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## EFFICIENT MANAGEMENT IN FOCUS OF QUALITY TRANSPORT SYSTEM

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**Key words:** *Efficient management, organization, strategy, ecology, standards, quality system and transport.*

**Abstract:** *Modern access to high quality in industrial production in the field of technology, organization, management and ecology as key factors for the development of transport, determine the implementation of the necessary conditions for the development of modern business.*

*The quality system implies a strategy that management should organize and implement in order to meet the strict requirements of consumers - buyers in the modern market.*

*The goal is to integrate all the analyzes, tests, opportunities and results into one homogeneous whole and to define management as a modern option of quality transport.*

*Bearing in mind the fact that traditional technology has become insufficiently high in time, it can respond to contemporary challenges.*

*Management was strategically and professionally insufficiently prepared to accept changes from the environment, i.e. from the market. Imperative is today, good organization from an economic, quality and ecological aspect.*

*The goal is to meet the quality standards of products and services in terms of customers and society as a whole.*

*The successful business management strategy today includes relevant analysis, strategy of business forms and content, viewed through the prism of the development of quality systems in continuity.*

*Results measured in the environment of organization of management, company's capabilities, forces, threats and chances in business in ecological awareness, etc. will contribute to a realistic assessment of the state of affairs and development of the industrial, social and economic future.*

*The purpose of the work is to point out the effects of key factors in transport management, its quality technology, organization and strategy focused on business excellence - TQM.*

## **1. Introduction**

The modern business of transport companies is characterized by complex business conditions and burdened by the rapid pace of organizational, technical, technological, economic, cultural, social, IT, systemic and other changes. Excellent quality in all economic and industrial activities has become a global phenomenon without which human society can not imagine a new phase of its business and life development.

The research, analysis and application of the quality system development process to Total Quality Management - TQM, in transport for management and organization means, the obligations that start from: analyzing the basic characteristics of the quality system evolution, starting from the traditional, through the international quality system ISO 9000 all the way to ensuring the overall quality concept - TQM.

Development and improvement of the quality system not only in the domain of transport, but also in all business production and industrial companies, is the basis for the realization of the concept of high quality of the world class.

Efficient management can achieve high product quality if it is implemented in all business processes measured through: organization, product, service, operation, sector, etc. in order to ensure the safety of all production and industrial enterprises in the world markets in the long run.

The consciousness of the management focused on the development of high quality of business, as an immediate change that is imposed daily on the market, has won not only in the traditional spheres and ways of business of developed market-oriented companies, but also today is an inevitable process and imperative of modern economic development.

It is of particular importance that this awareness is rapidly expanding in all business and manufacturing companies of a country, in the image of successful global companies of developed countries.

The American scientist of successful business and managerial philosophy, in the practice of developed companies in the world (Joseph M. Juran, 1970), predicted that the quality strategy in the industry will represent the latest dynamic achievements through a new approach of total quality in business-production systems.

The formula of success observed evolutively, in managerial business philosophy, did not rely solely on the control of process and product dimensions, but on the quality that is obligatory and should always be viewed through a specification of the overall quality of the product.

For the 21st century, in industries "Dependence on quality technologies will become a part of life", where efficient structuring of the quality function should serve to improve customer satisfaction. In this way, the company connects with its users, and within the company itself, communication between different organizational units is improved. This means that the new product has realistic prospects to meet the harsh requirements and needs of the users.

Since the method of structuring the quality function for input data takes users' requests, this transport company helps to better understand the users and their understanding of the quality of the real product.

Thus, at the planning stage, management develops awareness of what needs to be done to increase the level of customer satisfaction.

With the development of scientific and pragmatic approaches to management, the quality of the quality improvement method is continually increasing.

In modern business, the goal of industrial entities is to fully meet the demands of the market and competition. The high quality of "products and services" is the basis for the competitiveness of the 21st century.

Namely, the success of entrepreneurial management is the basic link between production and the market that is incorporated into the movement's practice for high quality products, services, processes, organizational culture, motivation, and so on.

## 2. Basis of quality development



The goal is continuous learning from successful companies in the world, in order to fully realize and develop quality business.

The development and implementation of new processes, products, methods, measures and techniques of modern business today are the most important factors for the development of the overall quality of production.

