

Quality of Service and its Provision, Definition and Principles of SLA

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ABSTRACT

A service level agreement (SLA) is an agreement between a service provider and a customer that specifies specific service levels in the short term. This agreement can be formal or informal between two companies, such as an understanding between two departments of a company.

The development of quality management methods and improvement of their implementation tools led to the creation of a system of international standards ISO 9000 "Quality Management Systems" and their wide application to all types of activities. The latest version of these standards - 2000 implements the principles of TQM (Total Quality Management) according to the following provisions:

Management responsibility for performance quality;

Directing the activities of the organization to the interests of the consumer and the customer;

Provide documented TM of all production processes in the organization;

Directing employees to continuous improvement of production processes;

Process approach to organization of activity (development of process thinking);

Continuous training and professional development of employees, including at workplaces;

Monitoring of the management system based on internal inspection of its elements;

Formation of internal motivation of employees to ensure the quality of work results;

Involvement of all employees of the organization in ensuring the quality of products and

services.

The essence of the responsibility of the top management for the quality of work is the policy of the organization in the field of quality improvement, distribution of responsibility and authority of employees, analysis of the management system, provision of the organization with the necessary resources. The quality policy must be consistent with the organization's goals, include obligations to meet customer requirements, and constantly contribute to improving the effectiveness of the management system.

The principle of directing the activities of the organization to the interests of the consumer and the customer is that the top management should identify and ensure the fulfillment of customer requirements in order to increase satisfaction.

The principle of documenting all production processes in the organization requires the existence of approved technologies, procedures or work instructions that determine the order of all processes, as well as quality criteria for their results. This creates conditions for the correct execution of the established procedures, the evaluation of the quality of the processes and their improvement.

The principle of directing employees to continuous improvement of production processes is that the organization should constantly increase the efficiency of the management system based on the results of audits, data analysis, corrective and preventive actions. The methodological basis for the implementation of this principle is the fact-based analysis of non-conformities (deviations from specified requirements), determining their causes and developing appropriate measures.

The principle of the process approach to the organization of activity or the development of process thinking means that any function is a process. Its implementation should be considered as a controlled process. The process approach includes the presentation of any work in the form of a set of small processes organized on the basis of the methodology of the quality management cycle, including customs clearance and customs control.

Any function can be divided into a set of component processes, each of which is issued at the beginning and at the end. The output of one process is the input to the next process. Presenting the customs function in the form of a set of elementary processes creates conditions for its detailed study, definition, organization of mutual relations and quality assurance. The use of a technological approach in the organization of customs control allows to ensure simplicity and transparency in accordance with the recommendations of the Kyoto Convention, as well as to reduce the duration of customs control.

The process approach is closely related to the working principle of documents. Dividing the process into its components, if necessary, can be transferred to elementary actions to ensure the quality of the results. Together with the detection system and interim results tracking system, this ensures the expected level of quality.

The principle of continuous education and employee development is that the organization must provide the necessary competence, awareness and training. For this, the level of competence required to perform the various processes should be determined and appropriate training should be provided. Emphasis is placed on the importance of employee development in workplaces.

The monitoring of the management system based on the planned internal inspection of its elements means, as a principle, the existence of a mechanism for improving the management system itself depending on the changes in external and internal factors.

In accordance with the principle of formation of internal motivation of employees to ensure the quality of work results, it is planned to purposefully teach each member of the team to understand the importance and significance of work, their "indispensability" and high qualification.

The principle of participation in ensuring the quality of "products and services of all employees of the organization" realizes the understanding of the condition "all as one team". Each member of the team performing the task must clearly understand their role in achieving the common goal and actively participate in the process of constantly improving the quality of the final results.

An important methodological element of the quality management system to ensure the stability of the quality of the workforce and its regular improvement is the quality management cycle.

The cycle includes the review of a completed technological operation, production function or work stage at any management level - from a specific executive (inspector, worker, employee) to the head of the team (department head, head of customs) includes

The study of all elements of the quality management cycle for all stages of production and technological operations in accordance with the elements of the life cycle of the product (service) allows to create the necessary mechanism to ensure the stability of the quality of the results. The main focus is on preventing deviations from the requirements for the quality of results and creating conditions for monitoring technological regimes.

The quality control cycle includes the introduction of the following elements into the technological process of performing any work:

Incoming quality control of all production elements;

Controlling the quality of the work during the execution of the work;

Control of the quality of the work performed;

Documentation of the consumer's return and claims on the quality of the work performed on the results of the work;

Analysis of the causes of deviations and development of corrective and preventive measures.

The stage of development of corrective and preventive measures includes the reasons for the deviation of work results from the specified requirements and the complex impact of all levels of management on all production elements in all spheres of activity.

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