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the European Union

Management of the quality of services in road traffic

-- introduction --

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**Partnership for Promotion and Popularization of Electrical Mobility through Transformation and
Modernization of WB HEIs Study Programs/PELMOB**

Call: ERASMUS-EDU-2022-CBHE-STRAND-2

Project Number: 101082860

- **kvalitet i kontrola kvaliteta je stara** ljudska aktivnost - prvi sačuvani zapisi su iz Mletačke republike ...
- tokom istorije, sprovedene su vrlo stroge kazne za nekvalitetan proizvod: zabrana rada, zatvor, oduzimanje imovine čak i fizičko kažnjavanje ...
- nekvalitet u bilo kojem delu života znači potencijalni izvor materijalnih gubitaka čak i ugrožavanje života ljudi ...
- zagađivanje vode, zemlje, atmosfere, uništenje ozona, poigravanje s genetikom i nuklearnom energijom, nekvalitet u školstvu, transportu itd. nužno su rezultirale brojnim oblicima tzv. “spoljašnje” kontrole kvaliteta ...

With the passage of time and the development of quality sciences, the emergence of a large number of different definitions of this term...

In the beginning, quality was simply defined as "perceived customer satisfaction" ... With the development of technology and the increase in user demands for production, quality began to be perceived in different ways ... The most famous "gurus" of quality are Feingbaum, Juran and Crosby ...

Feingbaum (1997) thus argued that quality is the most significant force that leads to economic growth in international markets, while defining quality as the total set of characteristics of a product or service through which, when used, they will meet the expectations of customers.

Juran (2003) defined quality as usability for the customer. Philip Crosby (1980), on the other hand, defined quality as adapting to customer

