Mariekhin S. V.,
Researcher Department of Political Science and Philosophy,
KRI NAPA, Kharkiv

An extended abstract of the paper on the subject of:
MODEL OF QUALITY MANAGEMENT SYSTEM
IN LOCAL AUTHORITIES

Problem statement. The conducted international practices analysis allows making a conclusion that modern approaches and methods of quality management in local authorities are inseparable from establishment of an integral and effective system of quality management. Moreover, the quality management system should be regarded as a tool, which helps local authorities meet citizens’ needs and expectations, ensuring continuously a high quality of provided public services through implementation of the relevant plans, processes and procedures. It is due to creation of a quality management system that local power authorities are able to perform their activity, aimed at meeting public needs and expectations, elaboration of the said systems being an important factor for development of quality public administration in general.

Recent research and publication analysis. Quality management research has been conducted by such scientists as R. Brand, P. Dowson, V. Dziundziuk, F. Hill, S. Kohen, E. Loffler, M. E. Milakovich, B. A. Radin, B. A. Spencer, J. Swiss, A. Wilkinson as well as by other researchers.

The paper objective is to consider the proposed model of quality management system for local authorities.

The paper main body. Introduction of the quality management system in local authorities is to fulfill the following three tasks: 1) to create a citizen-oriented public administration system, which perceives people as public service customers; 2) to develop an open and transparent public administration system; 3) to build up
a system of public administration capable of self-development and self-improvement.

Fulfillment of the first task requires a change of public authorities’ organizational culture and introduction of a system for monitoring of the authorities’ activities, which would take into account a degree of citizens’ satisfaction with the service quality. Fulfillment of the second task of creation of an open and transparent system requires elaboration of mechanisms for public control over power authorities’ activity and the use of instruments of public participation in their work. To carry out the third task, it is necessary to introduce a system for internal monitoring and evaluation of every public authority’s activity, and to restructure the entire work in terms of quality improvement which, again, necessitates a change of organizational culture.

From the above reasoning, a conceptual model of a system for managing quality in local authorities is proposed, which is based on ISO 9001 and incorporates the following elements: mission and vision of activity; corporate values; activity goals and tasks; staff policy; quality policy; goal-setting in quality management; monitoring of people’s satisfaction with local authorities’ activity; external audit.

The quality management system development and introduction include four main stages. The first stage is preparatory, its aim being to create the necessary prerequisites for successful designing and introduction of the system. The second stage is making a design of a quality management system. Its aim is to develop the system’s structure, which determines the content of its processes, distribution of responsibilities and authority. The third stage is implementation of the quality management system, aimed to ensure the system’s functioning in accordance with the set requirements. At this stage, a local authority is made ready for certification audit.

**Conclusion of the research.** Thus, in order to introduce a quality management system in local authorities, a system approach is required. It should be mentioned that development and implementation of the quality management
system are accompanied by changes that involve all the aspects of activity and management levels in an organization. It can be asserted that the main factors of success in quality management system introduction are: information support, formation of a relevant organizational culture, and creation of a self-evaluation system within an organization.