



Economics for Quality as the scientific basis of managing the quality and innovation

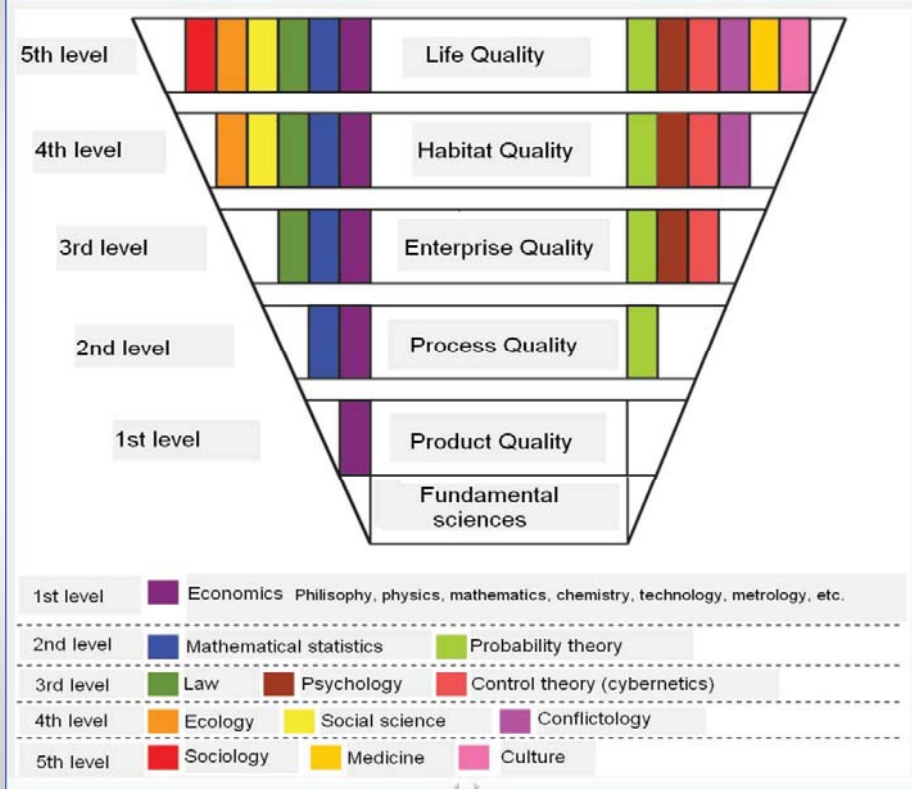
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Quality is an economic category, considering that:

- all factors and parameters affecting the quality of life include an economic component;
- increased risk of decision making in a market economy determines the need for choosing the right criterion for assessing the activities' effectiveness;
- leaders and top managers must have the knowledge in the quality management basics with the aim of ensuring activities quality, rather than just of achieving short-term commercial benefits.

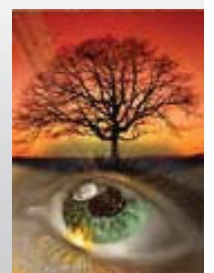


**Application
of
various
sciences
for
quality
research**



Economics for Quality

part of economics, which studies the interrelation between the qualitative characteristics of objects or phenomena and the economic indicators, covers all areas of economic science and extensively involves the natural, social and technical disciplines (physics, chemistry, sociology, psychology, jurisprudence, mathematics)





The main areas of the studies:

- development of methodological foundations for a comprehensive assessment of the activities quality of companies operating within various industries, of different sizes and ownership forms;
- implementation of quality management methods at the levels of municipality, district, city, Federation subject and the whole country;
- analysis of the interrelation between the quality management system elements at different management levels and the core quality of life indicators;
- the issues of improving the efficiency of the region’s innovation development and ensuring the relevant infrastructure for that.

