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BACHELOR' THESIS

on the topic:

Improvement of the management system at the enterprise
(case study of LLC “Atlas Center”)

speciality 073“Management”

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Applied for a Bachelor's degree.

Bachelor's thesis contains the results of own research. The use of ideas, results and texts of other authors have references to the relevant source Abdulmounem Omar

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ANNOTATION

The bachelor's thesis examines the theoretical and methodological foundations of the formation of the Improvement of the management system at the enterprise (a case study of LLC "Atlas Center"). Also, the analysis of the leading financial and economic indicators and results on case study of Atlas Center LLC, as well as the analysis Improvement of the management system at the enterprise led to creating proposals management system at the enterprise Atlas Center. Among these is "quality management", which describes the main aspects and taken measures of development and improvement.

STRUCTURAL ABSRACT

The structure and length of the bachelor's thesis. The thesis consists of introduction, three chapters, conclusion, list of references. The total number of pages of bachelor's thesis is 32 pages including 3 tables and 1 figure.

The aim of the thesis is to identify the key Improvement of the management system at the enterprise of the LLC “Atlas Center”.

The Bachelor's thesis aim is to investigate ways how to Improvement of the management system at the enterprise in LLC "Atlas Center".

Achieving the goal of the study requires the following tasks:

- To consider the management system at the enterprise.
- To investigate the transformation of the management system at the enterprise.
- To analyze the activities and system of the management system at the enterprise understudy.
- To develop proposals for improving the management system at LLC "Atlas Center".

The object of the research is the process of the management system at the a modern organization.

The subject of the research is the theoretical, methodological bases of the management system on the case study of Atlas Center LLC.

Research methodology. The theoretical and methodological basis of the research is the introductory provisions of the modern theory of market economy. In this work was used an economic analysis, analysis of the internal environment, conducted SWOT - analysis for the determination of the strengths and weaknesses of the enterprise.

According to the main aim the following *objectives* were identified

- dialectical - in the study of systematic and development of quality management;
- statistical - when analyzing and managing;
- quality management - when developing a management system in a Atlas Center.

Information base of the thesis: The research is based on internal reporting of Atlas Center for 2021- 2022, and on preliminary information received directly from the Atlas Center employees.

Approbation of the results. The main outcomes of the thesis comprise the recommendations regarding the quality management and developing plans for organizational improving and therefore their implementation in the process of Atlas Center managing.

Key words: MANAGEMENT, QUALITY, ATLAS CENTER, SYSTEM, DEVELOPMENT

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INTRODUCTION

Importance of research. The "Management System" Guarantees the very great excellent products and services. The excellent of a product can be measured with the useful resource of the use of its performance, reliability and durability. Quality is a crucial parameter that distinguishes a organization from its competitors. Management system tools ensure changes to systems and processes that ultimately result in the highest quality products and services. Management system methods such as Total Management System or Six Sigma have the common goal of delivering a high quality product. The management system is essential to creating high quality products that not only meet but exceed customer satisfaction. Customers should be happy with your brand. Marketers only succeed when they prioritize quality over quantity.

The purpose of the bachelor thesis is analysis theoretical and methodological background of improvement of the management system at the enterprise and critically evaluate the management system of the company " Atlas Center ".It is a leading private company that owns and manages assets in the field of providing technology solutions and online marketing services in Libya.

The object of the research is the a set of socio-economic relations that arise in the process of improvement of the management system at the enterprise.

The subject of research is theoretical and methodologic approaches for improving the management system.

To achieve this goal in research, it is necessary to solve a number of tasks:

- understand the philosophy of management systems;
- analyze effective ways to improve management system;
- give a general description of the company "Atlas Center";

- consider the organizational structure of the enterprise;
- calculate and analyze the main indicators of the activity of the company "Atlas Center";
- give recommendation for improvement of management system of "Atlas Center".

The theoretical basis. Of the workout is the reassets of educational, monographic and periodical literature, methodological materials on financial and strategic management.

The information base for writing a practice report is the financial statements of the company "Atlas Center", internal documentation, local regulations, and development plans of the company.

CHAPTER 1 UNDERSTANDING MANAGEMENT AND QUALITY MANAGEMENT

1.1 Theoretical background of Management

Management (or Quality management) is the administration of an organization, whether it is a corporation, a non-profit organization or a government agency. It is a continuous process of discovering, reducing or eliminating errors in the manufacturing process, simplifying supply chain management, improving customer experience, and ensuring that employees are up to speed on training. The concept of Quality Management was developed by Willam Demng, a management consultant whose work had a major impact on Japanese manufacturing.. “Running the business” and “changing the business” are two concepts used in Quality management to distinguish between the continuous provision of goods or services and the adaptation of goods or services to changing customer needs Focuses on ensuring that internal guidelines and standards in place minimize errors in the workflow.

