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HUMAN CAPITALS - AS A FACTOR OF SUCCESS OF THE MODERN ACCREDITED LABORATORY

In this article the analysed role of human capitals is for providing of success of the modern accredited laboratory in the conditions of hard competition at the market of quality. Considered questions of introduction of the marked factor in control system of concrete proof-of-concept (gauge) laboratory during realization of requirements of standard of ISO/IEC 17025: 2006. The special attention is appointed to ponderable influence of personnel on activity of laboratory on the whole and on exactness and authenticity of results of tests (calibrations), that is conducted by a laboratory. Described necessity of more careful going near the selection of specialists for implementation of concrete tasks with taking into account of not only qualification, knowledge and experience but also personal internalss and properties of character of specialist. Examples of ways of improvement of general psychological climate are made in a collective due to the professional going near a management a personnel. The article is intended for the wide circle of specialists, first of all leaders and those that engage in a management and have for an aim to convert a collective - in a command, conservative work - in creative and bright process, and everyday activity - in success and victory.

Keywords: laboratory, accreditation, control system, specialist, testing

Possibility of receipt of reliable results of researches for the state assists forming of public policy on the basis of exact data. Today, when a country moves in direction of world confession of the Ukrainian state guarantees in relation to the effective checking system after quality and safety of products, including food, as never the question of functioning of proof-of-concept and gauge laboratories able to provide implementation of these tasks gets up sharply.

On this time in Ukraine already there is a network of laboratories the competence of that is confirmed by accreditation of NAAU on conforming to the requirements ISO/IEC 17025: 2006 [1] under the Law of Ukraine "On accreditation of organs of estimation of accordance". Basic description of activity of such laboratories is a receipt of quality, exact and reliable results, confirmation of competence at an international level and accordingly, confession of the got results. That is able a laboratory to attain the marked level of tests indisputably it maybe to consider successful. But as it is known, success of any business depends, in a greater degree, from people that her engage in. To Tom, and our article is sanctified to exactly the personnel of laboratories, his influence on activity of laboratory, due to the personal internalss of specialists and psychological factors in a collective.

In the modern terms of development of economy a proof tendency was determined to the increase of role of нецінових forms of competitive activity. Today in a "trend" is a competition in area of competent and high-professional personnel.

The change of market nature predetermines change and professional relations. Establishment of corresponding relations between workers, delegations of plenary powers, that are based on a trust, are one of major elements of creative climate that assists effective work of laboratory and creates terms for providing of the proper quality of her activity. In addition, sense of співпричетності of workers to participating in a management strengthens motivation to creative labour [2].

In connection with development of scientific and technical progress, complex mechanization and automation of processes of laboratory activity, introduction of modern technologies substantially specific gravity of the intellectual loading grows during realization of researches. It creates terms for the native change of character and maintenance of labour of specialists and proposes serious requirements to the level of qualification of workers of proof-of-concept and gauge laboratories. The specialist of modern laboratory must not only it is good to know laboratory business but also own modern methodology, able to serve a difficult laboratory technique, manage technological processes from tests. All of it assists to development of creative character of labour [3].

For this reason standard of ISO/IEC 17025: 2006 in a division 5 the "Technical requirements" among factors, that determine exactness and authenticity of tests and (or) calibrations conducted by a laboratory, on the first place puts a human factor, and point a 5.2 "Personnel" examines requirements to plenary powers, competence, professional and educational level, studies, mastery and experience of all technical personnel of laboratories.

Control system by a personnel is component part of functioning of control system on the whole. Therefore it is very important to provide, that every specialist of laboratory realized validity and importance of the activity and payment in the achievement of aims of control system.

By socio-economic basis of behavior and activation of efforts of personnel laboratories that is sent to the increase of effectiveness of their activity, there always is motivation of labour, that is part of control system by a personnel [4].

It is necessary to forecast the leaders of laboratories, to estimate qualification and competence of personnel and effectively to plan her use in directions necessary to organization. Such activity will provide a trust to qualification and competence of personnel of organization, and she, as known, and will provide the trust of customers to organization, her activity and authenticity of results of tests and (or) calibrations.

Main difficulties of introduction of control system for today consist in overcoming of psychological barriers of employees, beginning from a leader and ending an ordinary laboratory assistant, organizations of effective responsibility of guidance and systems of effective and reliable audit, correcting and preventive actions.

Experience of laboratories confirms a conclusion: it is impossible to "buy" control system. Only system that is "born" in a concrete laboratory, taking into account the specific of activity, that is created by an own personnel, that knows all subtleties of business and weak points, can be effective and effectively to function during a long term "life". In this case every specialist of laboratory assuredly *переходить* from a role an observer after the vital functions of control system of laboratory to the role of active performer of set politician, aims and tasks of the accredited laboratory.