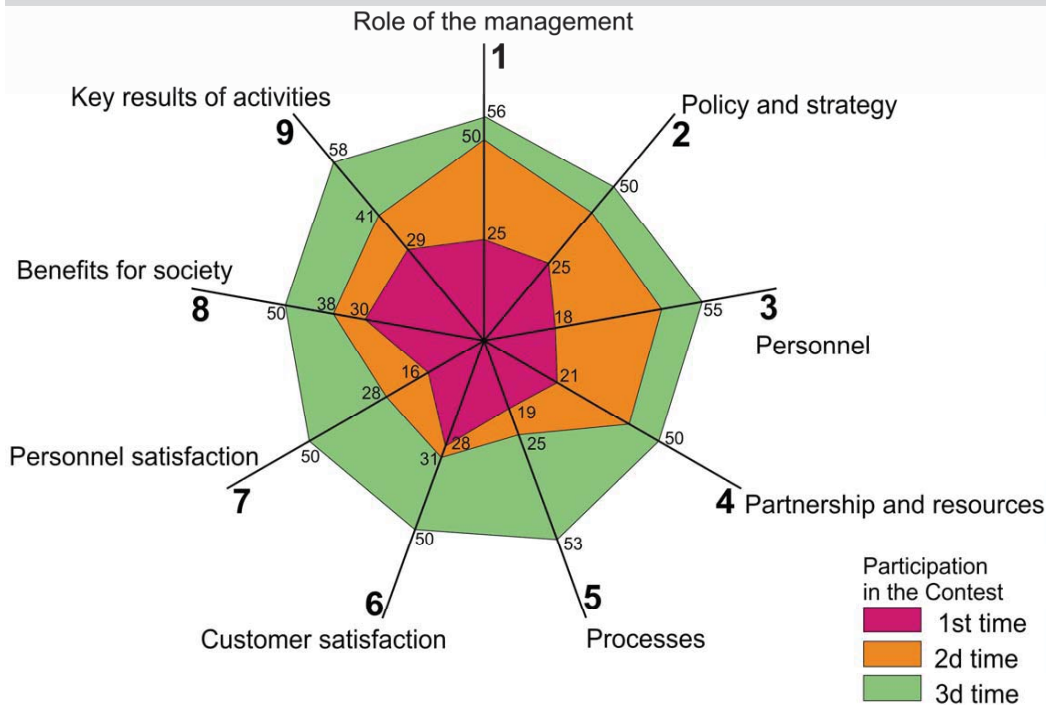
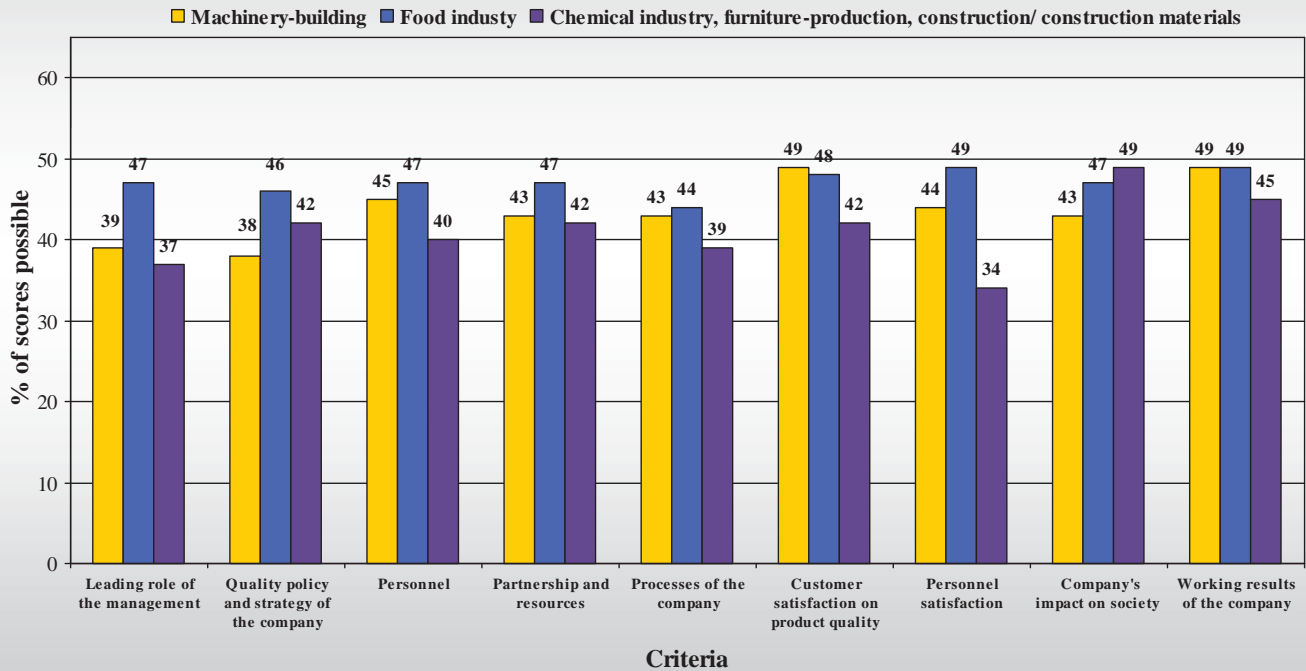


