# SCIENCE PROBLEMS.UZ

ISSN 2181-1342

Actual problems of social and humanitarian sciences Актуальные проблемы социальных и гуманитарных наук

# Ijtimoiy-gumanitar fanlarning dolzarb muammolari

Jild 3, Son 6/S 2023



**ISSN:** 2181-1342 (Online)

Caйт: <a href="https://scienceproblems.uz">https://scienceproblems.uz</a>

**DOI:** 10.47390/SP1342V3I6/SY2023

## **SCIENCEPROBLEMS.UZ**

# ИЖТИМОИЙ-ГУМАНИТАР ФАНЛАРНИНГ ДОЛЗАРБ МУАММОЛАРИ

*№ S/6 (3)-2023* 

## АКТУАЛЬНЫЕ ПРОБЛЕМЫ СОЦИАЛЬНО-ГУМАНИТАРНЫХ НАУК

**ACTUAL PROBLEMS OF HUMANITIES AND SOCIAL SCIENCES** 

ТОШКЕНТ-2023

#### БОШ МУХАРРИР:

Исанова Феруза Тулкиновна

#### ТАХРИР ХАЙЪАТИ:

#### 07.00.00-ТАРИХ ФАНЛАРИ:

Юлдашев Анвар Эргашевич – тарих фанлари доктори, сиёсий фанлар номзоди, профессор, Ўзбекистон Республикаси Президенти хузуридаги Давлат бошқаруви академияси;

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Хазраткулов Аброр – тарих фанлари доктори, доцент, Ўзбекистон давлат жаҳон тиллари университети.

#### 08.00.00-ИҚТИСОДИЁТ ФАНЛАРИ:

Карлибаева Рая Хожабаевна – иқтисодиёт фанлари доктори, профессор, Тошкент давлат иқтисодиёт университети;

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#### 09.00.00-ФАЛСАФА ФАНЛАРИ:

Хакимов Назар Хакимович – фалсафа фанлари доктори, профессор, Тошкент давлат иқтисодиёт университети;

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Ғайбуллаев Отабек Мухаммадиевич – фалсафа фанлари доктори, профессор, Самарқанд давлат чет тиллар институти;

Хошимхонов Мўмин – фалсафа фанлари доктори, доцент, Жиззах педагогика институти;

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Турдиев Бехруз Собирович – фалсафа фанлари бўйича фалсафа доктори (PhD), доцент, Бухоро давлат университети.

#### 10.00.00-ФИЛОЛОГИЯ ФАНЛАРИ:

Ахмедов Ойбек Сапорбаевич – филология фанлари доктори, профессор, Ўзбекистон давлат жахон тиллари университети;

Кўчимов Шухрат Норқизилович – филология фанлари доктори, доцент, Тошкент давлат юридик университети;

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#### 12.00.00-ЮРИДИК ФАНЛАР:

Ахмедшаева Мавлюда Ахатовна – юридик фанлар доктори, профессор, Тошкент давлат юридик университети;

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Утемуратов Махмут Ажимуратович – юридик фанлар номзоди, профессор, Тошкент давлат юридик университети;

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Жўраев Шерзод Юлдашевич – юридик фанлар номзоди, доцент, Тошкент давлат юридик университети;

Бабаджанов Атабек Давронбекович – юридик фанлар номзоди, доцент, Тошкент давлат юридик университети.

#### 13.00.00-ПЕДАГОГИКА ФАНЛАРИ:

Хашимова Дильдархон Уринбоевна – педагогика фанлари доктори, профессор, Тошкент давлат юридик университети;

Ибрагимова Гулнора Хавазматовна – педагогика фанлари доктори, профессор, Тошкент давлат иқтисодиёт университети;

Закирова Феруза Махмудовна – педагогика фанлари доктори, Тошкент ахборот технологиялари университети хузуридаги педагогик кадрларни қайта тайёрлаш ва уларнинг малакасини ошириш тармоқ маркази;

Тайланова Шохида Зайниевна – педагогика фанлари доктори, доцент.

#### 19.00.00-ПСИХОЛОГИЯ ФАНЛАРИ:

Каримова Васила Маманосировна – психология фанлари доктори, профессор, Низомий номидаги Тошкент давлат педагогика университети;

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Умарова Навбаҳор Шокировна – психология фанлари доктори, доцент, Низомий номидаги Тошкент давлат педагогика университети, Амалий психологияси кафедраси мудири;

Атабаева Наргис Батировна – психология фанлари доктори, доцент, Низомий номидаги Тошкент давлат педагогика университети;

Қодиров Обид Сафарович – психология фанлари доктори (PhD), Самарканд вилоят ИИБ Тиббиёт бўлими психологик хизмат бошлиғи.

