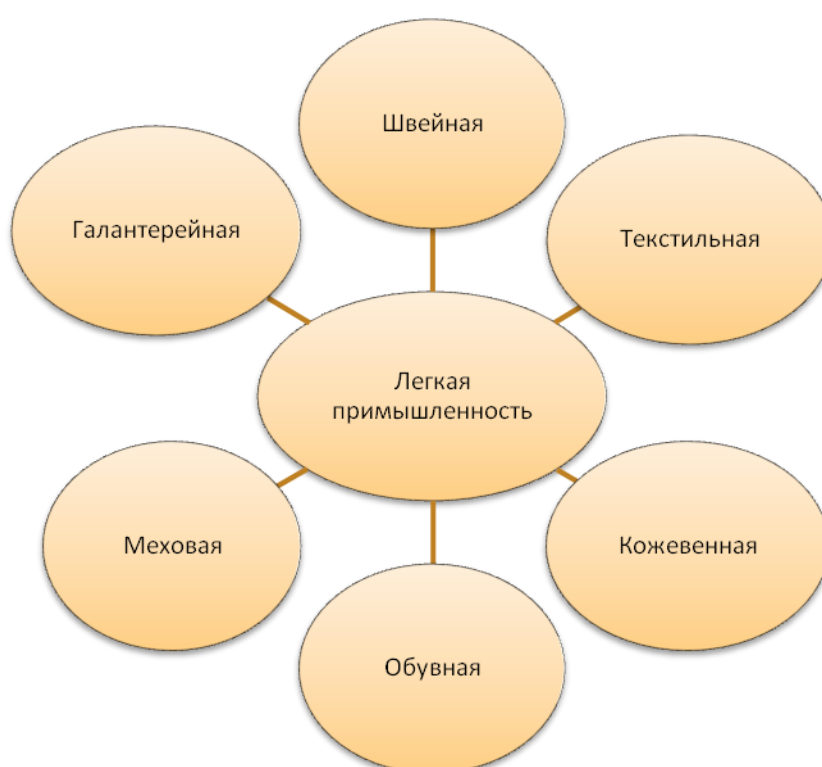


Figure 1 - The structure of light industry

In 2022, the gross domestic product (newly created value) decreased by 9.9% compared to the corresponding period in 2021 (in 2020, it increased by 7.3% over the same period).

A sharp decrease in the financial result is a consequence of both a decrease in profits and, most importantly, a consequence of a significant increase in losses. For 2020, in the textile, clothing, fur production, profit was 1.9% less than in 2019, and losses increased by 50.3%. In the production of leather, footwear and leather products, profits increased by 3.9%, and losses by 2.2 times. The decline in profits in the production of textiles, clothing and fur products is less than the decrease in the number of profitable enterprises (7.9 and 12.5%, respectively), and in the production of leather,

footwear and leather goods, profits even increased by 10.9% with a decrease in the number of profitable enterprises by 8.6%. This indicates, that profitable enterprises became unprofitable and the profit at one remaining profitable enterprise increased on average. The share of profitable enterprises is 62.4% and 73% in production (average 63.4% in manufacturing). The amount of losses in 2021, on average, at one unprofitable enterprise increased. Accounts receivable in the textile, clothing and fur industry for 2021 was 25.8 billion rubles. (0.1 billion rubles more than in 2020). At the same time, overdue accounts receivable even decreased from 4 billion rubles. in 2020 up to 3.9 rubles. V The amount of losses in 2021, on average, at one unprofitable enterprise increased. Accounts receivable in the textile, clothing and fur

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Such a transformation, despite all its conventionality, is not so harmless for objectivity in understanding. Even such an excellent thinker as G. Hegel sinned, voluntarily or involuntarily substituting his opponents in order to make it easier to criticize them. The quality of "it is written" to be at the epicenter of both scientific and amateurish reflections at all times. The problem of ensuring the quality of activities is not just universally relevant, it is strategic. The dilemma in relation to quality is reasonable only within the limits of the opposition of the ratio of actions "immediate" and "indirect". The saying "it's all about him" owes its origin to quality. It is possible to "forget" about the problem of quality solely because any fruitful and luminous activity is ultimately aimed at improving quality. Quality is either "on the mind" or "implied".