The main results of the studies:

1. development of methods based on the Excellence Model for a comprehensive assessment of the activities quality of companies operating within various industries, of different sizes and ownership forms;
2. implementation of quality management methods at the levels of municipality, district, city, Federation subject and the whole country;
3. development of methodological guidelines for creating a multi-level quality management system and a plan for establishing a mechanism for its implementation;
4. development of a method for assessing the innovative projects using the results of regional contests for Quality Award;
5. establishment of a multi-level professionals training system, including scientific school, carrying out research on the issues of economics for quality



EVALUATION RESULTS OF ST. PETERSBURG COMPANIES (presented by industry sector groups) AGAINST THE CRITERIA OF THE REGIONAL QUALITY CONTESTS



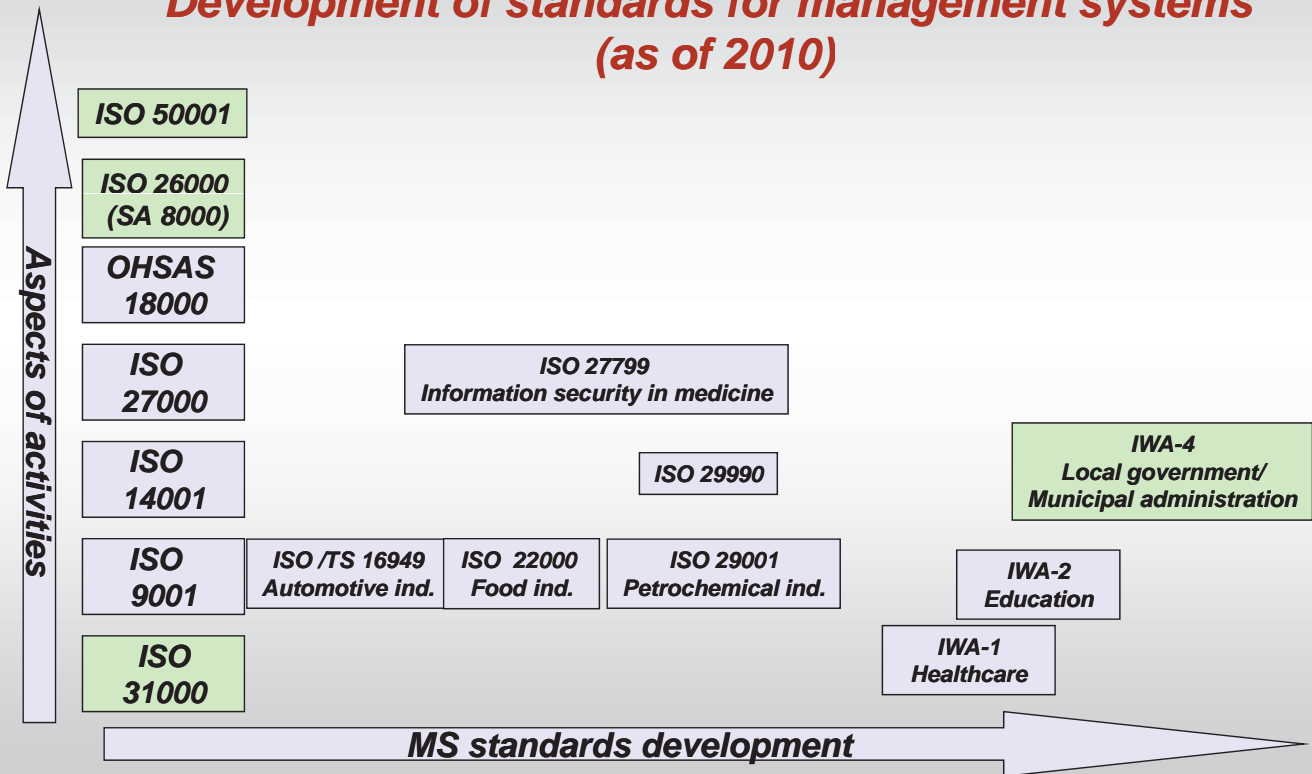
EVALUATION RESULTS OF COMPANIES' ACTIVITIES