#### 22.00.00-СОЦИОЛОГИЯ ФАНЛАРИ:

Латипова Нодира Мухтаржановна – социология фанлари доктори, профессор, Ўзбекистон миллий университети кафедра мудири;

Сеитов Азамат Пўлатович – социология фанлари доктори, профессор, Ўзбекистон миллий университети;

Содиқова Шохида Мархабоевна – социология фанлари доктори, профессор, Ўзбекистон халқаро ислом академияси

#### 23.00.00-СИЁСИЙ ФАНЛАР

Назаров Насриддин Атақулович –сиёсий фанлар доктори, фалсафа фанлари доктори, профессор, Тошкент архитектура қурилиш институти;

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#### ОАК Рўйхати

Мазкур журнал Вазирлар Маҳкамаси ҳузуридаги Олий аттестация комиссияси Раёсатининг 2022 йил 30 ноябрдаги 327/5-сон қарори билан тарих, иқтисодиёт, фалсафа, филология, юридик ва педагогика фанлари буйича илмий даражалар буйича диссертациялар асосий натижаларини чоп этиш тавсия этилган илмий нашрлар руйхати (Руйхатга) киритилган.

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Телеграм канал:
https://t.me/scienceproblems\_uz

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https://scienceproblems.uz

08.00.00 – Иқтисодиёт фанлари

#### Maxkamov Navruzjon Tuxtamishovich,

Doctoral student of the Samarkand Institute of Economics and Service <a href="mailto:n.makhkamov@dba.uz">n.makhkamov@dba.uz</a>, <a href="mailto:navruznmt@list.ru">navruznmt@list.ru</a>

# ISSUES OF APPLICATION OF QUALITY MANAGEMENT IN THE SOCIO-ECONOMIC DEVELOPMENT OF ENTERPRISES AND ORGANIZATIONS FOR THE PURPOSES OF THE DEVELOPMENT STRATEGY OF THE REPUBLIC OF UZBEKISTAN

**Abstract.** The article discusses the role of quality management in the socio-economic development of enterprises and organizations, issues of ensuring the sustainability of the national economy through the application of quality management methods in production and services in the new Development Strategy of Uzbekistan for 2022-2026. The mechanisms for achieving the goals set in the Development Strategy and their role in the development of the country's economy were studied.

**Keywords:** quality management, product quality, service quality, international standards, competitiveness, national economy, enterprise efficiency

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#### ВОПРОСЫ ПРИМЕНЕНИЯ МЕНЕДЖМЕНТА КАЧЕСТВА В СОЦИАЛЬНО-ЭКОНОМИЧЕСКОМ РАЗВИТИИ ПРЕДПРИЯТИЙ И ОРГАНИЗАЦИЙ В ЦЕЛЯХ СТРАТЕГИИ РАЗВИТИЯ РЕСПУБЛИКИ УЗБЕКИСТАН

**Аннотация.** В статье рассматривается роль менеджмента качества в социально-экономическом развитии предприятий и организаций, вопросы обеспечения устойчивости национальной экономики путем применения методов менеджмента каяества в производстве и услугах в новой Стратегии развития Узбекистана на 2022-2026 годы. Изучены механизмы достижения целей, поставленных в Стратегии развития, и их роль в развитии экономики страны.

**Ключевые слова:** менеджмент качества, качество продукции, качество услуг, международные стандарты, конкурентоспособность, национальная экономика, эффективность предприятия

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ЎЗБЕКИСТОН РЕСПУБЛИКАСИНИНГ ТАРАҚҚИЁТ СТРАТЕГИЯСИ МАҚСАДЛАРИДА КОРХОНА ВА ТАШКИЛОТЛАРНИ ИЖТИМОИЙ-ИҚТИСОДИЙ РИВОЖЛАНТИРИШДА СИФАТ МЕНЕЖМЕНТИНИ ҚЎЛЛАШ МАСАЛАЛАРИ Аннотация. Мақолада корхона ва ташкилотларнинг ижтимоий-иқтисодий ривожланишида сифат менежментининг ўрни, 2022 — 2026 йилларга мўлжалланган янги Ўзбекистоннинг Тараққиёт Стратегиясида сифат менежменти усулларини ишлаб чиқариш ва хизмат кўрсатишда қўллаш орқали миллий иқтисодиёт барқарорлигини таъминлаш масалалари кўриб чиқилади. Тараққиёт стратегиясида белгиланган мақсадларни амалга ошириш механизмлари ва мамлакат иқтисодиётини ривожлантиришдаги аҳамияти ўрганилди.

