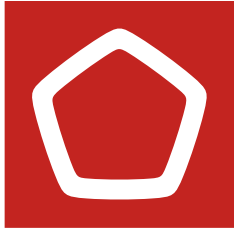




# WHAT IS THE RUSSIAN NATIONAL QUALITY SYSTEM ALL ABOUT?





# NATIONAL QUALITY SYSTEM. GOALS



1

Improving management  
systems in Russian  
organizations  
and companies



2

Consumer goods research  
and testing



3

Support for domestic  
manufacturers of high-quality  
products



# STRATEGIC CHALLENGES



1

Increasing labor productivity



2

Increasing competitiveness of goods and services



3

Improving the citizens' quality of life



# NATIONAL AWARDS FOR QUALITY AND EFFICIENCY

Quality Award is a tool for development of industry

World experience



Deming Prize  
(Japan, 1951г.)



Malcolm Baldrige National Quality Award  
(USA, 1987г.)



EFQM Global Award  
(Europe, 1991г.)



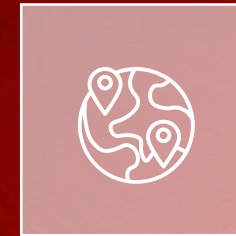
# RUSSIAN GOVERNMENT QUALITY AWARD

RUS QUALITY



>3000

Participants



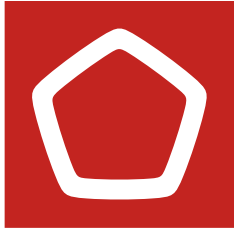
>80

Regions



>300

Award Winners



# THE QUALITY AWARD PROCEDURE

**9 CRITERIA, 32 COMPONENTS**  
**150 QUALIFIED EXPERTS INCLUDING OVER 30 EFQM ASSESSORS**

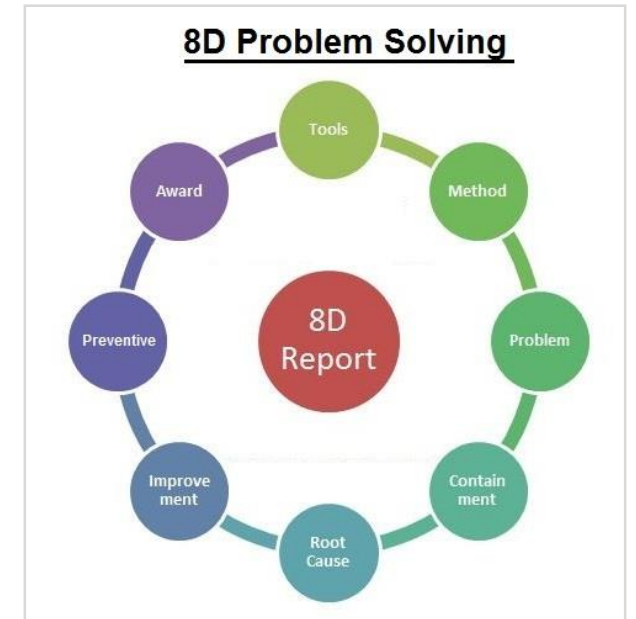
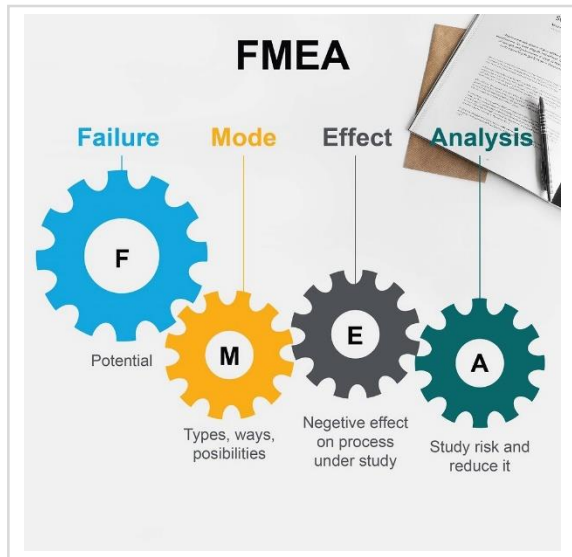


▲ ENABLERS ▲

▲ RESULTS ▲



# QUALITY MANAGEMENT APPROACHES





# SUCCESS STORIES

## KAMAZ

A leading Russian truck manufacturer

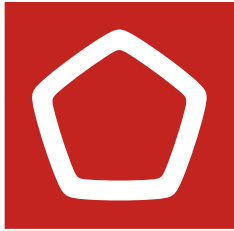
Its vehicles are exported to more than 80 countries.

In 2018 the personnel proposed 89 kaizen proposals; 1,108 kaizen projects.

The benefit exceeds 5 bln.