Considered a systematic approach to overall organizational management, the focus of the process is to improve the quality of an organization's output, including goods and services.

QM focuses on the continuous improvement of internal practices in the organization. Standards developed as part of a TQM approach can reflect both internal priorities and any industry standards currently in place.

Industry standards can be defined at multiple levels and may include compliance with the various laws and regulations that govern the operation of a particular business.

Industry standards can also include producing items to understandable standards, even if the standard is not supported by formal regulations. The researchers focused on the Quality management represents the employment of the four administrative processes (planning, organizing, directing, and controlling) in a sound and correct manner in achieving the requirements of the customer or the consumer and accomplishing what achieves his satisfaction with care for post-consumer follow-up and obtaining the customer's evaluation of the product, and working to continuously improve the quality of the product.

Quality management is therefore everywhere and has a wider range of applications. Communication and positive effort are two main aspects, both across the company and through independent activities. level of quality control Plans, measures, motivational psychological tools, goals and economic measures (profits, etc.) may or may not be necessary elements of management. First, management is seen in a functional way, such as measuring quantity, adapting the plan, and achieving goals, but this also applies to situations where no planning takes place.

1.2 Levels of management

Most organizations have three levels of management: top-level, mid-level, and Top management is a source of authority and manages the objectives and policies of the organisation, devoting more time to planning and coordinating functions. The role of senior management can be summarized as Senior management, the Supreme Council, a general view of the institution. Instructions are issued to prepare the department's budgets and job schedules. Preparation of government strategic plans. The global committee elects, to the middle management level; Any departmental manager. Controls and coordinates activities in all departments. It is also responsible for maintaining contact with the outside

world. Provides guidance and direction. The top management is also responsible for the foundation institution subordinate to the institution. Senior managers are responsible for making decisions throughout the organization and setting plans and goals that affect the entire organization. These people often have titles such as executive vice president, president, general manager, managing director, general manager, or chairman of the board.

These managers are organized according to a hierarchy of authority and carry out different tasks. In many organizations, the number of managers at each level looks like a pyramid. Each level is explained below in detail of their different responsibilities and possible job titles.

Senior management. It consists of branch managers and department managers. They are responsible to the senior management for the progress of work in their administration. She devotes more time to organizational and directional tasks. In a small organization, there is only one layer of middle management level, but in large companies, there may be seniors and juniors at the middle management level. Its role can be emphasized as They implement the organization's plans in accordance with the policies and directives of senior management. They make plans for the sub-units of the organization Participation in the recruitment and training of lower level management. Explanation and interpretation of policies from the level of senior management to the level of lower management Responsible for coordinating activities within the department or department.

It also sends important reports and important data to the senior management level. Evaluate the performance of junior managers. It is also responsible for inspiring and guiding lower level managers to improve their performance.

Low or direct management level The lower level of management is known as the practical or supervisory level of management, and it consists of supervisors, business heads, department officers and managers. According to Davis,

“Supervisory management refers to those executives whose work is largely related to the effective control and direction of employees.” In other words, they are eager to direct and control the managerial function.

Middle managers. Comprised of CEOs, Branch Managers and Department Heads They are accountable to senior management for the operation of their department. They spend more time in organizational and managerial roles. Their roles can be highlighted in executing organizational plans in accordance with company policies and senior management objectives, in defining and discussing top-down information and policies and, most importantly, in inspiration and guidance from lower management to improve performance.

Middle management is Assigning jobs and tasks to different employees. Guiding and directing workers in daily activities. Responsible for the quality and quantity of production Also charged with the responsibility of maintaining good relationships Assistance in resolving workers' complaints Supervising and directing the sub-management Responsible for providing training for workers Preparing periodic reports on the performance of workers. Providing the tools, equipment and mechanisms necessary to complete the work Enhancing discipline in the organization Motivating employees. They are considered the front of the institution because of their direct dealings with workers

Line management. Line managers include supervisors, department heads, foremen and team leaders. They focus on supervising and directing regular employees. They are generally responsible for assigning tasks to employees, guiding and supervising employees in daily activities, ensuring the quality and quantity of production and/or service, making recommendations and suggestions to employees regarding their work and to channel the concerns of employees who do not respond to intermediate questions. level can solve.managers or other administrators. Top-level or "front-line" managers also serve as role models for

their employees. In some types of work, frontline managers may perform some of the same tasks as employees, at least some of the time.

For example, in some restaurants, front-line managers serve customers even during peak hours of the day. In general, line managers are considered part of the workforce and not part of the good management of the organization, although they perform traditional managerial functions. Frontline managers typically provide:

- Training for brand new recruits;
- Basic supervision;
- Motivation;
- Performance remarks and guidance.