**Калит сўзлар:** сифат менежменти, маҳсулот сифати, хизматлар сифати, халқаро стандартлар, рақобатбардошлик, миллий иқтисодиёт, корхона самарадорлиги

#### DOI: https://doi.org/10.47390/SP1342V3I6/SY2023N13

**Introduction.** In the modern world, the development of the country, in particular, the socio-economic development of enterprises and organizations encourages them to adapt quickly to rapid changes, to accept innovations and to seek new directions of development.

Over the past five years, a new experience of socio-economic development has been formed in the Republic of Uzbekistan. The "Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021" [1] identified new areas of development, covering all areas. The coverage and implementation of the tasks set out in the Action Strategy within the framework of the State Programs adopted over the years has ensured its integrity and coherence. The fact that the strategy of action was created taking into account the existing problems, shortcomings that need to be addressed, obstacles that negatively affect development has shown its importance and relevance for its time. The implementation of this Strategy is reflected in the economic growth of the country, the increase in the welfare of the people. This can be seen in the improvement of Uzbekistan's position in the rankings published by international rating agencies [2], the increase in living standards compared to previous years, the growing interest of foreign investors in doing business in Uzbekistan and the growth of other economic indicators.

**Results.** By 2022, global economic development trends and the factors influencing it have changed. To cite the Coronavirus pandemic as one of the biggest factors, this process has forced countries to change their approach not only to the economy but to the whole way of life and lifestyle. Unrest in different countries is also having a significant impact on the world economy. Examples include the unrest in Afghanistan, the Russia-Ukraine conflict, and the ensuing international conflict.

The economy of Uzbekistan, like other countries, is affected by various external and internal factors. From the beginning of 2022, the soum depreciated by 6.8% against the US dollar.

In order to mitigate the sharp fluctuations of the soum exchange rate and ensure the stable functioning of the domestic foreign exchange market, the volume of the Central Bank's interventions was significantly increased. In order to ensure macroeconomic and financial stability in the country by preventing the growth of devaluation and inflation expectations of economic entities, maintaining the activity of savings in the national currency and mitigating the impact of external risks on our economy, the Central Bank increased the base rate to 17% per annum. [3]

According to the value of foreign currencies set by the Central Bank against the Uzbek soum as of March 18, the official rate of the US dollar rose by 241.61 soums to 11,571.99 soums.

The euro rose by 344.14 soums to 12,792.83 soums. The ruble rose by 5.41 soums to 110.56 soums. [4]

If we look at the dynamics of oil and oil products prices, the United States and European countries have imposed sanctions on Russia against the backdrop of the Ukraine-Russia conflict, which has led to a sharp rise in gasoline prices around the world, especially in the West. [5] In countries that have refused to buy Russian natural gas, there have also been protests and demonstrations by the population as a result of natural gas shortages caused by the demand to pay for natural gas in rubles.

In general, these sanctions affected not only the economy of the Russian Federation, but also all countries and large companies that have extensive economic and trade relations with the Russian Federation. By itself, this process has a significant impact on the activities of enterprises operating in Uzbekistan. Both large enterprises with their own market share and name, as well as small enterprises at the local level, are forced to adapt to the effects of global economic changes. Although the "Development Strategy of the New Uzbekistan for 2022-2026" [6] is a continuation of the logical Action Strategy, it differs in that it is more comprehensive in terms of form, content and essence, with a comprehensive approach and clear goals. The development strategy incorporates the experience gained over the past five years, changes in the world and Uzbekistan's approaches to them, opportunities for economic development and ways to use them effectively, mainly the views and suggestions of the people.

In the Development Strategy, as well as in the State Program [7] for the implementation of the New Uzbekistan Development Strategy for 2022-2026 in the Year of Human Dignity and Active Neighborhood, the introduction and development of quality management as a key factor in economic growth marked. Including:

Introducing a compact, professional, fair, high-performance public administration system. Improving the quality of office and administrative management processes in ministries and departments, the introduction of the international standard of quality management system (ISO: 9001) in 30% of them by the end of 2022.