"Quality Revolution" has evolved in Japan since the Second World War. Progress of organizations has a sustainable level on the world stage, thanks to research and new ventures and ways in thinking of employees about a high level of the quality system of products:

The question arises: *How to strategically develop efficient transport management?*<sup>1</sup>

The answer is reflected in the development of a quality circle to improve the key performance of transport and total business in order to achieve a prominent place in the market?

In (Figure 1.) five key factors are presented for achieving efficient management for quality transport in the function of important quality performances achieved by the cycle of improving the quality of these performances.

For the applied research of high quality characteristics in the quality circle - Cycle Quality, starts from the following recommendations, events and process activities:<sup>2</sup>

1. Communication, vision, strategies and plans, from company to team - Communicate vision, strategy and plans from company to team.
2. Defining individuals, goals, necessary resources and development - Define individual, goals, necessary resources and development.
3. Support and information through training, team process and other learning - Support and inform through coaching, team processes and other learning.
4. Reflection, review and repetition periodically, formally and informally - Reflect, review and ferr back periodically, formally and informally.
5. Evaluation, and (mutual) recognition - then linking to future performance management - Quality development of a business with a quality circle has the purpose if it is carried out by teamwork. It is a total improvement of quality in continuity.

The **team** of employees rounds up the efficiency of the business environment with their activities.<sup>3</sup>

Teams or so-called small groups (circles) are formed to conduct more efficient business analysis. The aim is to propose measures for effective improvement, each in the field as a whole.

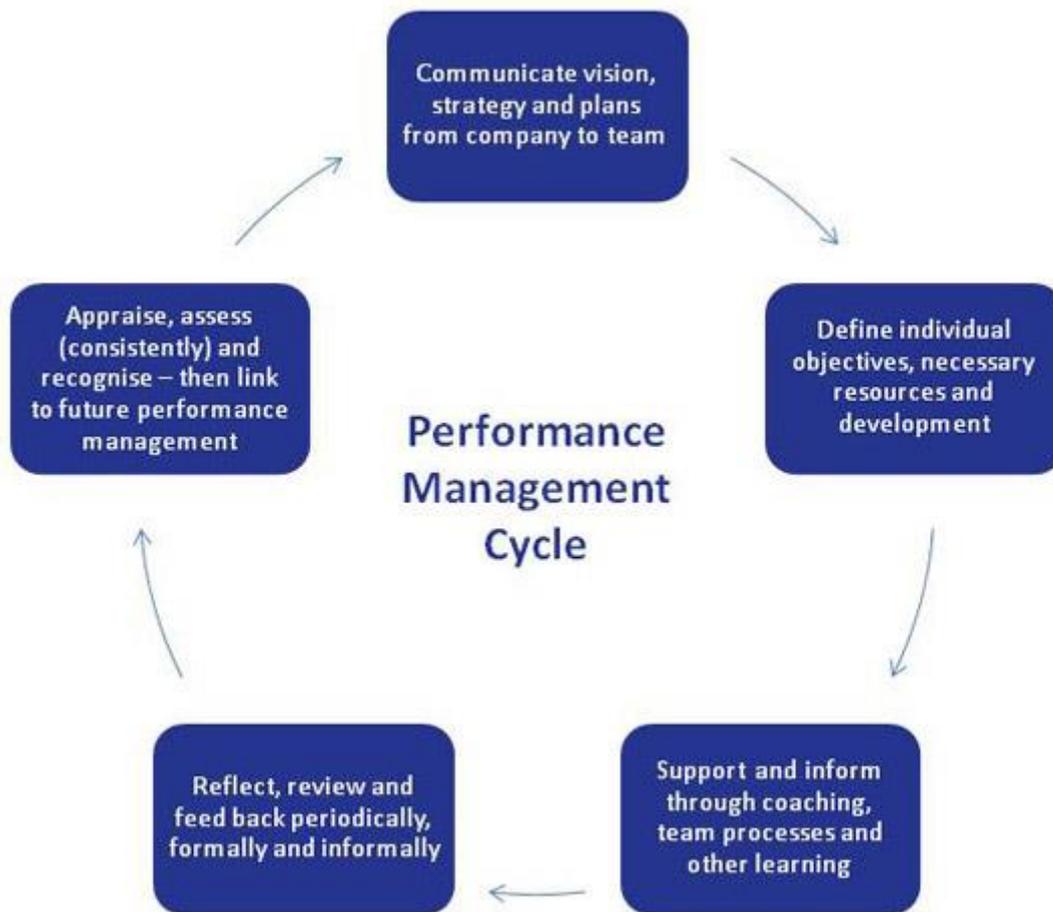
The quality circle as well as many quality tools have a specific role focused on production and engineering organization of work as well as on other technical departments.