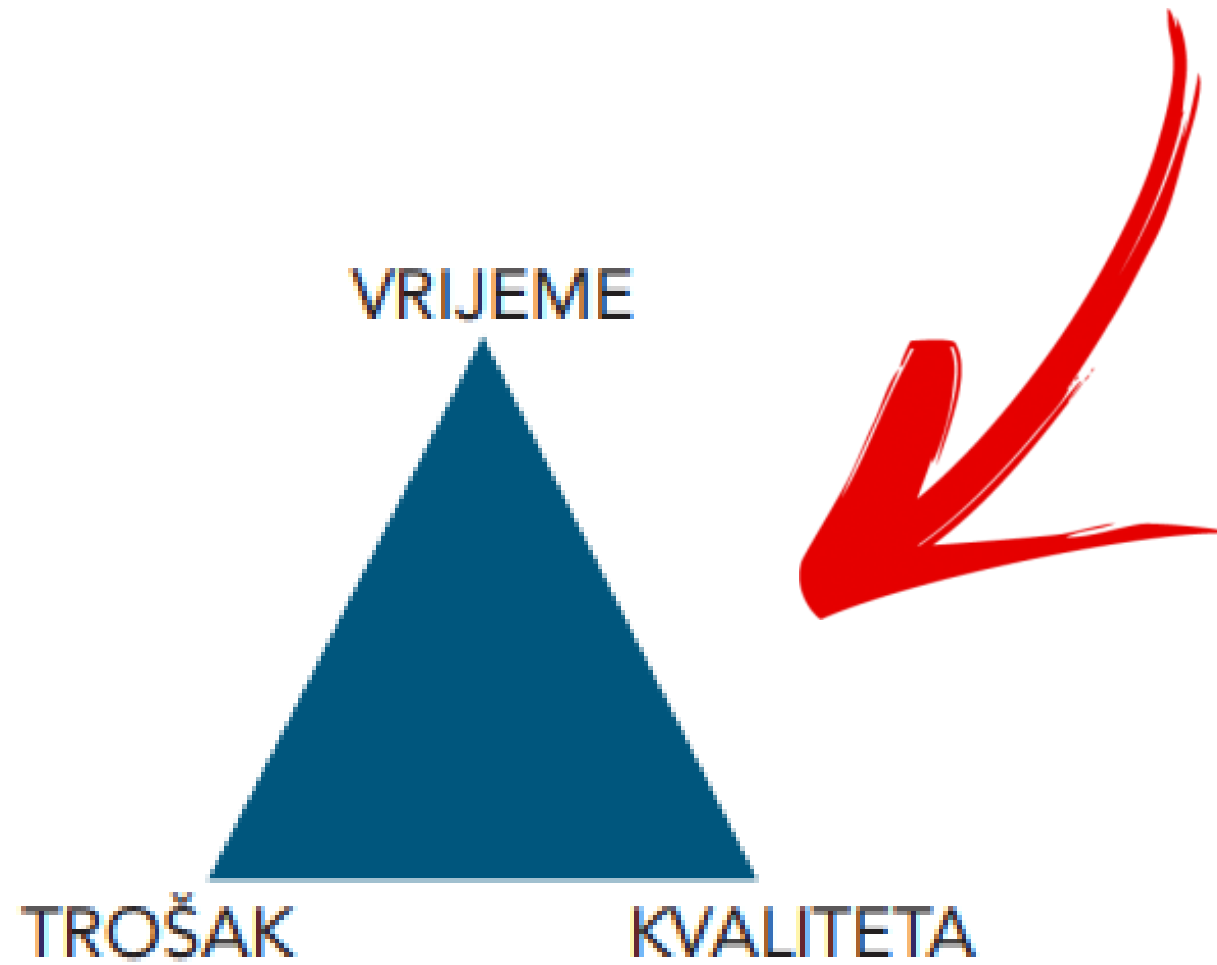
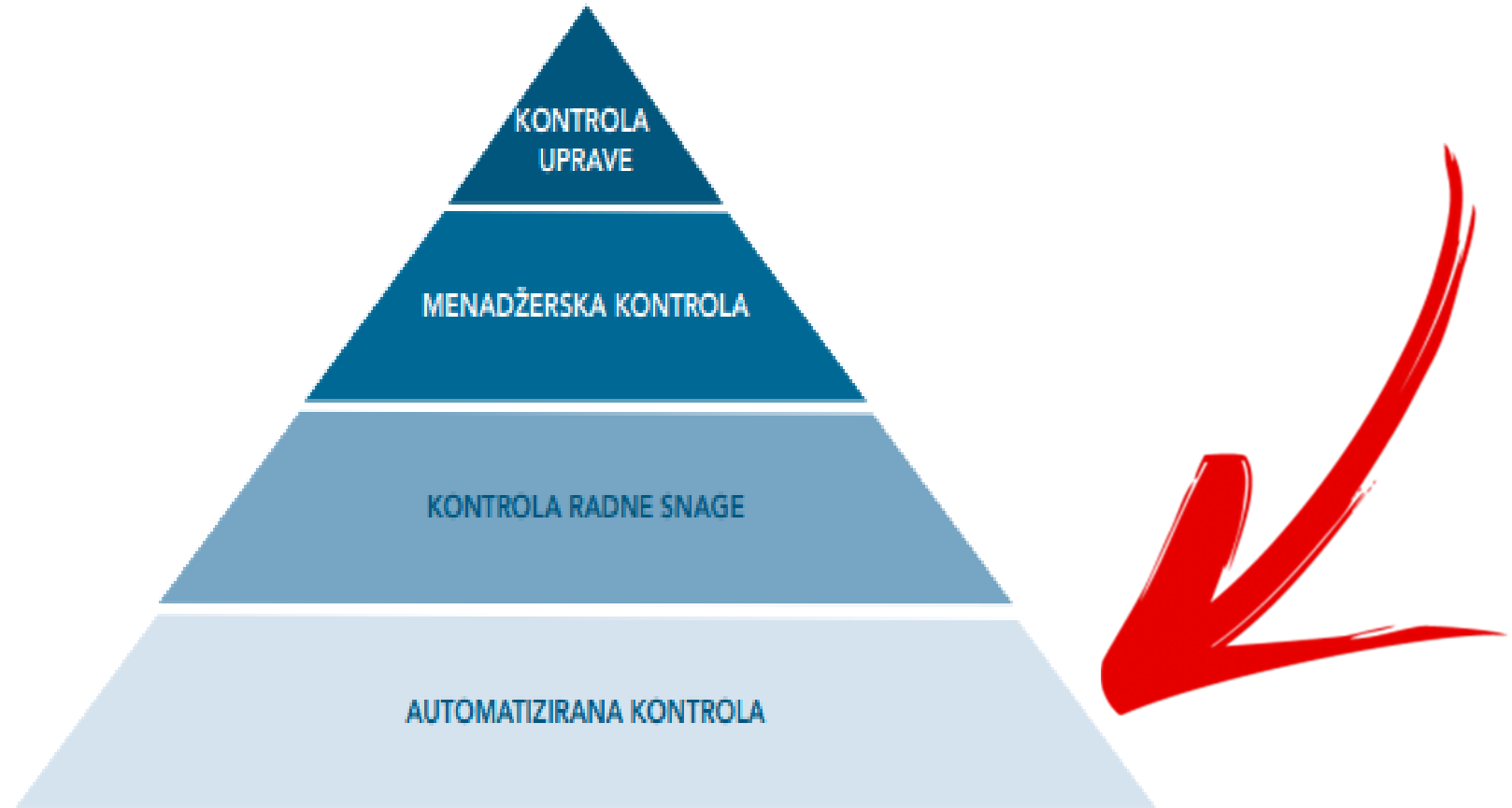


