

Competency

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4 Synergistic and System Approach of Technical and Economic Researches. Prof. Dr. A.V. Leonov, Leading Research Worker, FBI, 46 Central Research and Development Institute Moscow Region RF, Moscow

To improve the efficiency of system flexibility of technical and economic studies it is possible to use a synergistic approach. The main states of system approach and its practical use technologies are discussed. Retrospective analysis of the stages in synergistic approach development and some examples of concrete use of this approach in the modern technical and economic studies is given

Key words: synergistic approach, system approach, systems analysis, fractal approach, nonlinearity, nonlinear models, synergistic economy

14 Standardized Terminology Improvement in Agricultural Sector. I.A. Mil, Head of Department, FSBI, Russian Energetic Agency, Moscow

It is necessary to create a sectoral system of technical regulation and quality of an agricultural complex. The most important component of this system should become an evidence base formed on the basis of standards that contain terms, similar to those adopted in the world practice and harmonized with international standards

Key words: agricultural sector, technical regulation and quality control system, scientific and technical terminology standardization, standardized terms and definitions, harmonization

18 Plans are Made, Tasks — Defined. Prof. Dr. G.I. Elkin, Head, Federal Agency for Technical Regulation and Metrology, Moscow

The final Board of the Federal Agency for Technical Regulation and Metrology took place on March 2012. Some fragments of the report made by the Head of Rosstandart G. Elkin are on consideration.

Main themes are: guidelines for action, work results and department's first priorities

Key words: technical regulation, standardization, metrology, conformance evaluation

24 Organizational Changes as an Adaptation to the Crisis Economy Development. Prof. Dr. S.N. Chudnovskaya, Professor, Administration Management Department, Moscow State Regional University, Moscow

The given article leads on the impact of factors and interrelationships of management global environment on organizational changes. It is also shown how management paradigms are used in practice in large industrial complexes, that prevents their adaptation in global and national markets

Key words: paradigm of management organization, management principles, organization changes, synergetic effect.

30 Optimization and Qualimetric Modeling in Service Organization Personnel Administration. Dr. T.A. Filatova, Logistics and Quality Management Department, St.Petersburg State University of Service and Economy, St. Petersburg

Optimization and qualimetric model of personnel administration in service organization is on consideration. It allows to solve service quality modeling within all the departments on a conformity principle,

prospect and staff turnover, as well as to improve a quality management system in the sphere of services

Key words: service quality, quality assessment, personnel work, pracsciological approach, sphere of services, service

36 The Evolution of Corporate Governance of Companies in South Africa. Prof. Dr. V.M. Bezdenezhnih, Professor, Financial University under the Government of the RF, Moscow, A.V. Bezdenezhnih, Specialist, Audit Services Department, Ernst&Young

The experience of South Africa's corporate governance based on the recommendations of the so-called King III Code, focusing national business structures on promoting a socially and economically balanced society is on consideration. The authors believe that this experience can be useful for Russian business in the field of risk management in the system of general management as well as in implementation of national goals and economy and society development programs

Key words: code of best practice, business ethics, corporate risk, risk management

40 Quality Management System as the Basis of Effective Result-Oriented Institution Activity. Z.G. Siverskaya, Director, Budgetary Institution, Khanty-Mansi Autonomous Area, Ugra, Rehabilitation Center for children and adolescents with disabilities, Solnishko, Khanty-Mansiysk, Khanty-Mansi Autonomous Area, Ugra, Tyumen region

The article speaks about the development and implementation of quality management system in a rehabilitation center for children and adolescents with disabilities; measures oriented towards the most complete customer satisfaction with social services, provided by the center

Key words: service quality, medical and social rehabilitation, quality management system, personnel management, social services

48 Methodology of Computational Procedure Error Analysis in Modern Centers of Infrastructure Projects of Electrical Units. Dr. N.N. Vostroknutov, Senior Staff Scientist, Electrical Measurement Department, FSAEI FPE ASMS, Moscow

The author believes that while determination/estimation of metrological characteristics of algorithms and data processing programs it is appropriate to use mathematical modeling method. It is especially important when testing modern microprocessor digital electrical measuring instruments

Key words: metrological certification, algorithms and data handle, estimated parameter error, mathematical modeling