CHAPTER 2 ANALYSIS OF EFFECTIVE WAYS TO IMPROVE MANAGEMENT SYSTEM

2.1 Definition of management system

It designates the set of interconnected, interconnected or interacting elements of an organization which intervene in the definition of the structure, roles and responsibilities, planning, functioning, policies, rules, objectives Focus on ensuring that internal guidelines and standards in place minimize errors in the workflow. Considered a systematic approach to overall organizational management, the focus of the process is to improve the quality of an organization's output, including goods and services. QM focuses on the continuous improvement of internal practices in the organization. Standards developed as part of a QM approach can reflect both internal priorities and any industry standards currently in place. Industry standards can be defined at multiple levels and may include compliance with the various laws and regulations that govern the operation of a particular business. Industry standards can also include producing items to understandable standards, even if the standard is not supported by formal regulations.

A management system identifies, understands and manages related or interacting processes and activities to establish the objectives of organizations based on stakeholder, legal, regulatory and normative requirements and to achieve these objectives in a sustainable manner. It consists of company policy, objectives, planning activities, responsibilities, organizational structure, policies, practices, procedures, processes and resources. This can be within a specific sector, such as transport and logistics, the automotive industry or healthcare, or even between sectors.

Modern management systems according to ISO standards follow the same logic, the so-called high-level structure, but cover different aspects. The most widely used is the internationally known ISO 9001 standard for a quality management system.

Other known management systems:

- ISO 9001 Quality management
- ISO 13485 Medical devices
- ISO 14001 Environmental management
- ISO 15378 Primary packaging materials for pharmaceutical products
- ISO 22000 Food and feed safety
- ISO 26000 Development management sustainable
- ISO 27001 Information security
- ISO 45001 Occupational health and safety
- ISO 50001 Energy management

What are the benefits of a management system for your business? Managers who face the challenges of the market and who are aware of the expectations of their shareholders and other interested parties use management systems as tools to effectively guide and manage their organization. In doing so, they not only help strike the right balance between dynamism and stability, between customer expectations and profitability in times of change.

Management systems play an important role in strategically aligning activities and building trust with stakeholders. What are the advantages of a management system? Guarantee of customer satisfaction and loyalty Ensuring increased revenue and increased productivity Reducing the surplus of stock. Improved design. Adapting to changing markets and regulatory environments. Increased productivity. Enhance the market image. Elimination of defects and deficiencies. Increased job security. Improving employee morale. Cut costs.

Increased profitability. QM tools gain strength not when an organization creates a dedicated quality department, but when the entire company is involved in the pursuit of high quality.

Advantages:

- Seamless systems and own responsibilities
- Transparent and solid strategies and processes
- Organizational anchoring of a continuous development process
- Precise foundations of a resilient and forward-looking corporate culture
- Consumer and employee satisfaction
- Significant Reduction of Burdens Through "Assistance in the Use of Systematic Error Prevention
- Achievement of Business Enterprise Objectives
- Extended Criminal Truth to Risk Minimization
- Greater recognition and easier access to new markets

How to implement a management system? If you want to be at the forefront of competition for the best products and services, you can no longer do without professional management systems and their certification. Total quality aims primarily to achieve the highest levels of customer satisfaction through its products or services by matching customer requirements with product specifications with accuracy and high efficiency. Quality Management aims to hold all parties involved in the production process accountable for the overall quality of the final product or service.

What is an integrated management system? An integrated management system means a higher-level management system in which at least two management disciplines, for example quality (ISO 9001) and environment (ISO 14001), QM is that the cost of doing things right the first time is much less than

the potential cost of doing them again, and there are losses when customers abandon products and brands for quality reasons.

There are four basic cost categories

Evaluation costs: Assessment costs cover inspection and testing throughout the production cycle, including verifying that materials from the supplier meet specifications and ensuring that products are acceptable at every stage of production.

Prevention costs: include proper preparation of work areas for efficiency and safety, and proper training and planning. This type of cost also includes conducting reviews, and prevention-related activities are often given the smallest allocation to the company's budget.

External Failure Costs: This category relates to the cost of problems after the product has been released to the market, and may include warranty issues, product returns, and repairs.

Internal failure costs: Internal failures are the costs of problems before products reach customers, and include internal failures on broken hardware, which cause delays and downtime, faulty product operations, and designs that require rework.

Who certifies your management system? Independent and unbiased certification from DQS gives you confidence that your management system is stable and up to standard. And this shows whether it is suitable for actually achieving the set objectives. Our examiners take a holistic and unbiased look at people, processes, systems and results. Our high intensity audits and the certainty of the effectiveness of your management and improvement processes give you a high degree of confidence in the decision-making process.