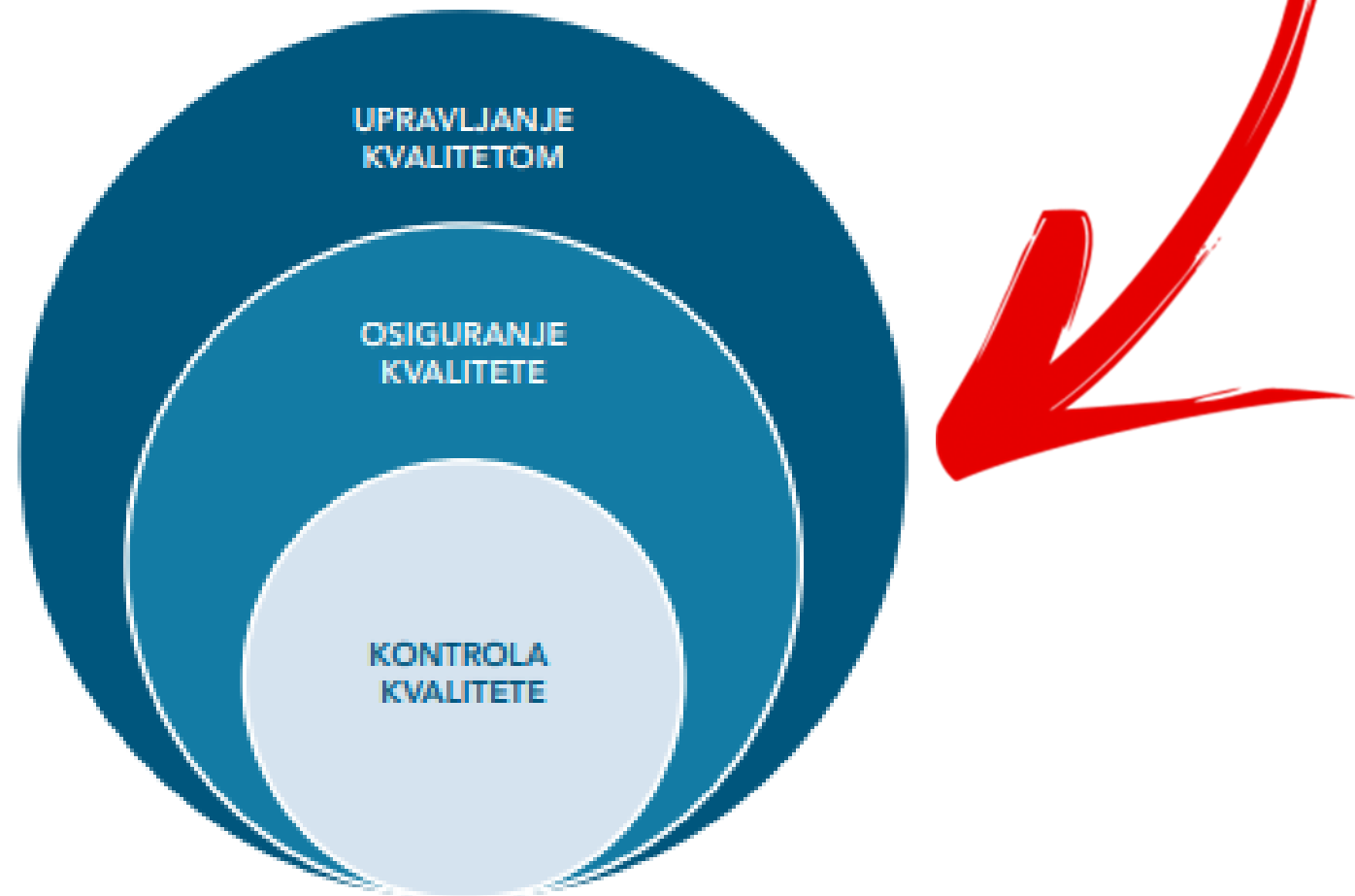
Figure 1. 1. Triangle quality TIME COST OF QUALITY Source : Aikens (2011)

