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PRODUCT QUALITY MANAGEMENT AT THE CONFECTIONERY FACTORY

*Ю.С. Куликович, студентка группы 10503118 ФММП БНТУ,
научный руководитель – канд. экон. наук, доцент О.Н. Монтик*

Resume – this article analyzes the indicators that are most suitable for assessing the quality of products at a confectionery enterprise. The most important factors that need to be taken into account when analyzing products for the presence of defects, as well as which standards regulate the quality of products of a confectionery enterprise, have been determined.

Резюме – в данной статье проводится анализ показателей, наиболее подходящих для оценки качества продукции на кондитерском предприятии. Определены важнейшие факторы, которые нужно учитывать при анализе продукции на наличие брака, а также какие стандарты регламентируют качество продукции кондитерского предприятия.

Introduction. The degree of product quality is one of the most important indicators of the effective work of an enterprise. Improving product quality allows you to gain a more advantageous position in the market, increases the level of competitiveness of the enterprise and arouses customer loyalty to the brand.

Main part. There are various classifications of indicators that help to simplify the process of analyzing manufactured products: generalized, individual and indirect. Each of them has its own peculiarity. General indicators are necessary when analyzing the quality of all products created at the enterprise. This can be the specific weight of certified products. Individual indicators of product quality characterize one of its properties, for example, the usefulness of the product. Indirect indicators of quality. These can be fines for spoiled products, the proportion of products for which complaints have been received from customers [1].

Analysis of marriage. A defect is a product that does not meet the characteristics and standards established for the type of product in question. It can be recognized as such at any stage of its production.

The marriage is analyzed according to the following criteria:

- by workshops and operations separately – those who found defective products and those responsible for its production;
- by the type of marriage (what is the marriage);
- for reasons of marriage.

The analysis of marriage at the enterprise has the main goals: the first of them is to identify the causes of the marriage and to eliminate them as soon as

possible. The second is to search for those responsible for the fact that part of the company's products did not meet the standards established for it. Defect analysis helps to monitor the efficiency of employees.

When evaluating a product, such requirements for the quality of confectionery products as hygiene standards and consumer properties are taken into account. Consumer properties for each type of product are different and are determined by its technical regulations or GOST. The following types of GOSTs are used at confectionery enterprises:

GOST 5904 Confectionery. Acceptance rules, methods of sampling and sample preparation. To control the condition of the package and the quality of its labeling, a one-stage weakened sampling plan is used in accordance with GOST ISO 2859-1.

Hygiene requirements include safety and nutritional values. The safety of confectionery products is ensured in accordance with legislative requirements in the field of food safety and production processes, transportation, storage.

State regulation of the production of confectionery products is carried out by the following documents:

- TR CU 021/2011 "On food safety",
- TR CU 022/2011 "Food products in terms of their labeling,
- TR CU 029/2012 "Requirements for the safety of food additives, flavorings and technological aids" [2].

Conclusion. When creating an enterprise engaged in the production of confectionery, or any other food product, one should take into account the many requirements that apply to this industry. There are always higher demands on the quality of the food products produced than on most other industries. However, if these requirements are met and the quality of the product is improved, it is possible to capture a large market share.

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USING A DERIVATIVE TO SOLVE REAL ECONOMIC PROBLEMS

*Д.А. Кунцевич, студент группы 10503220 ФММП БНТУ,
научный руководитель – старший преподаватель А.Е. Филиченко*