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<sup>1</sup> [sq.org/learn-about-quality/history-of-quality/overview/total-quality.html](http://sq.org/learn-about-quality/history-of-quality/overview/total-quality.html)

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**Figure 1. Cycle of performance management of transport quality**

Quality performance management, given the management cycle, has a strategic goal, improvement and quality development in continuity.

This goal is achieved successfully if the attention of Managers and managers focuses on 3 categories of important issues for progress, which are viewed within the closed loop quality or circle of quality in transport companies, as follows:

#### I - PLANNING

- \* What has been achieved so far?
- \* What is the standard?
- \* Which competencies are needed?
- \* What development is needed?

#### II – REVIEW

- How are you doing now?
- Can it be better?
- Should something change?

#### III - EVOLUTION (VALUES)

- How did it work?
- How can it be better?
- What has been learned so far?

### **3. Why need to use LIN PRODUCTION?**

Line production - Lean Manufacturing for goods and services in the field of transport - Lean for Production and Services and aims at achieving high quality products and services in continuity.

In such an organized production function (the most important part of the business system), it starts from the basic idea of maximizing value for the customer and minimizing errors and waste. The goal is to create greater value for customers with less invested costs in the production process.

Each business system tends to respond to the set requirements and values that the customer wants in his business plan. This is realized through efficient organizational processes that form the key to the successful development of the quality of the business of the organizations involved in the production of transport, with the aim of their continuous development in continuity.

From an organizational point of view, attention is focused on the high level of quality of the process - the TQM being provided to the customer. The environment, determined by the high quality of the process, creates and incorporates into practice all the necessary values without error or waste in all production and business processes.

The main tasks of the management in the organization process are focused on the optimization of quality technologies, equipment, the flow of finished products, etc.

The quality concept of production in the line implies 100% elimination of waste and errors through the entire realistic in practice flow of creation, business and production values for the customer. The projection of such production flows includes:

1. Realization of the necessary processes that require less human effort, less space, less capital and less time for production and services.
2. Lower costs with minor shortcomings compared to traditional business systems. In this case, the organized companies for the production of transport vehicles in the Lean system are able to respond to all wishes of today's and future customers focused on high diversity or changes related to the appearance and performance of the products that the customer wants.
3. High quality, low cost and very fast and organized flow of information, relationships and relationships, i.e. efficient distribution system.
4. Easy and precise information and communications management.

The general basics of liner production are built on a way of thinking that is not a tactic or a cost reduction program, but an action on the whole organization in the sense that it becomes effective not only for the production of products, but also for services.

There are three factors:

- Purpose - goal,
- processes i
- people.

It is applied in every business and in every process.<sup>4</sup>

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<sup>4 4</sup> [http:// www.lean.org/ workshops/workskopscription.ctm](http://www.lean.org/workshops/workskopscription.ctm)



#### 4. Environmental factors for the development of industrial business in transport

The basic factors for the development of the ecological quality system are shown in (Figure 2). The basis is to establish an organisationally efficient system in the production system<sup>5</sup>.

It starts with sustainability in industrial ecology through: 1. systemic analysis that includes resource level and social and economic new and 2. eco-project that includes generic and specific activities

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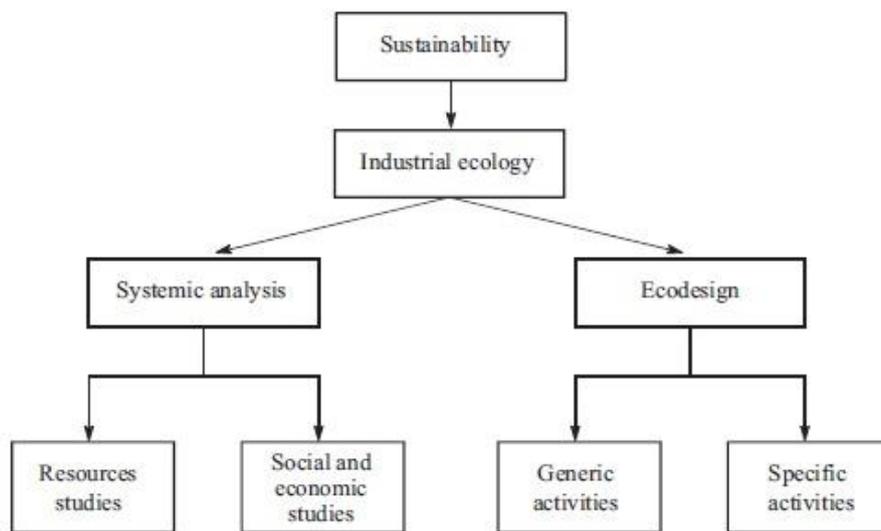