Achieving this goal will increase the quality and efficiency of the management system. Compact (optimized), professional, fair, high-performance management system implemented on the basis of ISO: 9001 standards reduces budget costs, allows to achieve the expected result in the short term, increases efficiency.

Organization of the civil service system based on modern standards. Eliminate the factors of corruption in the civil service, improve the legal framework for the recruitment of personnel on a competitive basis and assess the effectiveness of their activities.

Introduction of the "National Rating" system on the system of evaluation of civil servants and government agencies on the basis of the most important performance indicators (KPI).Improving the system of professional training, material and social security of civil servants. Implementation of the project "Digital Civil Service", which provides for the digitization of processes related to access to the civil service, the formation of reserves, evaluation and transfer of services.

To date, digital technologies have entered and are evolving in almost all industries. It has the ability to perform a number of functions in agriculture, achieving high productivity at low cost, water-saving technologies, energy saving in the utilities sector and accurate and timely calculations, easy, convenient and fast transfer of funds without excessive operations in the

banking and financial sector. we can see in the introduction of robots and automated systems and in various other forms. [8]

Since the introduction of the system of evaluation of the performance of civil servants and public authorities on the basis of the most important performance indicators (KPI), it seems that this has a positive impact on the responsibility and performance of employees in the industry. The introduction of the "National Rating" system, of course, will affect the quality of the industry.

Introduction of honesty standards in the civil service. We can also see from the tasks set for this purpose that a number of factors affect the quality of public service alone. That is, the right selection of employees, the development of their professional skills, professional competencies, a system of fair evaluation of labor, corruption, conflicts of interest, division of responsibilities, and so on. The implementation of these goals will lead to a radical change in the civil service. The introduction of modern standards will bring the quality of civil service in Uzbekistan closer to the system of developed countries. The selection of candidates for the civil service on a competitive basis shows that, firstly, corruption in the appointment to various positions is prevented, and secondly, there is a healthy competition among civil servants. This, of course, has a direct impact on improving the quality of public services.

Training of qualified and mature specialists, regular training of personnel, organization of training of modern knowledge and technologies, training of specialists in accordance with market requirements and other similar processes will ultimately contribute to the overall development. [9]

To increase the export volume of the republic to 30 billion US dollars by 2026 by increasing the export potential of the republic. Introduce standards that meet foreign market and international requirements and attract well-known brands.

Broad introduction of innovations into the economy, development of cooperative relations between industrial enterprises and scientific institutions. Mastering the technology of production of innovative products at a discount of up to 50% from existing analogues in the districts, which are being transformed into an innovative zone, and creating quality, value added 2-3 times higher than the cost of raw materials.

Improving the quality of education, training competitive personnel, effective organization of scientific and innovative activities on the basis of ensuring a strong integration of science, education and industry, based on the needs of the social sphere and the economy, remains one of the key areas of development in Uzbekistan.

In many countries, especially in developed countries, there is a strong desire to link education and production processes more closely. As this effort bears fruit, new and successful methods and techniques aimed at ensuring the continuity of education and production are being created and put into practice [10]. Continuing the industrial policy aimed at ensuring the stability of the national economy and increasing the share of industry in GDP, increase the volume of industrial production by 1.4 times.

Introduction of market mechanisms, including:

Transformation of Uztransgaz ISC into a company engaged only in gas transportation;

Coordination of the organizational and legal structure of Uzbekneftegaz JSC to the standards of the world's leading oil and gas companies, including the introduction of cooperation and outsourcing services in public enterprises;

Establishment of basic requirements for the involvement of private operators in the activities of JSC "Hududgaztaminot", including:

liquefied gas supply system;

to the system of natural gas supply to consumers.

Development of a program for setting environmental requirements and environmental protection standards in the mining and metallurgical industry on the basis of international standards. The use of outsourcing is growing rapidly around the world. According to the Outsourcing Institute (USA), the development of the outsourcing services market has a growing outlook. If in 1996 the market size was \$ 100 billion, by 2000 this figure had exceeded \$ 300 billion. [11]

In 2021, the volume of IT outsourcing in the outsourcing services market will reach \$ 360 billion. Compared to 2020, this represents a 13% increase. [12]

These goals are also important for the future of Uzbekistan. In particular, the International Investment Forum in Tashkent opened opportunities for attracting new investors to Uzbekistan, including well-known brands. The introduction of standards that meet foreign markets and international requirements is one of the most important factors in increasing exports. Through the introduction of these standards in production and services, there will be opportunities to sell more expensive and more Uzbek products, goods and services.