In addition, an internationally recognized certificate serves as proof of performance, strengthening both your company's image and its competitiveness.

In order to maintain our independence and avoid conflicts of interest, we do not provide consulting services for the implementation of management systems.

2.2 Understand the philosophy of management systems

Why are there management systems? What is their goal? And what is the intellectual basis? There is a fairly simple philosophy behind the development of management systems: to create a mechanism that enables companies to reliably do the things that are important to the success of the business and to continually improve the process. For more information, read our article on the ISO 9001 philosophy.

Management systems are tools for managing complexity. This involves setting goals, considering framework conditions, deriving actions and measures from goals, and performing tasks reliably through clear processes and responsibilities.

Planning: business planning measures. Business activities do not occur spontaneously or at the request of individual customers, but are carefully planned. Planning is the most important and important part of the ISO 9001:2015 quality management system. If, for example, all the key processes of a company must be documented, it means that the company plans what it needs for the processes to achieve its objectives.

Do: Execution of planned activities. Management systems are based on the philosophy that the execution of planned activities is (almost) independent of individuals. If all the necessary business metrics and processes are defined, the people responsible are named, and the measures of success are defined, then, according to the theory, the tasks will almost take care of themselves. This is not

always the case in practice, but it is the ideal state to which companies aspire when setting up a management system.

Verification: Checking whether objectives have been achieved. Management systems are based on the philosophy that everything is measurable. Did the sales department achieve its objectives? This can be measured, for example, in the number of meetings with customers, the closing rate or the value of newly acquired orders. It is also possible to measure customer satisfaction with a company's products, offers and services. This is an important component of management systems: success is not left to chance but measured.

Act: Continuous Improvement. In management systems, any deviation between “target and actual” is not an error, but a deviation that can be optimized. Therefore, continuous improvement is an important part of a management system. These are companies that ask themselves again and again, down to small detailed processes, the question: does it work optimally?

Example of management system. To consistently deliver high quality in all areas of a business, measures are needed that impact all areas, from senior management to trainees. A quality management system therefore deals intensively with the four phases according to the PDCA cycle: Plan, Do, Check, Act This logic, which has been explained using a quality management system as an example, can be practically applied to all other management systems, be it sustainability management, energy management, risk management or information security management. Essentially, it's always about the same thing: task planning, execution, reviewing metrics, and systematic improvement.

You could say it another way: once you understand the core of a management system, you understand 70-80% of all management systems. At ISO, this is called "High Level Structure".

In order to make the management systems more accessible, in particular for small and medium-sized enterprises, the institution has undertaken to provide its management systems with a substantially identical structure. This makes it much easier for a company that has introduced a quality management system according to ISO 9001:2015, for example, to introduce another in the areas of sustainability, energy management or information security.

To avoid the coexistence of these management systems, there is the concept of integrated management system.

2.3 Quality improvement methods and benefits of quality management

Quality Management Standards is a customer-centered procedure aimed toward non-stop development of enterprise processes, and strives to make sure that every one personnel paintings toward the not unusual place dreams of enhancing the high-satisfactory of the service or product provided, in addition to enhancing hooked up tactics for production. Particular emphasis is located on fact-primarily based totally selection making, the usage of overall performance measures to display progress; High degrees of organizational conversation are recommended for the motive of retaining worker engagement and morale. Statistics play an critical position in high-satisfactory control due to the fact being capable of expect accuracy thru numbers is a whole lot much less pricey than checking parts. Moreover, once in a while the inspection is absolutely inconvenient. "McDonald's desires to understand that each burger is proper while not having to consume from each one in all them," Nichols says. There isn't any unmarried general set of QM principles, and also there aren't any particular tactics for enforcing QM strategies and tools. Institutions are loose to apply the requirements they deem suitable to enforce the full high-satisfactory control system.

Quality Management Example. An awesome instance of a first-rate control version is the implementation of the Kanban device via way of means of Toyota Corporation. Kanban is an stock manipulate device advanced via way of means of Taiichi Ohno to create visibility for providers and shoppers to restriction the buildup of extra stock at the manufacturing line in any respect times. Toyota used the idea to run its JustinTime (JIT) device, which aligns uncooked cloth orders from providers immediately with manufacturing schedules. Toyota's meeting line elevated its efficiency, and the business enterprise acquired sufficient stock to fill purchaser orders as they had been generated.