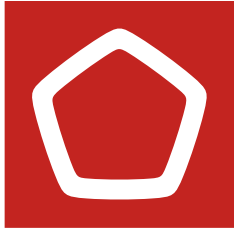


# SUCCESS STORIES

## SEVERSKY PIPE COMPANY

**85 KAIDZEN  
IMPROVEMENTS  
IMPLEMENTED**  
Savings: RUB 450 mln.





# SUCCESS STORIES

## HEVEL ENERGY GROUP

### THE POLICY OF PHASING-OUT IMPORTED RAW AND OTHER MATERIALS

Savings in 2013-2017: over RUB 65 mln.

### A LEAN MANUFACTURING PROJECT HAS BEEN LAUNCHED

The savings over 7 months amounted to more than RUB 200 mln.





# PROQUALITY WEB SITE

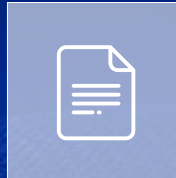
<https://www.kachestvo.pro>

In 2018 the business internet portal  
ProQuality was launched



>250 000

visitors per year



>400

unique materials



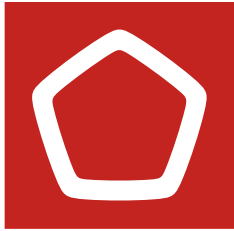
>1400

news



>250

industry events



# CONSUMER PRODUCTS TESTING



1

>140

Product categories



2

>6100

Goods



3

>200

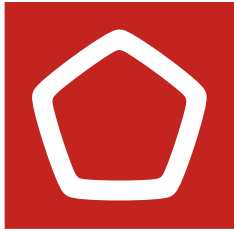
Parameters of tests



4

>300

High-tech labs nationwide



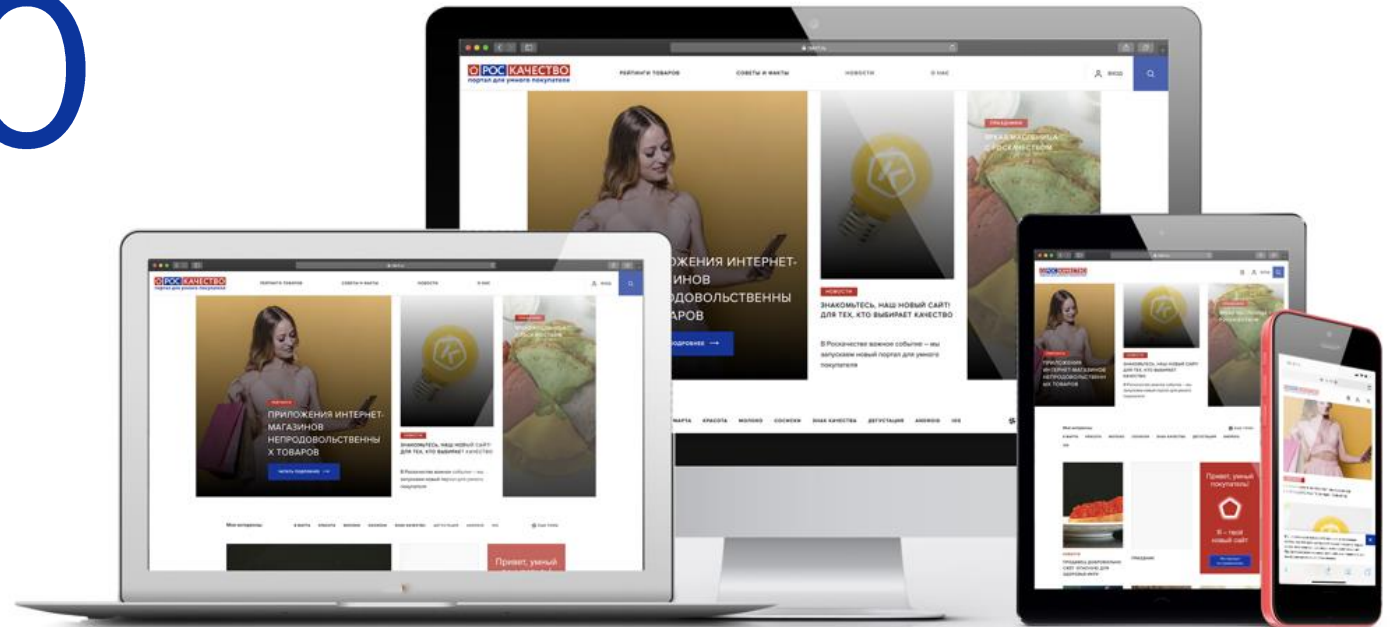
# THE CONSUMER NAVIGATOR

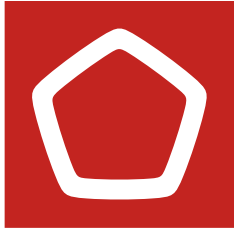
[WWW.RSKRF.RU](http://WWW.RSKRF.RU)