repeated participation in Quality contest

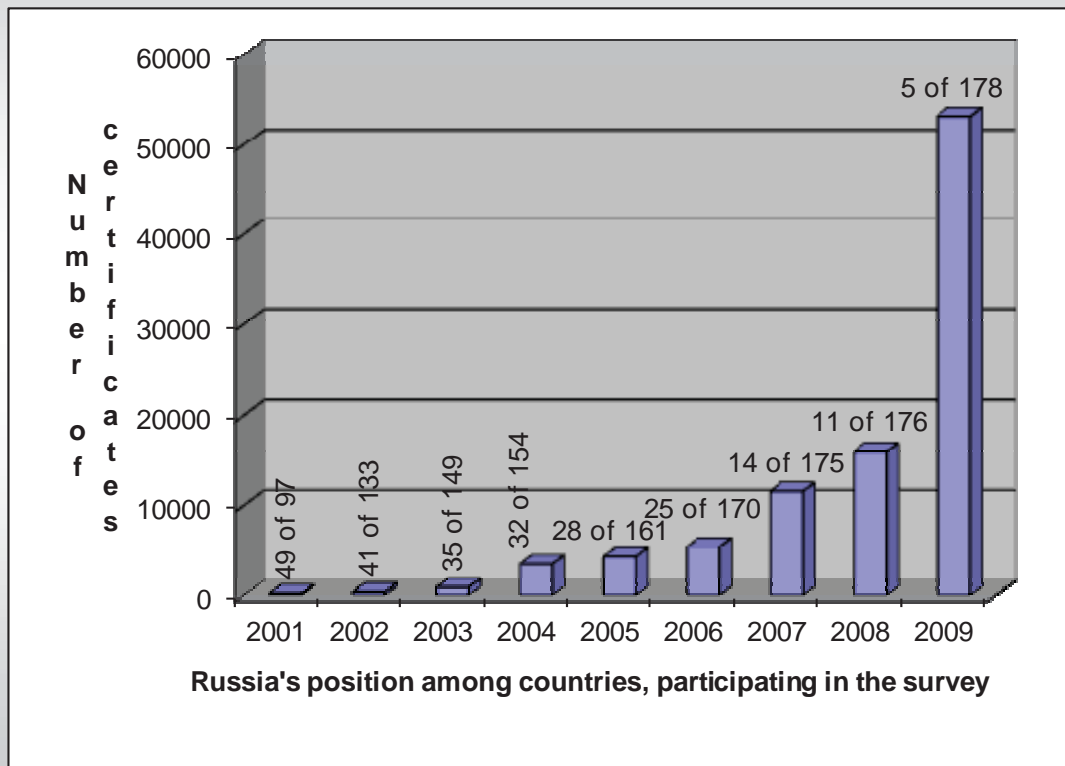
1-9 – self-assessment criteria **23** **38** **52** - Score (%) per each criterion of total score possible