The integration of industrial enterprises and scientific institutions is important in improving the quality and reducing the cost of their products. High economic efficiency in industry can be achieved by putting into practice the positive results of science. Membership in the World Trade Organization and deepening integration processes with the Eurasian Economic Union. Further improvement of the national policy on technical regulation and standardization on the basis of the experience of the Union for effective access to the market of the Eurasian Economic Union will be a major step towards economic growth in Uzbekistan. Uzbekistan has goods and services that it can offer to the whole world, in particular, to the territory of the Eurasian Economic Union. The implementation of standardization in the industry and the introduction of a quality management system will increase the share of our competitive products in the world market.

At present, due to consumer rights, great attention is paid to ensuring that any product sold (whether it is a product (work, service)) complies with the relevant regulations, standards (standards). [13] Supporting local producers through the effective implementation of quality management systems and ensuring that product quality meets international requirements will ultimately contribute to the stability and development of the national economy. [14]

Not only the world market, but also the domestic market of the Republic sets new quality requirements for products and services.

Constant study of the requirements of the potential market to determine the level of quality of the product, the service offered, also serves to achieve a combination of quality and price, increase the competitiveness of the enterprise. [15]

Increase the regional economy by 1.4-1.6 times through the balanced development of the regions. Improving the quality of digitalization, construction and design of cities and development in accordance with the concept of "smart city".

To do this, it need to pay attention to, including:

Achieving a change in their approach to their job responsibilities by teaching civil servants a systematic management and approach.

Ensuring their parallel, balanced development by strengthening the interconnection of all sectors and regions and applying a systematic approach. [16]

Regulation of circulation of medicines and medical devices and improvement of the system of supply of cheap and high-quality products to the population.

Establishment of a small pharmaceutical enterprise for experimental industrial production of 8 important biotechnological products (vaccines, drugs, hormones, antibodies, proteins, peptides) on the basis of international GMP standards in the territory of the Center for Advanced Technologies.

Development of a program to regulate the production of 17 types of substances and biologically active substances based on the processing of medicinal plants. Including:

production of extracts of "Turkestan Ayugasi", rastoropsha, rhodiola, lucerne on the basis of processing of 1,000 tons of endemic medicinal plants per year in accordance with the ISO 22000: 2019 and ISO 22000: 2018 international standards;

production and certification of 12 types of extracts and biologically active additional experimental samples.

Formation of the "Medical Cluster" model based on a modern management system that ensures the introduction of best practices in management and quality management of medical services on the basis of world standards. To make recommendations on the establishment of new non-governmental medical organizations and to facilitate the requirements in this area in accordance with international standards.

The urgency of the medical and pharmaceutical industry is growing from year to year. Emerging various new diseases, pandemics require systematic improvement and improvement of the quality of medical services and pharmaceuticals. In addition, these sectors are one of the high-income sectors. Uzbekistan has a high potential for the production of quality medicines, ie fundamental knowledge, diversity of medicinal plants and a climate, experience and other opportunities for their reproduction. Improving this sector in line with modern standards will open up new export opportunities. It will also be possible to attract additional tourists and funds to the country by expanding medical tourism services.

Certain reforms have been carried out in the country to develop the industry.

A support system has been introduced for private medicine, which includes tax and customs benefits, subsidies. As a result, 1.3 trillion soums have been left at the disposal of the private sector over the past five years due to tax benefits alone.

From April 1, 2022, medical devices, articles, equipment and materials imported by medical organizations from abroad will be exempt from value added tax and customs duties until January 1, 2025.

From April 1, 2022, the amount of fees for issuing work permits to foreign doctors in Uzbekistan has been sharply reduced, the collection of "tourism fees" from private clinics has been abolished. [17]

On further development of the construction materials industry:

reduction of construction time by 30% and reduction of construction costs by 20% due to the development of new types of products and reduction of other construction costs;

assessing the practical application of technical requirements in 1,650 enterprises in the industry, the introduction of more than 4.5 thousand international standards and 6 technical regulations in enterprises, the definition and implementation of non-enterprise measures to meet the requirements of foreign countries in exporting enterprises.