Principles of quality management. There are numerous fine control ideas followed through the global fine control standard. These ideas are utilized by senior control to manual an organization's tactics toward higher performance. They include:

Customer Focus. The primary reason of any company want to be to fulfill and exceed consumer expectations and needs. When an company is able to recognize and respond to cutting-edge and future consumer needs, this results in consumer retention, which in turn will boom revenue. The enterprise is also able to emerge as conscious of latest opportunities for customers and satisfy them. When agency techniques are extra efficient, remarkable is better and extra customers can be satisfied

Leadership. Good control outcomes with in the success of an organization. Excellent control establishes concord and motive amongst employees and shareholders. Creating a thriving organization manner of lifestyles affords an internal surrounding that allows employees to recognize their whole functionality and actively participate in conducting organization goals. Leaders want to include employees in putting in easy organizational goals and objectives. This motivates employees, that can drastically beautify their productivity and loyalty.

Involvement of people. The involvement of group of workers is some one of a kind essential precept. Management engages humans in growing and handing over value, whether or not or now no longer or now now no longer full-time, part-time, outsourced, or in-house. An company organization need to inspire personnel to continuously decorate their capabilities and hold consistency. The precept furthermore presents for the empowerment of personnel, their involvement with within the decision-making technique and the popularity in their achievements. When humans are appreciated, they art work to their high-quality potential as it will increase their self assurance and motivation. When personnel are certainly engaged, they experience empowered and answerable for their actions.

Process approach. The overall performance of an employer is essential in step with the precept of the manner technique. The precept of the technique emphasizes the fulfillment of performance and effectiveness of organizational tactics. The technique entails information that excellent tactics bring about more consistency, quicker operations, decreased costs, removal of waste, and non-stop improvement. An employer is advanced whilst leaders can manipulate and manipulate the inputs and outputs of an employer, in addition to the tactics used to provide the outputs.

Continuous Improvement. Every organization should aim to be actively involved in continuous improvement. Companies that continuously improve benefit from better performance, organizational flexibility and a greater ability to seize new opportunities. Companies must be able to constantly create new processes and adapt to new market situations.

Evidence-Based Decision-Making. Businesses need to take an evidence-based approach to decision-making. Companies that make decisions based on verified and analyzed data have a better understanding of the market. They are able to perform tasks that produce desired results and justify their past decisions. Fact-

based decision making is essential to help understand the cause and effect relationships of different things and explain potential outcomes and unintended consequences.

Relationship Management. Relationship management is prepared building at the same time beneficial relationships with vendors and resellers. Multiple stakeholders could have an impact on a company's performance. The employer should manage the supply chain method nicely and promote the relationship some of the employer and its vendors to optimize their impact on business corporation performance. When an employer manages its relationships with its stakeholders nicely, it's miles more likely to reap lasting partnership and business corporation success

Benefits of Quality Management

- Helps an business enterprise benefit more consistency with in the duties and activities involved in producing products and services.
 - Increase approach efficiency, reduce waste and decorate the usage of time and specific resources.
- Helps decorate client satisfaction.
- Enables corporations to successfully market their business and tap into new markets.
- It allows the combination of recent employees into companies and consequently allows companies to better control their growth.
 - It permits a corporation to commonly decorate its products, techniques and systems.

2.3 Effective ways to improve management system

Whether you already have a mature quality management system or are creating one, the following tactics will help you continually improve your quality management system. quality and ensure that it continues to contribute to business success and customer satisfaction.

1. Consolidate Quality Control (QC) Data. Even today's small businesses tend to have supply chains that span the globe and depend on multiple suppliers and service partners. the supply chain.'supply. Disparate and isolated management systems can obscure the true condition of materials or production quality in some, if not all, parts of the supply ecosystem.

Professional quality control and compliance software can bring everyone in the supply chain together on a transparent platform, allowing you to consolidate scattered and isolated inspection data and turn it into actionable results. Results in Consolidated and cross-referenced data and detailed quality control reports available from a single source that allow the quality team to identify quality trends, identify weak points and high-risk parts of the supply chain, and take proactive action before quality issues get out of hand.

2. Make supply chain performance visible. With accurate, real-time supply chain data distilled into actionable insights, you can define any quality, compliance and sustainability metrics you deem relevant . relevant to supply chain partners and stakeholders. Access to shared information helps foster collaboration, keep all partners connected on the same page, and contribute to informed and timely decisions throughout the supply chain. Among other things, this allows the quality management system to address issues more comprehensively and with input from all stakeholders.

3. Variable approaches to quality control based on performance. If the quality management system is able to capture supplier performance data, consolidate it and present it in an easily understandable way, this information can be used to create a risk profile for each supplier. Based on this, you can decide how much attention each supplier needs. For example, mature manufacturers with a good track record may be allowed to inspect part of your production order, while new, high-risk suppliers will require third-party inspections. Having the data you need to make these decisions will help you get the most out of your quality control budget and manage your supplier relationships effectively.