Slika 1.2. Hijerarhija provođenja kontrole kvalitete



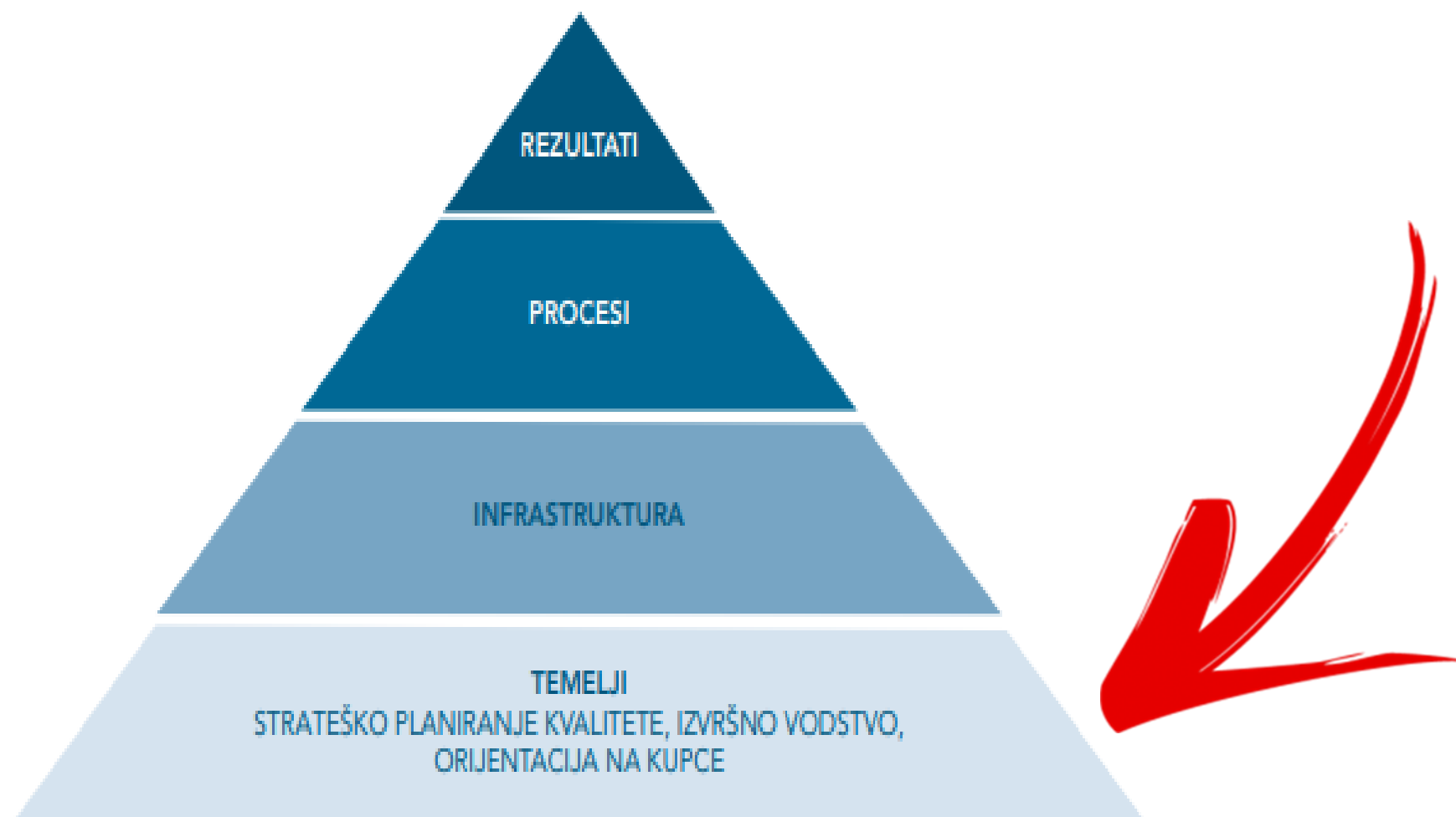
Izvor: Juran i Godfrey (1999)

