CONCEPTUAL QUALITY MANAGEMENT OF EDUCATION IN THE DESIGN OF EDUCATIONAL SYSTEMS

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ABSTRACT

This research paper is devoted to the construction of a conceptual model of education quality management in higher educational institutions. As well as the development of quality indicators by stating all its participating parameters, taking into account all the indicators of the quality of the educational system in the form of numbers, the developed tuple and the proposed TQM system.

Keywords: Conceptual model. quality indicators of education, design of educational systems, total management, educational system, subsystem, innovation management, matrix, tuple, logical and information interconnection, pedagogical ergonomics.

INTRODUCTION, LITERATURE REVIEW AND DISCUSSION

The problem in scientific research in the field of education is conceptual, mainly in the design of educational systems, part of which is: education quality management, educational ergonomics, education certification and others.

Education quality management is a complex, multi-factor, multiply-connected and multi-functional system that is carried out between students and teachers throughout the entire educational process. Its decision is carried out at the national, regional, inter-sectoral level and as in inter-educational institutions. And also in various directions in the form of provision, such as: organizational, structural, content, resource, personnel and methodical.

Operational improvement of the educational process should focus on finding and eliminating "weaknesses" in the educational system, and shortcomings in it, and long-term - on a broad study of new methods, methodologies and ideas, making the analysis of qualitative data and the intuition of managers.

In general, the adaptation of the principles and methods of the system of total quality management in the field of educational services would make it possible to single out the following activities [1, p.].

1. Planning for quality.

- identification of consumers of HEU products and services (applicants, students, teachers, entrepreneurs, enterprises, region, society);
- clarification of consumer needs;
- development of the characteristics of products or services;

- bringing plans to performers;
- in the process of researching this subsystem, it is necessary to develop a methodology for researching this object, prepare and debug a program, catalog it in TQM to conduct calculations and determine the quality of management of this subsystem.

2. Establishing quality links.

- initiating activities to unite the efforts of employees (HEU and Customer);
- development of tools to ensure the educational process (new equipment, office equipment used in foreign experience and international databases);
- formation of a team of worthy teachers with all the new innovative research areas;
- formation of a team of erudite students;
- organization of the educational process, in accordance with the standard and non-traditional scheme of education;
- development of different types of quality indicators, the use and introduction of new developments of different universities and laboratories;
- in the process of researching this subsystem, it is necessary to develop a methodology for researching this object, prepare and debug a program, catalog it in TQM to conduct calculations and determine the quality of management of this subsystem.

The national training program for specialists in our country requires training in all areas with new knowledge, skills and abilities [2]. This requires a base practice, it is a scientific research institute, HEU and Enterprises.

Develop new quality management principles to improve the process of communication \ dialogue between students and teachers, taking into account their preparation. Those. the creation of working groups in HEU for conducting static data processing on the quality of education.

Exploring the education system and carrying out analysis and synthesis for quality management, we offer (for quality management of HEU in the form) a tuple for conducting research, defining and calculating in the design of educational systems, which defines quality in the form of subsystems of each participant in education.

The function of education quality management with the following subsystems [4,5]:

K = (Kuch.pr., Kuch.method.ob., Kinf.obes., Kprof.prp.stost., Kobes.org.kult.t., Kznan.inostr .yaz., Kim.),

Where:

Kuch.pr - subsystem determining the quality of the educational process;

Kuch.method.ob - subsystem that determines the quality of teaching and methodological support;

Kinf.obes - subsystem that determines the quality of information support;

Kprof. Prep.ssost - a subsystem that determines the quality of the faculty;

Kobesp.org.kult - subsystem that determines the quality of pedagogical ergonomics;

Kznan.inostr.yaz - a subsystem that determines the quality of knowledge of a foreign language of students and teachers, taking into account the specifications of graduates;

Kim.r.obr - subsystem that determines the quality of the developed simulation model of the learning process;

IM is a subsystem that determines the quality of innovation management, which is improved by new methods, approaches, educational technology and technical equipment and security of the learning process;

Wn - the participating elements of the matrix in the subsystems that are logically interconnected in the education system.

The TQM.UZ proposed by us should be one of the sections of the Electronic Government [3], which determines and calculates the quality of education using the above “tuple”, where it is associated with research and determination of the quality of the educational system.

Each subsystem of the "tuple" is specific and diverse in its content, has its own properties in the definition of different parameters to a common denominator, i.e. to the so-called "figure" of all the above parameters, each element of the subsystem that is quality, to facilitate the calculation of the quality of education management.

Research in the field of quality management of educational systems requires much more to be done to improve the educational process (that is, to ensure the life cycle of the TQM.UZ system), taking into account other sections of the education system and associated subsystems.

Enough publications and discussions are presented on the issues of implementing the e-Government system in the Republic of Uzbekistan [3], where the quality of the participating educational subsystems, which are currently being implemented in all areas of the national economy, would be easily calculated and determined.

To manage the quality of education, it is necessary to develop TQM.UZ, taking into account all the necessary parameters: data from general education schools, secondary special and higher educational institutions. In this case, the components of TQM.UZ will be: TQM-CCO.com, TQM-HO.com, TQM-BOY.com which autonomously, and separately, will manage the quality of the above mentioned departments taking into account their specific problems (which are mentioned in "Tuple") associated with improving the quality of education. To do this, it is necessary to conduct a thorough study of the above management systems, and determine the quality of education from which parameters, facts, properties and divisions.

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