

Formulation of Documents for Strategic and Operational Management in Introduction and Practical Application of Quality Management System in Organization

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Key words and phrases: vision; crucial factors of success; mission; strategic course of action; performance indexes; quality policy; quality management system; strategic plans; quality objectives; company objectives.

Abstract: The paper studies the main stages and content of activities in the course of document formulation for strategic and operational management, i.e. mission, vision, company objectives, strategic plans, crucial factors of success, performance indexes, policy and objectives in quality management, course of action of the company as a whole and its divisions when introducing and applying the quality management system certified in conformity with international standards ISO 9001:2008.