Slika 1.3. Odnos kontrole, osiguranja i upravljanja kvalitetom



Izvor: American Society for Quality (2021)

Slika 1.4. Strateško planiranje kvalitete



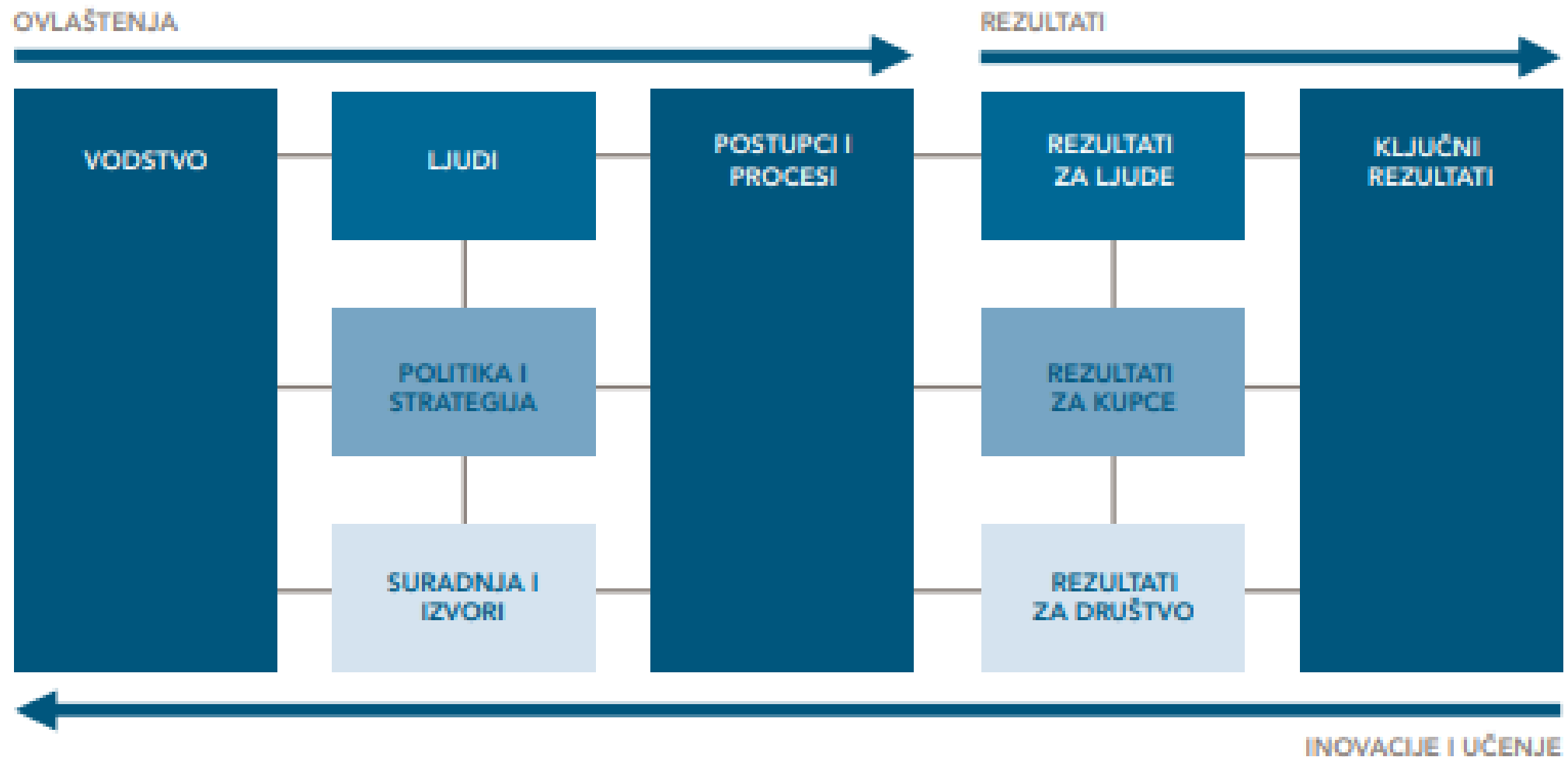
Izvor: Juran i Godfrey (1999)