Going back to technical part of activity of personnel it should be noted that with every year a laboratory equipment becomes all more perfect and more reliable, but whatever perfect it was, it was just a help to the specialist in his everyday work. Simplifying conservative operations, allows to improve quality processes that is conducted, here keeping and even sometimes increasing their amount. Very often there is the impression, that a device is so perfect, that lives by the own life, and, seems, that nobody needs him - so masterly he is constructed and works reliably. However it just illusion. A device - it only a link in the whole system of work of analytical laboratory. Thus the professionalness and mastery of every separately taken specialist is the same little, but by the very important "key" to the "breech-blocks" of laboratory activity.

A problem of influence of human factor on the processes of testing is extraordinarily actual. It is impossible to forget that exactly an operator is one of component parts of vagueness of measuring, volume, it is important, that this constituent was not most influential. High professionalness, that envisages not only the presence of base knowledge from laboratory business but also permanent perfection of these knowledge and practical skills, enriching of experience, - is the mortgage of receipt of technically reasonable, reliable and quality results in the modern accredited laboratory.

During a management a personnel, organizations of his work, special value correct and rational distribution of plenary powers and duties of specialists acquires taking into account their personal internalss and *психотипів*. Yes, for implementation of functions of leader from quality, internal public accountant, leader of subdivision except professionalism, necessary presence of such personal character traits, as a communicability, initiativeness, hardness of persuasions, *неупередженість* and other a man is unmultilingual In that time, bashful, quiet, the concentrated is a good performer and can perfectly get along at concrete analytical tasks. Such approach assists the improvement of psychological climate and increase of efficiency of labour, and also can be examined as an element of motivation of personnel.

Thus, within the limits of conception of "management human capitals" a personnel is evened in rights with the fixed assets, and charges on him are examined as long-term investments, the skilled planning interlaces with laboratory activity, and every specialist of laboratory becomes the object of corporate strategy; group organization of labour is actively inculcated, emphasized creation of command, developing flairs of people and forming of corporate culture.

In the end it would be desirable to add: command - when energy and talent each, folded together, grows into something stunning on the power and force, increasing and complementing each other. If

a laboratory was able to find and create such command, then it deserves sincere fascination, and if no - then for you still ahead. Animation to you!

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ЛЮДСКИЕ РЕСУРСЫ – КАК ФАКТОР УСПЕХА СОВРЕМЕННОЙ АККРЕДИТОВАННОЙ ЛАБОРАТОРИИ

В данной статье проанализирована роль людских ресурсов, как залога успеха современной аккредитованной лаборатории в условиях жесткой конкуренции на рынке качества. Рассмотрены вопросы внедрения указанного фактора в систему управления конкретной испытательной (калибровочной) лабораторией при реализации требований стандарта ДСТУ ISO/IEC 17025:2006. Особое внимание обращено на влияние персонала на деятельность лаборатории в целом, а также на точность и достоверность результатов испытаний (калибровок), которые проводятся лабораторией. Описана необходимость более тщательного подхода к подбору специалистов для выполнения конкретных задач с учетом не только квалификации, знаний и опыта, но и личных качеств, а также свойств характера специалиста. Приведены примеры путей улучшения общего психологического климата в коллективе за счет профессионального подхода к управлению персоналом. Статья предназначена для широкого круга специалистов, в первую очередь руководителей и профессионалов, занимающихся управлением, главной целью которых является преобразование коллектива - в команду, рутинную работу - в творческой и яркий процесс, а повседневную деятельность - в успех и победу.

Ключевые слова: лаборатория, аккредитация, система управления, специалист, испытания

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ЛЮДСЬКІ РЕСУРСИ - ЯК ФАКТОР УСПІХУ СУЧАСНОЇ АКРЕДИТОВАНОЇ ЛАБОРАТОРІЇ

В даній статті проаналізована роль людських ресурсів для забезпечення успіху сучасної аккредитованої лабораторії в умовах жорсткої конкуренції на ринку якості. Розглянуті питання впровадження зазначеного чинника в систему управління конкретної випробувальної (калібрувальної) лабораторії під час реалізації вимог стандарту ДСТУ ISO/IEC 17025:2006. Особливу увагу призначено вагомому впливу персоналу на діяльність лабораторії в цілому та на точність і вірогідність результатів випробувань (калібрувань), які проводяться лабораторією. Описана необхідність більш ретельного підходу до підбору фахівців для виконання конкретних завдань з урахуванням не тільки кваліфікації, знань і досвіду, а й особистих якостей та властивостей характеру спеціаліста. Наведено приклади шляхів покращення загального психологічного клімату в колективі за рахунок професійного підходу до управління персоналом. Стаття призначена для широкого кола фахівців, в першу чергу керівників та тих, що займаються управлінням та мають за мету перетворити колектив - у команду, рутинну роботу - в творчий та яскравий процес, а повсякденну діяльність - в успіх та перемогу.

Ключові слова: лабораторія, акредитація, система управління, фахівець, випробування