4. When suppliers and inspectors can work from standardized. Processes and purpose-built workflows, it is much easier to monitor compliance with quality and compliance requirements and ensure quality data is consistent. internally instead of being stuck comparing "apples and oranges". the software can be combined with a library of checklists and templates, designed according to industry expectations based on best practices and updated according to regulatory changes occurring in the designated market. You can use these libraries to configure quality assurance and compliance workflows. Plus, if all your inspectors and suppliers are connected to the same platform, you can implement up-to-date standards and procedures with just a few clicks and ensure that no part of your supply chain is operating under spec. obsolete

5. Establish a clear procedure for evaluating new. Supply chain partners. It is essential to have an accurate picture of each supplier you are considering adding to your supply network before selling your business to them. However, obtaining complete and objective data on the operations of your potential new partner can take time and money, especially if he is abroad. If you choose between several suppliers, things can get complicated: for example, if their evaluation was carried out by different parties, the results are not immediately comparable. To avoid this

problem, a standardized process for auditing new suppliers can be put in place. Detailed, customizable, ready-to-use templates for this purpose are often provided by QMS software with ICT capabilities, helping you to make the supplier evaluation process simple and cost effective.

6. Providing E training materials. Providing a high quality, safe and durable product that adequately reflects your brand means that your production must comply with a variety of market regulations, auditing and certification schemes, as well as your manufacturing standards. With this complicated web of requirements to navigate, clear and consistent guidance for all parts of the supply chain is an essential part of your QMS.

By giving your team and suppliers access to educational resources and training materials from workshops and online courses, step-by-step videos to guide quality control operations in the field, you ensure that your brand and your target market are systematically monitored and contribute to sustainable development. improvement within your company and with its partners.

7. Leverage your quality management system to promote sustainability and transparency. Today's clients are increasingly more demanding products whose sourcing practices align with their values. Indeed, customers are willing to live with producers that workout transparent, sustainable and green sourcing and are willing to walk a long way a long way from those which can be ethically unsatisfactory.

Since purchaser satisfaction is one of the final desires of a well-functioning remarkable manipulate system, it makes experience to growth its scope to concerns of sustainable sourcing, ethics of supply chain, procurement and transparency. The first-rate records is that the number one QMS system you may already be the usage of to make sure production remarkable and regulatory compliance, which encompass constant necessities, real-time information collection, supplier training,

etc., can be successfully leveraged to display screen compliance with ethical necessities and create an ethical environment.

CHAPTER 3 ANALYSIS OF MANAGEMENT SYSTEM OF “ATLAS CENTER” COMPANY

3.1 Characteristics of management system at “ATLAS CENTER” company

When I was running My practice is carried out in the marketing & sales department. about this department I can say that it influences all the activities of the company: on marketing & sales, efficient using quality management system of working capital, customer satisfaction Specially working with high profile clients as banks, The IT tech availability and the efficiency of the internal Management , timely preparation and conclusion of contracts for the Technology solution, repair and maintenance, ensuring the implementation of plans for the repair and maintenance on time and according to the nomenclature in accordance with the concluded contracts, control over the repair and maintenance, ensuring the correct accounting of acceptance and reporting on the repair and maintenance .It is connected with the work of employees of almost all departments - from accounting to the repair and maintenance . In this regard, it is necessary to carefully consider the organizational aspects.

Objectives of the sales department of “Atlas Center” company:

- deliver high quality serves;
- find new clients;
- ensuring the successful commercial activity of the enterprise;
- preparation and conclusion of contracts with customers for the Providing services;
- participation, together with the relevant services of the enterprise;

- drawing up annual, quarterly and monthly plans;
- maximize business value;
- contribute to the achievement of the company's strategic goals.

At the company “Atlas Center” I get Position as assistant manager at the marketing & sales department. Responsibilities of this department are:

- Comprehensive solutions to organizational issues.
- Market analytics. Expansion of sales markets.
- Development of new services
- .Creativity, ideological solutions, project design, project presentation.
- Commercial calculations of the cost of projects, financial control, monitoring.
- Business trips, meetings and acquaintances with prospective clients, establishing business contacts.

Accounting and control over the implementation of delivery plans Preparation of applications for the necessary materials for the implementation of sales functions. Partners of “Atlas Center” committed to ensuring the quality and safety of their clients, that's why they are choosing their partners carefully by ensuring they are at the top of their industry, so they can provide their clients with the top products

3.2 Main ways to improve in general practice of management system at the company

Due to the organization status on the market they are doing very good and the profitability of the organization's financial and economic activities is stable, Because they are working with the government.