The quality of activity is the final criterion of its individual, collective and national status. It is in quality that the energy of creation is accumulated. The quality of activity shows how much we penetrated into the essence of things, learned how to manage things, change their properties, form, forcing them to serve a person without significant damage to nature. Quality allows you to see the person himself from new angles, to pay tribute to his talent, will, and professionalism. Studies conducted under the UN Development Program have measured the share of the "human factor" in national and global wealth: 65% of the wealth of the world community is the contribution of human potential, and only a third of the world's wealth comes from natural resources and the production structure. A quality-oriented strategy is undoubtedly contributes to the growth of the very role of the subjective factor in the development of production, and to a more complete and comprehensive satisfaction of human needs themselves. The desire to "live according to reasonable needs", as well as the need to "work according to one's capabilities", together with the communist ideal, no one dared to openly and officially cancel, realizing the absurdity of denying the essential forces of man. In a "hot" state, the problem of quality is sustainably supported by both the internal forces of active consciousness and external life factors. The highest function of consciousness is cognitive. Knowing nature, we discover its qualities, state of quality, quality levels, embodying new knowledge in production. Classical political economy (A. Smith, D. Riccardo, K. Marx, J. Mill) concentrated quality problems in production. Post-classical economic thought shifted quality

towards consumption, trying to give production a "human face" – a person alienates himself in the production process, but this measure is forced and, in a systemic sense, is temporary, conditional. Labor is a kind of "terrible boilers" that Vanya the Fool had to overcome in order to turn into Ivan Tsarevich. The main thing in production is the result, not the process. Consumption regulates the market. Therefore, the demands of the market must dominate production. The task of the society is to contribute worldwide to the development of demand in the market: to maintain the range of goods, stimulate price stability, increase purchasing power, improve the quality of goods. E. Deming, calling the "network of deadly diseases" of modern production, puts in the first place "production planning, not focused on such goods and services for which the market shows demand. Try to answer him. Production in the transition from industrial to post-industrial society of mass consumption is conceived as a function of the market.

Conclusion

Quality control is of great importance in the manufacture of goods, their storage, transportation, sale and disposal.

As noted above, quality control is a verification of the compliance of quality indicators with established requirements, which are defined in the relevant regulatory documents (standards, norms, rules, etc.) or in technical specifications. When making transactions, these documents are equated with the Contract Terms in the "Quality Requirements" section, basic and special delivery conditions, etc.

Quality control is carried out at different stages of the product life cycle, and the types and objectives of control at each stage may be different. At the production stage, quality control is carried out by the manufacturer. The purpose of such control is the rejection of low-quality products, as well as the establishment of the causes of defects. Careful control is beneficial to the manufacturer.

At the stage of circulation, quality control is carried out to check the safety of goods during storage, transportation, and sale. Quality control is most important when transferring goods from one party to another, for example, in purchase and sale transactions, etc. These operations are carried out, as a rule, in accordance with the instructions "On the procedure for accepting industrial and technical products and consumer goods by quantity" and "On the procedure for the acceptance of products for industrial purposes and consumer goods in terms of quality."

When delivering goods, in order to maintain its quality and create conditions for timely and correct acceptance of quality, the seller should ensure:

Impact Factor:

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GIF (Australia) = 0.564
JIF = 1.500

SIS (USA) = 0.912
ПИИИ (Russia) = 3.939
ESJI (KZ) = 8.771
SJIF (Morocco) = 7.184

ICV (Poland) = 6.630
PIF (India) = 1.940
IBI (India) = 4.260
OAJI (USA) = 0.350

- compliance with the rules for packing and packing products, marking and sealing individual places;

- clear and correct execution of documents certifying the quality of the supplied products (technical passport, certificate of conformity, specification), shipping and settlement documents, compliance of the data indicated in them with the actual quality of the supplied products;

- timely sending to the buyer (consignee) of documents certifying the quality of the goods;

- compliance with the rules for the delivery, loading and securing of goods.

Acceptance and delivery of goods is a section of the contract of sale, which describes the procedure for the delivery and acceptance of goods:

- a) type of acceptance (preliminary and final);
- b) the date of delivery and acceptance (in terms of quantity and quality);
- c) the place of actual delivery and acceptance;
- d) quality acceptance method;
- e) method for determining the quantity and quality of the goods actually delivered;
- e) who carries out the delivery and acceptance of the goods.