Development of standards for management systems (as of 2010)

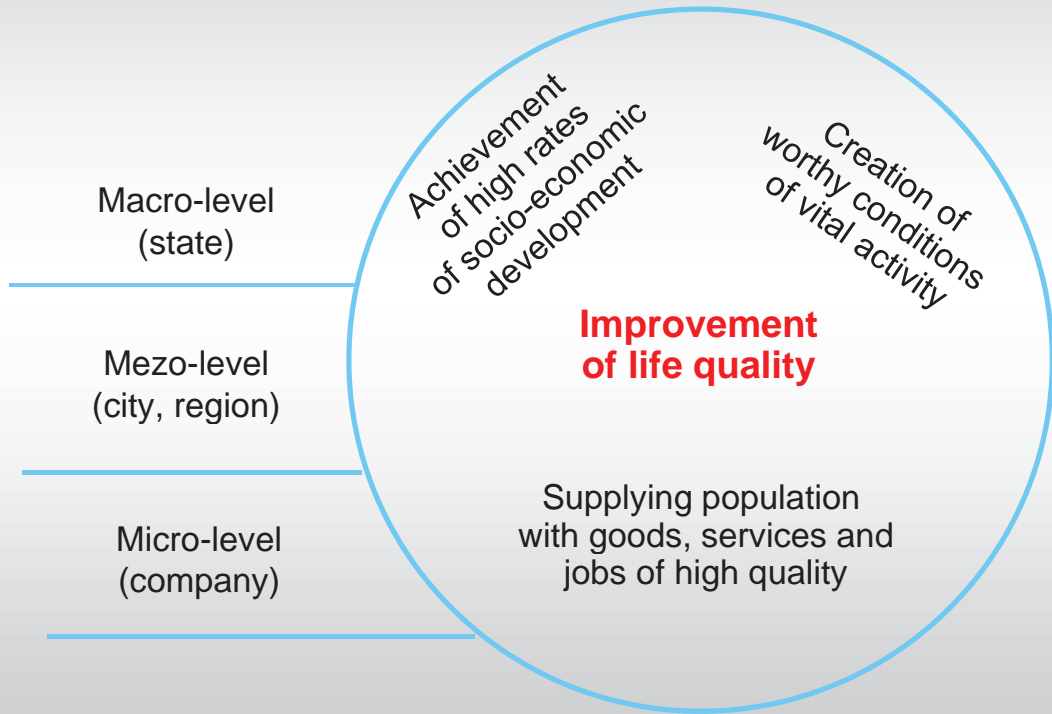


Russia's rating (ISO survey) for the period from 2001 to 2009