Even the financial market was unstable and on state of recovery after the 2020 pandemic, the final return to the pre-crisis level is predicted by 2023. The dynamics of demand on The services Atlas Center provide to the market are in high demand specially the financial market in Libya just start growing and will keep growing is associated with the speed of recovery of the construction market. The development of the BANKING market depends on the situation on the markets.

Since I am doing an internship in the market & sales department, my topic of improvement proposals will be connected with this department - stimulating and motivating marketing and sales team. Its functions are performed by the market & sales department. from my experience working there I believe they can work on the relation between the employees that will improve the management and it will give more value to there organization As we transition to a new decade, the evolution of the workplace has put employee relations in the spotlight. How employees and employers value one another is a key indicator of business success. A strong relationship delivers better returns.

Companies have been making great strides in this area over the past few years adopting mobile technology that includes their employees in internal communications and implementing policies designed to improve the employee experience.

Importance of the quality management system and motivation market & sales department. Motivation should cover all market & sales areas: product promotion, market research, sales organization, and management system. The company, at the discretion of the board of directors, can provide real estate assistance and loans to employees to solve social problems, if necessary.

The amount of profit and the level of profitability are the main indicators that characterize an organization's financial results. The greater the size of profits

and the level of profitability, the more efficiently your organization will function and the more stable your financial situation will be.

Extrinsic Motivation. Extrinsic motivation is an outdoor have an impact on that impels people to act or behave in a particular way such as carrying out a project or interest but additionally may be a personal goal such as losing weight. External affects embody rewards, promotions, prizes, etc. Where a teacher could likely reward a pupil with a prize for winning a debate, an individual could likely reward themselves with a contemporary album for sticking to a diet. The problem with extrinsic motivation stems from proneness to expectation. Consistently applied rewards will be predisposed to be expected as part of the effort, now not as a reward for the effort. Creating necessities for rewards emerge as vital to maintaining their motivational effect, due to this that growing requirements that is honest but challenging. Extrinsic motivation moreover has an inclination to lack meaningfulness. The effect of reward motivation can be inconsistent and regularly does now not work. If repayment worked consistently, offering bonuses for doing specific jobs ought to generally garner humans for those jobs and cause them to perform to expectation. Yet, human property however struggle to fill positions with the most productive, progressive people.

Intrinsic Motivation. Intrinsic motivation refers to an inner motivation, that is subjective however believed to arise because of movements aligning with values or with delight for performing a task. This sort of motivation, eleven though subjective, may be accessed in numerous strategies collectively with presenting rewards that mirror fee collectively with “worker of the month” or giving out a espresso mug published with “first-class salesmen.” The key to information internalized motivation is the relation to a person’s values or desires. People will be predisposed to region better fee at the boss saying topics like “Good job,” then being given an advantage on the surrender of the year. However, intrinsic

motivation is subjective and may be difficult to stability and appoint relying at the personnel and what appeases the personnel

CONCLUSION

The "Management System" guarantees the highest quality products and services. The quality of a product can be measured by its performance, reliability and durability. Quality is a fundamental parameter that distinguishes a company from its competitors. Management system tools ensure changes to systems and processes that ultimately result in the highest quality products and services. Management system methods such as Total Management System or Six Sigma have the common goal of delivering a high quality product. The management system is essential to creating high quality products that not only meet but exceed customer satisfaction. Customers should be happy with your brand. Marketers only succeed when they prioritize quality over quantity.

Customers will only return to your business if they are satisfied with your products and services. Make sure the end user is satisfied with your product. Remember that a customer is only happy and satisfied when your product meets their expectations and needs. Do you understand what the customer expects from you? Find out what your real need is? Collect relevant data that gives you better insight into your customers' needs and requirements. Customer feedback should be collected regularly and monitored carefully. The management system ensures high quality products and services by eliminating deficiencies and incorporating continuous changes and improvements into the system. High quality products, in turn, lead to loyal and satisfied customers, who bring with them ten new customers. Remember that ignoring quality management processes can save you money, but you will end up losing your biggest customers and suffering huge losses as a result. The management system ensures that you deliver products to customers as promised through different types of promotions. Management system

tools help an organization design and create a product that the customer really wants and wants.

The company, at the discretion of the board of directors, can provide real estate assistance and loans to employees to solve social problems, if necessary.