Tablica 2.1. Podjela načela norme ISO 9001 na meka i tvrda načela upravljanja kvalitetom

Načelo norme ISO 9001	Pripadnost prema podjeli na meka i tvrda načela upravljanja kvalitetom
fokus na kupca	meki
vodstvo	meki
uključivanje pojedinaca u organizaciji	meki
procesni pristup	tvrdi
donošenje odluka na temelju činjenica	tvrdi
kontinuirano poboljšavanje	meki i tvrdi
upravljanje odnosima	meki i tvrdi

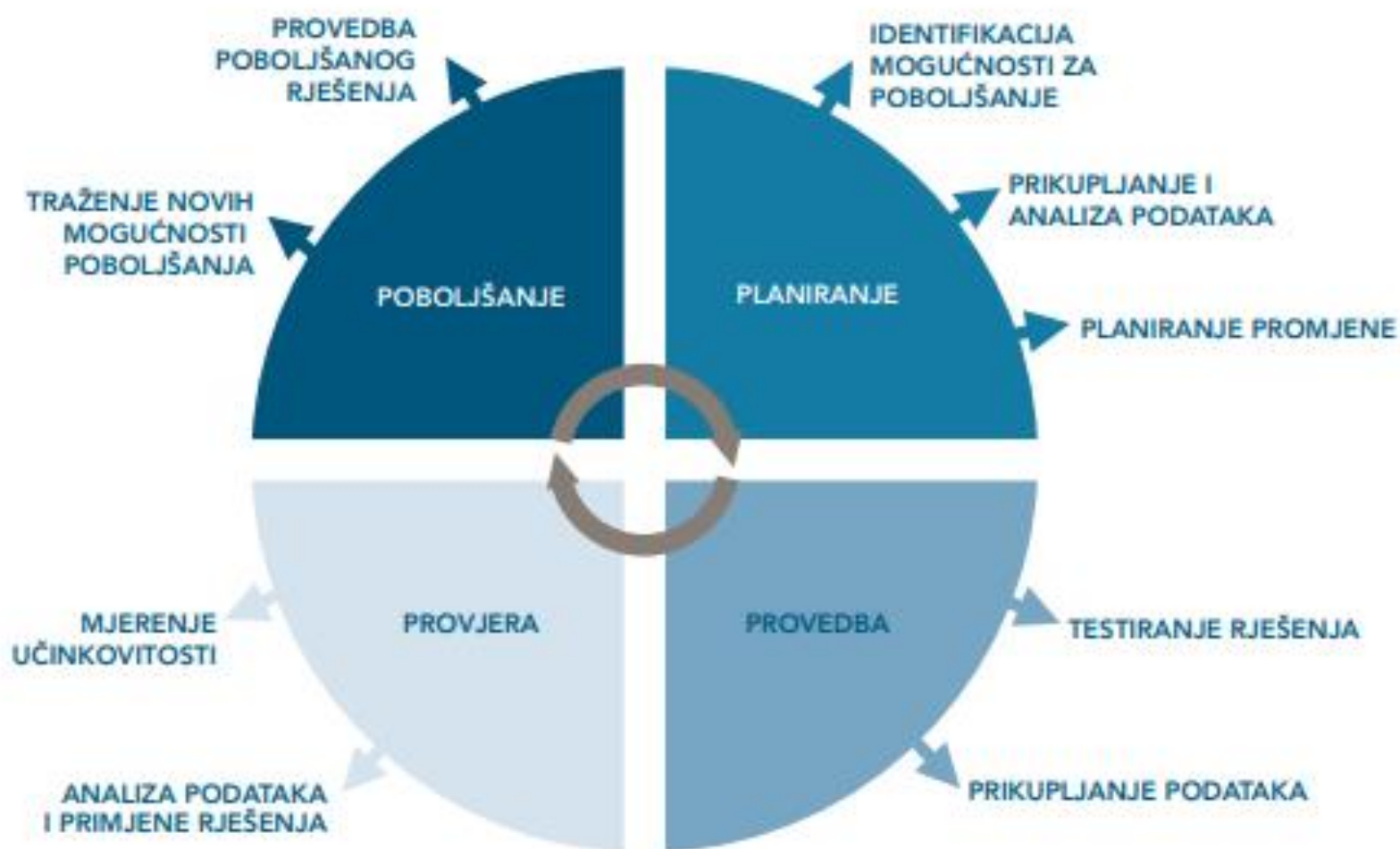
Izvor: Damić 2019

Slika 2.1. EFQM model



Izvor: European Foundation for Quality Management (2020)

Slika 2.2. PDCA krug



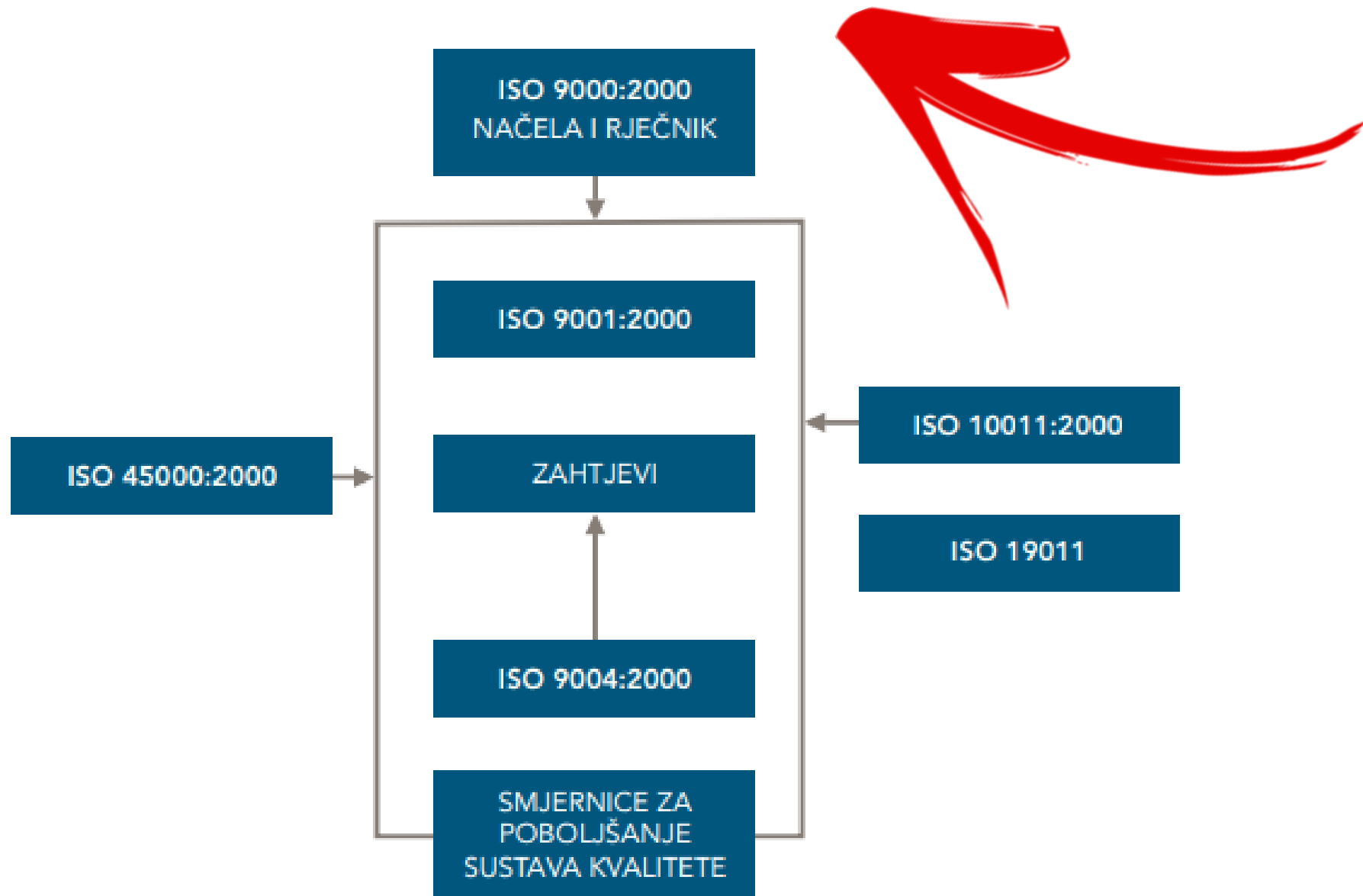
Izvor: American Society for Quality (2021B)