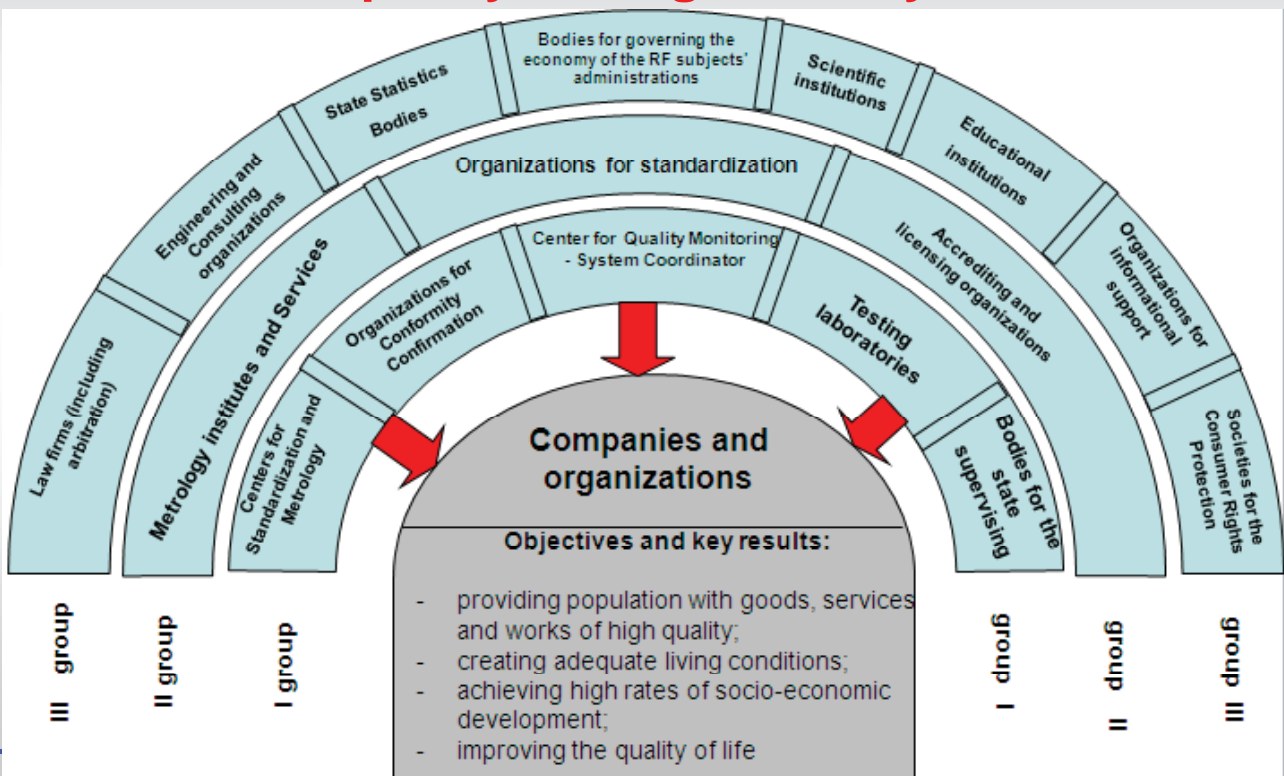




Purposes of a multilevel quality management system

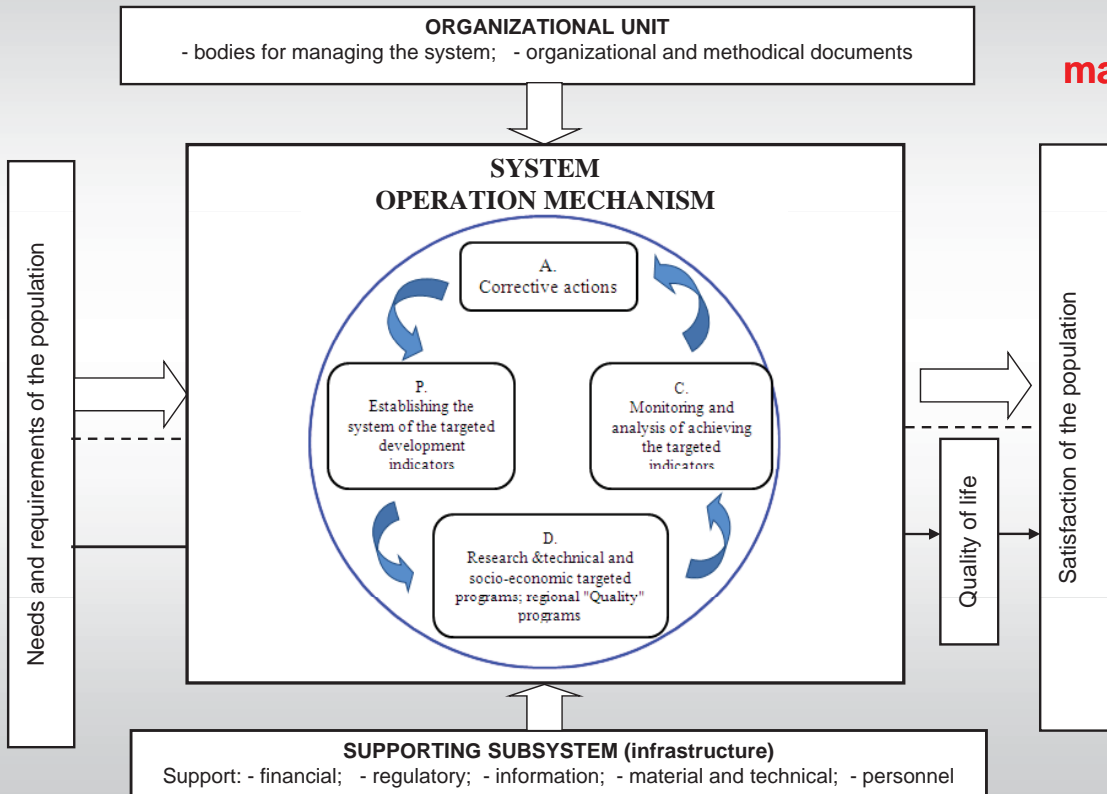


Participants of the macro-regional quality management system