1 500 000



visitors  
per month





# THE SOFT POWER EFFECT



Consumers



Consumers choose best products



Supermarket chains



Retailing chains promote products with the Quality Mark



Manufacturers



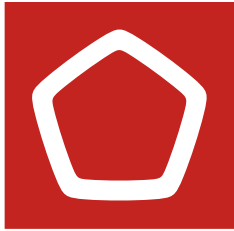
Manufacturers produce high quality products



# THE RUSSIAN QUALITY MARK



\*according to the ROMIR study in 2020



# QUALITY-RELATED EVENTS IN 2019



**THE SESSION OF RUSQUALITY  
AT THE EASTERN ECONOMIC  
FORUM**



**THE SESSION OF RUSQUALITY  
AT THE INTERNATIONAL PRODUCTIVITY  
FORUM «BEPRODUCTIVE»**





# THREE UPCOMING GLOBAL EVENTS IN THE FIELD OF QUALITY

WORLD QUALITY DAY 2020  
(online conference)

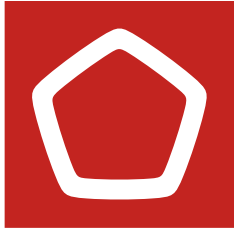


The 65<sup>th</sup> EOQ Congress 2022

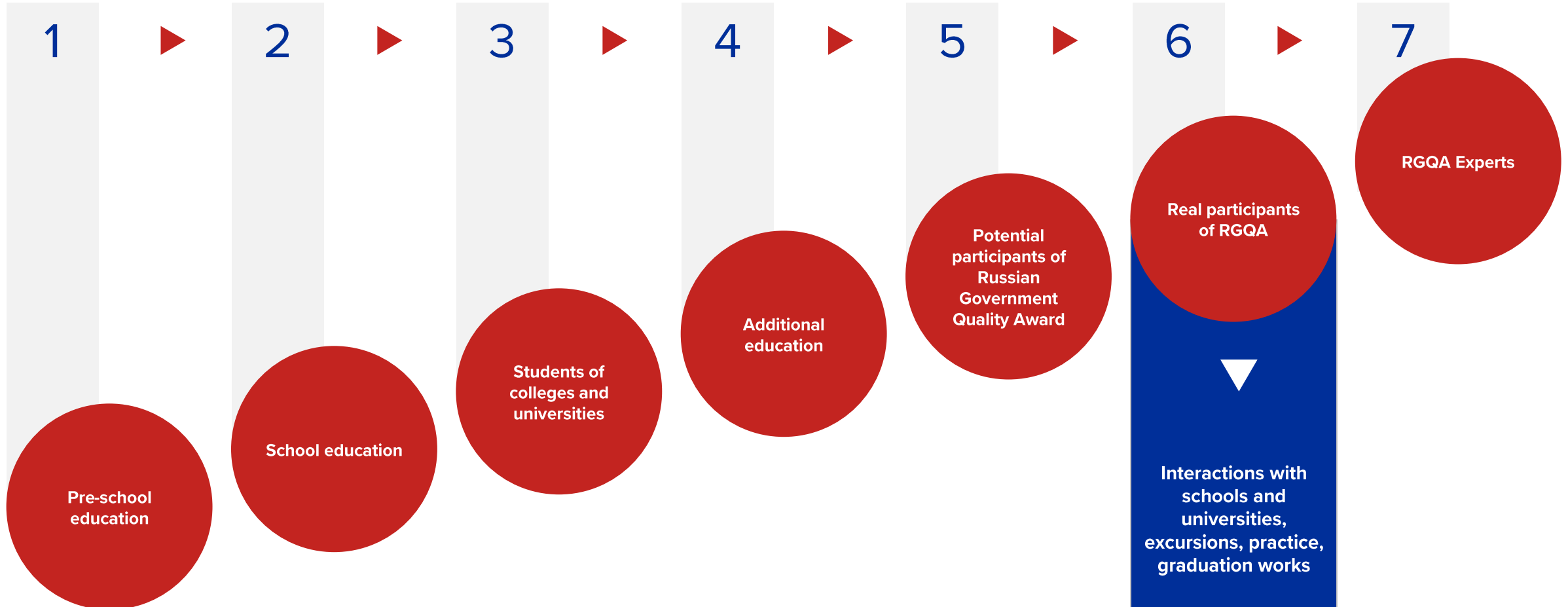


30<sup>th</sup> APQO INTERNATIONAL  
CONFERENCE 2025





# EDUCATIONAL PROJECTS





# QUALITY MANAGEMENT PROGRAMS AT EUROPEAN UNIVERSITIES



Universidade do Minho  
Escola de Engenharia

EUROPEAN ORGANIZATION FOR QUALITY 

## Quality Teaching in European Higher Education Institutions

Paulo Sampaio, PhD  
University of Minho  
PORTUGAL  
paulosampaio@dps.uminho.pt

**39 Russian universities offering  
80 quality programs (2<sup>nd</sup> place in Europe)**



**THANKS FOR  
YOUR  
ATTENTION!**