The basis of ISO's activities are standards, and according to ISO instructions, "a standard is a document adopted by consensus and approved by a recognized body, which for general and repeated use provides rules, instructions or features for activities or their results in order to achieve the best degree of organization in the given context."

(HZN, 1998).

The standardization process itself is defined by ISO as "the activity of establishing provisions for general and repeated use that relate to existing or possible problems in order to achieve the best degree of regulation in a given context" (HZN, 1998). Today, ISO is composed of 165 national bodies for the standardization of quality management systems, and is headquartered in Geneva. The first ISO norm was published in 1951 and was called ISO / R 1: 1951 Standard reference temperature for measuring industrial length. In the meantime, the standard has undergone several updates, and the latest version is called ISO 1: 2016 Geometrical product specifications (GPS) - Standard reference temperature for geometrical product specifications. In its beginnings, ISO had 67 technical committees that were responsible for the standardization of various industries, and today there are 323 technical committees (ISO, 2020).

"cross" of ISO standards



- službena definicija prema normi **HRN EN ISO 8402**:
Kvalitet je celina svojstva (etnitet) koja ga čine sposobnim zadovoljiti izražene ili predpostavljene potrebe (zahteve) ...
- nakon revizije 2000. godine po normi **ISO 9000: 2000**
- **kvalitet je stepen do kojeg skup svojstava ili karakteristika ispunjava zahteve uz napomene:**
 - **pojam kvaliteta** može se koristiti s atributima:
nedovoljan, dobar, odličan ...
 - **svojstvo** znači “postojanje u nečemu” ili “stalna karakteristika” ...

- službena definicija prema normi **HRN EN ISO 8402**:
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 - **svojstvo znači “postojanje u nečemu” ili “stalna karakteristika” ...**

- **kvalitet puta** - nivo do kojeg skup funkcionalnih karakteristika ispunjava zahteve ...

- **upravljanje kvalitetom** - deo menadžmenta kvalitetom usredsređen na ispunjavanje zahteva kvaliteta ...

- **menadžment kvaliteta** - koordinisane aktivnosti za vođenje sistema puteva u odnosu na kvalitet i upravljanje eksploatacijom ...