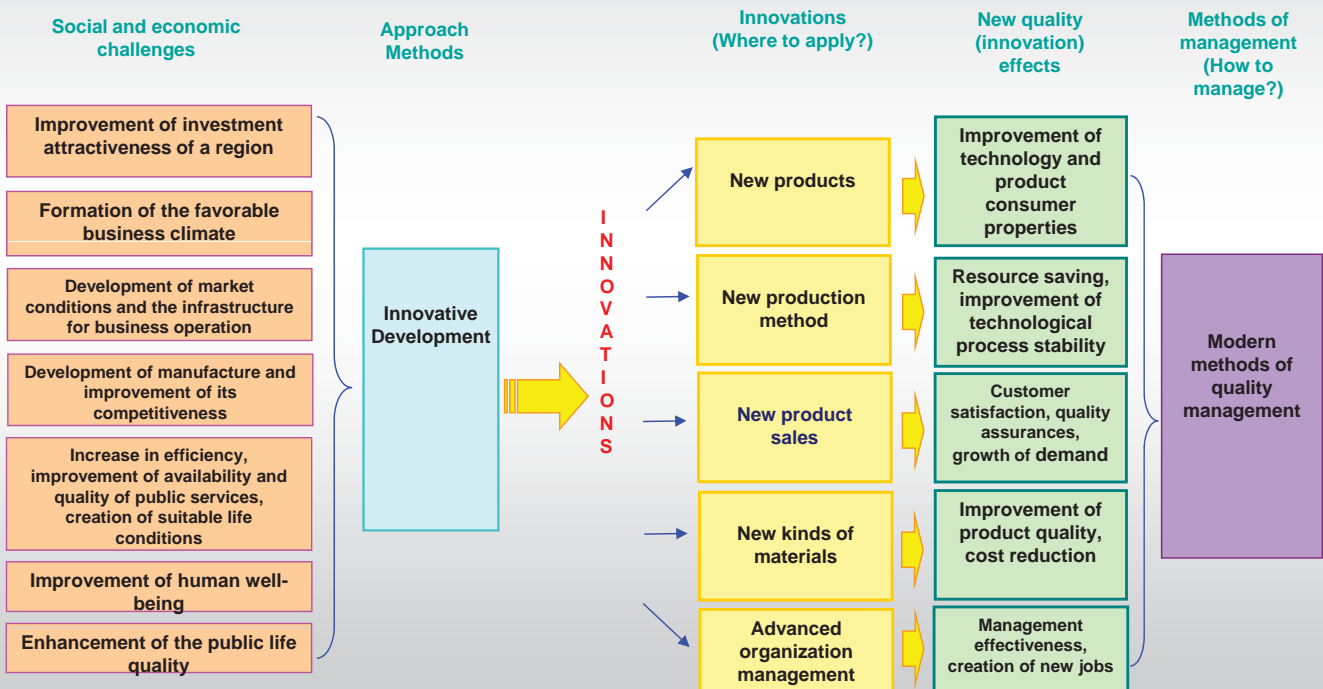




**Multi-level
quality
management
system**

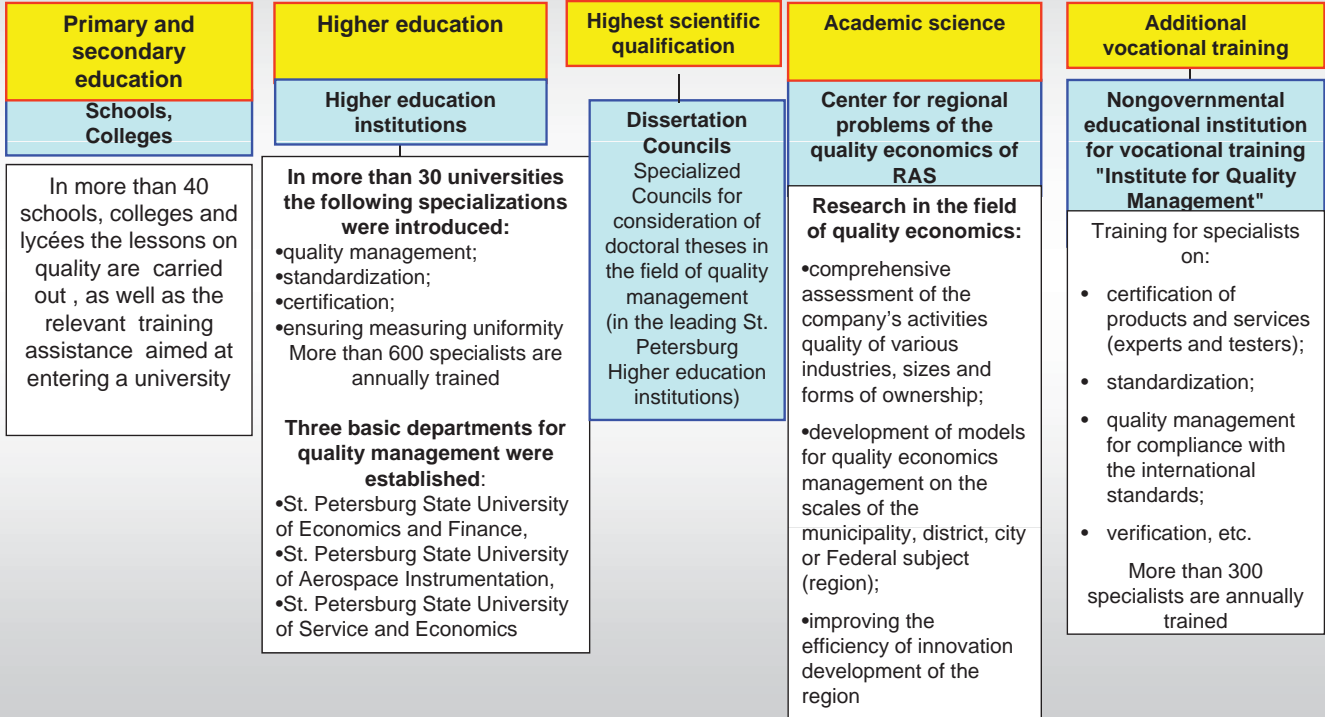


**IMPLEMENTATION OF QUALITY MANAGEMENT METHODS IN
INNOVATIVE DEVELOPMENT AND APPROACH TO SOCIAL AND
ECONOMIC CHALLENGES IN A REGION**





St. Petersburg multilevel system for personnel training and research



Thank you for your attention!