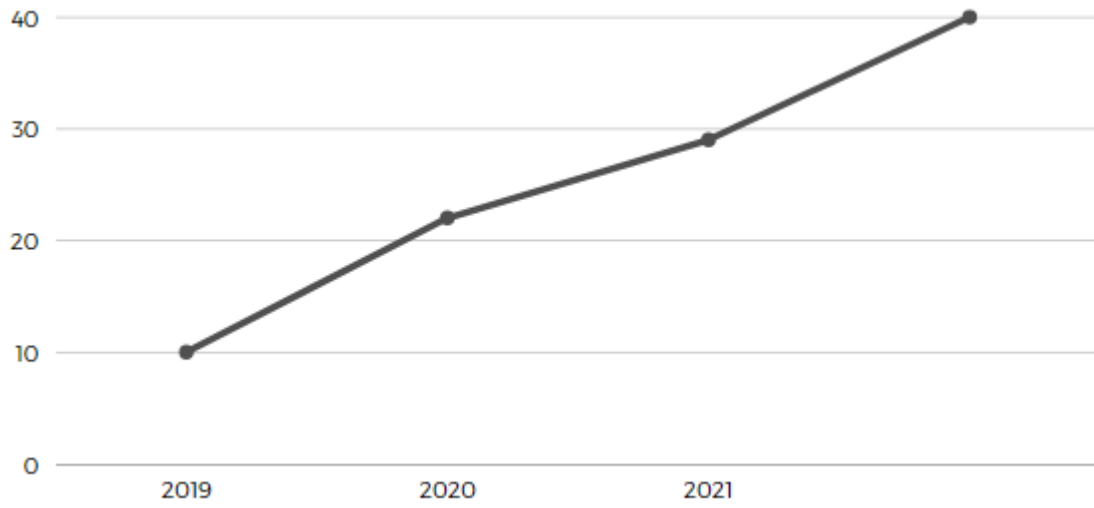
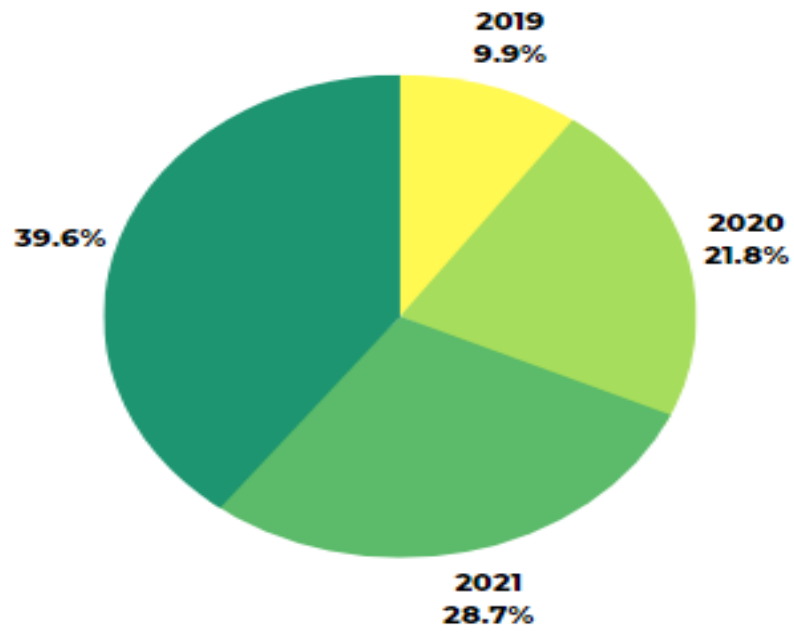
The amount of profit and the level of profitability are the main indicators that characterize an organization's financial results. The greater the size of profits and the level of profitability, the more efficiently your organization will function and the more stable your financial situation will be. At the moment, "**Atlas Center**" is a major player on the Libyan market, as they are the only company works with Libyan central bank, which indicates the effective use of its advantages. But for further development this will not be enough, "Atlas Center" needs to conduct more research to identify opportunities and problems they can face on the future also they need to work on developing the relation between there employees because as I noticed there's some problems between the employees which could lead to major problems in the future if they don't address the problem now

Appendix A

BALANCE SHEET OF COMPANY AND OVERVIEW

Assets 2020		Assets 2019	
Current assets		Current assets	
Cash	68,050.000	Cash	68,050.000
Accounts receivable		Accounts receivable	
Inventory	68,050.000	Inventory	68,050.000
Prepaid expenses	15,486.450	Prepaid expenses	2,672.950
Total current assets	52,563.550	Total current assets	65,377.050
Non current assets		Non current assets	
Property plant & equipment	88,000.000	Property plant & equipment	26,395.000
Intangible assets	1,320,810.000	Intangible assets	617,020.000
Total non current assets	5,200.000	Total non current assets	5,200.000
Total assets	1,466,573.550	Total assets	713,992.05

Assets 2021	
Current assets	
Cash	68,050.000
Accounts receivable	
Inventory	68,050.000
Prepaid expenses	28,299.950
Total current assets	39,750.050
Non current assets	
Property plant & equipment	101,000.000
Intangible assets	2,210,180.000
Total non current assets	-
Total assets	2,350,930.050



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