Figure 2. An effective eco-system for transport development

Organisation of the development of a system of measuring environmental quality performance means ensuring continuous improvement and measurement of its own productivity.<sup>6</sup>

An important process of ensuring the quality of the environment is quality measurement. The essence of the measurement method is reflected in:

- Successful leadership measured through achieved effective performance and achievement which are important for the environment.

<sup>5</sup> <http://research.universalessays.com/wp-content/uploads/Industrial-Ecology-Figure-3.jpg>

<sup>6</sup> <http://www.assignmentpoint.com/wp-content/uploads/2013/04/swot.jpg>

- Secure economic trade and green assets.
- Managing the green environment required by a team of motivated professionals.
- Management responsibility is the basis for the application of modern principles green technologies and quality management of these technologies.

## 5. CONCLUSION

Developing efficient management in the field of industrial production involves complex tasks that management should implement in business processes. One of the important industries is the transport industry that strategically makes an important segment in the chain of important industries. Improvement of the quality system of the process of production, products, organization of work, services, etc. is the basis for a successful development that needs to take place continuously. This process involves achieving a high level of business quality - the TQM concept. The essence of quality management is the development of quality PDCA cycle that never stops. Motivation of employees has the primary role in achieving the strategic plan of the transport company observed globally.

Namely, the realization of a quality loop through strategically important stages of development, such as: planning, review, evolution creates a good basis for safe competitiveness in the field of industrial branches of the economy.

Syntagma lin - production is a modern way of doing business without any costs or losses in production. It runs through a well-established production plan that brings processes to the highest level of qualities.

The development of quality with regard to the implementation of green initiatives is aimed at reducing costs through savings that largely depend on the size of the organization and the steps taken to reduce such energy consumption by 20% or more.

The data shows that green initiatives can stimulate innovation. In practice there are companies that have discovered completely new products - after the launch of sustainable effort. It was also found that green initiatives helped:<sup>7</sup>

- effective risk management,
- entering new markets,
- more efficient use of resources,
- improving the competitive position,
- creating a green office,
- implementation of green technologies,
- etc.

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## ЕФЕКТИВНО УПРАВЛЕНИЕ НА СИСТЕМАТА ЗА КАЧЕСТВО В СЕКТОР ТРАНСПОРТ

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**Ключови думи:** ефективно управление, организация, стратегия, екология, стандарти, система за качеството и транспорт.

**Резюме:** Необходимостта от високо качество при индустриалното производство по отношение на технология, организация, управление и екология, като ключови фактори за развитието на транспортния сектор, определят нуждата от въвеждане на определени критерии при развитието на бизнеса.

Въвеждането на система за качеството предполага, че ръководството на компаниите са създали стратегия, която да отговаря на съвременните потребности на потребителите.

Целта на настоящата разработка е да се направят анализи, да се апробират и да се представят резултатите от изследване, което има за цел да разгледа процеса управление като фактор за качество на превозните услуги.

Като цяло процесът на управление на компаниите не е със стратегическа насоченост, така, че да отговори на потребностите на пазара. От съществено значение е разглеждането на процеса на управление от икономическа, качествена и екологична гл. т.

Основна цел е произвежданите продукти, отговаряйки на стандартите за качество, да задоволяват потребностите на клиентите и обществото.

Стратегията за успешен бизнес мениджмънт от гл. т. на непрекъснато развитие на системите за качество задължително трябва да е съпроводена с анализи, прогнози и изводи.

Постигнатите резултати при изследването ще спомогнат да се оценят възможностите и заплахите, които стоят пред компаниите, както и техните силни и слаби страни, както и ще допринесат за реално оценяване на развитието на индустриалния сектор.

Целта на доклада е да се набележат ключови фактори, които имат отношение към системата за управление на качеството в транспорта, като качество на технологиите, организация, стратегия.