Establishment of a scientific-practical center for technical standardization and standardization in construction.

Many large-scale construction works in our country are currently being carried out by foreign construction companies. Large investments are also being made in the import of raw materials and products used in construction. Construction companies and manufacturers of construction materials in Uzbekistan will have the opportunity to provide employment through the introduction of quality management systems, support national companies, produce import-substituting products, increase exports, create added value. Uninterrupted supply of electricity to the economy and the active introduction of "green economy" technologies in all sectors, increasing the energy efficiency of the economy by 20%.

Introduction of a system of unlimited reimbursement of costs for the introduction of standards and certificates required for products of the electrical industry in the European Union.

Ensuring the introduction of standards adopted in the field of standardization and conformity assessment in the field of electric vehicles and harmonized with international standards by enterprises of the automotive industry directly into their production processes.

Introducing a system of reimbursement of 50% of the cost of training employees of enterprises specializing in the production of finished textile products for the production of high quality products from the Employment Fund.

Achieving full coverage of exporting enterprises through the introduction of "Oyko-tex", "Sedex", "BiSSiAy", "GOTS", "ISO 9001" and other modern international standards in the activities of enterprises producing export-oriented products based on the requirements of foreign markets.

Uzbekistan has enough potential and opportunities to develop this sector. In addition, the lifting of the 12-year boycott of Uzbek cotton by the Cotton Campaign International Coalition [18] opens up new possibilities. As a result of additional funding for the training of specialists and the introduction of quality management systems, our products will strengthen their position in the world market, expand the opportunities to sell cotton as a finished product, not as a raw material, create added value and increase exports.

Wide introduction of international certificates and standards (Global G.A.P, Organic, NACCP, etc.) to growers in order to ensure the smooth and trouble-free export of domestic fruits and vegetables to foreign countries.

Increase the number of exporting companies from 1,000 to 1,300, where the standards of ISO, Global GAP, Organic and other developed countries have been introduced.

Uzbekistan also has a wide range of opportunities and potential for the export of local fruits and vegetables. There is also a demand for quality fruits and vegetables grown in Uzbekistan in many foreign countries. The introduction of industry standards in exporting enterprises will further expand these opportunities and the scale of exports.

Study of world experience in the field of barrier-free tourism and development of relevant standards.

Tourism is also one of the most untapped opportunities in Uzbekistan. Uzbekistan has favorable areas for attracting local and foreign tourists in pilgrimage, gastronomic, extreme and other areas of tourism. The study of world experience and the development and implementation of relevant standards will create opportunities for Uzbekistan to increase the flow of tourists and thus attract additional funding.

Introduction of a new system of public transport (Pool system) of public transport in Tashkent, based on the volume of work performed on the basis of the criteria of "printed road", "passenger flow" and "quality" developed by foreign experts.

These reforms in the sector will improve the quality of transport services to the population, save money on this type of service, ie reduce the cost of the service.

In general, in order to increase efficiency in the production of goods (services), it is necessary to pay attention to several factors related to its quality.

Economic convenience of products manufactured by enterprises, its price, free repair or replacement of spare parts during a certain period or during the warranty period, the order of its service during operation (even after the warranty period), the economic capacity of the buyer, the price of the goods and quality compatibility, such as the suitability of this product to the social stratum of the buyer, the professional orientation. [13]

**Conclusion.** The article presents the author's suggestions, comments and conclusions in the context of the objectives of the application of quality management in the areas of the Development Strategy. In addition, the following conclusions and recommendations are provided:

ensuring the quality of products in accordance with international requirements through the full support of local manufacturers and service providers;

conducting seminars and trainings on the introduction of international standards for manufacturing enterprises;

development of targeted work plans for the implementation of standards;

introduction of industry standards for the development of the electric car industry, creation of opportunities to charge electric cars without unnecessary costs and time losses;

expanding the range of export-oriented goods and services by studying and adapting to the requirements of the world market for manufactured products and services;

introduction of quality management systems in the industry with adaptation to potential buyers;

Explaining the importance of introducing standards to manufacturers (contractors, service providers) and its cost-effectiveness with concrete examples and provide them with practical assistance in standardization and certification.

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**ISSN:** 2181-1342 (Online)

**Сайт:** <a href="https://scienceproblems.uz">https://scienceproblems.uz</a> **DOI:** 10.47390/SP1342V3I6/SY2023

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