Acceptance - verification of the conformity of the quality, quantity and completeness of the goods with their characteristics and technical conditions specified in the contract of sale. The content of the article of the contract (agreement) on the acceptance of goods in terms of quality and quantity depends primarily on the basic delivery terms accepted by the parties, as well as on the nature of the goods themselves.

The basic delivery condition determines the place of acceptance. So, if the parties have chosen the EXW condition (a term from the Incoterms directory), then the place of acceptance of the goods will be the territory of the plant. Under the FAS condition, the place of acceptance is the pier along the side of the ship, where, under this condition, the seller must store the goods. Thus, the delivered goods are accepted in terms of quality and quantity at the moment and in the place when and where the transfer of ownership of the goods and the risk of its accidental loss or damage occurs from the seller to the buyer. The nature of the product determines the content of the actions to check its quality and quantity.

If the product is complex equipment, machine tools, machines, its quality acceptance implies not only an external examination, but also a check of at least part of the product in operation. In this case, the buyer should be given the right to file quality complaints within a sufficiently long period of time - 6 - 12 months.

If the goods are food, food, quality acceptance consists mainly in inspection and examination, as well

as in the verification of documents certifying quality, production date, expiration date, etc.

Acceptance of goods for quality can be carried out in two ways: on the basis of a document confirming the compliance of the quality of the delivered goods with the terms of the contract, and by checking the quality at the place of acceptance. Quantity and quality checks can be carried out selectively or on the entire delivered goods.

When using the first method, the contract establishes the percentage of the entire consignment of goods to be verified. In the contract, it is necessary to stipulate by whom the delivery and acceptance of the goods is carried out. A clause may be made in the sales contract that, with the consent of the importer, the exporter has the right to deliver the goods without quality control.

Example. "The goods sold under this contract will be considered delivered by the Seller and finally accepted by the Buyer:

By gross weight and number of pieces according to the bill of lading (either an air waybill, or a road waybill, or a railway waybill, or a postal receipt).

By net weight and other specified units according to the shipping specification (either weight certificate or packing list).

In terms of quality according to the manufacturer's quality certificate or the Seller's guarantee letter.

The place of acceptance and delivery of goods is considered to be the port of shipment - St. Petersburg.

The rules for acceptance of certain types of products are established in the regulatory document - the standard technical conditions for products, in the section of the same name. The rules include the procedure for product control, the procedure and conditions for the presentation and acceptance of products by the technical control bodies of the manufacturer and the consumer (customer), the size of the presented batches, the need and time for holding the products before acceptance, the list of accompanying presentation documentation, as well as the procedure for formalizing the results of acceptance.

Depending on the nature of the product, test programs are established (for example, acceptance, periodic, typical, reliability), and also indicate the procedure for using (storage) the products that have passed the test, the need for selection and storage, samples for repeated (additional) testing, etc. . P.

For each category of tests, the frequency of their conduct, the number of controlled samples, the list of controlled parameters, norms, requirements and product characteristics and the sequence in which control is carried out are established.

In case of selective, or statistical, quality control, a control plan is indicated (the volume of the controlled lot, the volume of samples for piece or samples for non-piece products, control standards and

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decision rules). The section stipulates the rules and conditions for acceptance, the procedure and conditions for rejecting products and resuming acceptance after analyzing the identified defects and eliminating them. The section specifies the procedure and conditions for the final rejection of products. In the same place, if necessary, the procedure and place for affixing stamps, stamps, seals, confirming the acceptance of products by control bodies, is established.

The dynamics of the market development in the last decades of the last century and at the beginning of the third millennium invariably shows the growing interest of consumer demand in the quality of goods. With all the economic, social and political costs, humanity is getting richer and wealth is distributed

unevenly. Finances, as before, are concentrated in certain regions, however, just like the premieres of modern production. Analysts predict the course for the quality of goods confidently and everywhere. The consumer has realized the need to pay for the advantage of quality services and products. It is the turn of the manufacturer, who must overcome "greed" and "mortal sin" in order to destroy greed. The most prominent economists unambiguously declare that the improvement in the quality of goods is not connected, causally, with an increase in prices. Positive changes in the quality of goods require qualitative changes in engineering, technology, organization and management of production. Production must improve, but not become more costly.

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