

# ANALYSIS OF INFLUENCE PERSONAL QUALITIES OF AUDITORS FOR EXAMPLE AUDITS ON CHEMICAL PHARMACEUTICAL FACTORY «ЧЕРБОГА ЗІРКА»

Melnik N. J., Makarova O. E.

National University of Pharmacy, Kharkiv, Ukraine

MakarovaOlgaEv@gmail.com

**Introduction.** The implementation of quality management systems (QMS) according to the requirements of ISO 9001, becomes the last decade significant spread almost in all industries and services. This fact is due to the competitive advantages that may be due to implementation of the QMS. Such systems involve significant changes approaches to management of the organization, focusing all kinds of internal activities (business processes) to enhance guarantees of regulations and requirements and expectations regarding products and services.

**Aim.** Our research has focused on the issue of implementation of internal audit, as a requirement of ISO 9001, as well as good practice in pharmacy. Internal audit management provide timely and objective information on the implementation of QMS processes and the conformity of their results with the established requirements and opportunities for improvement. In fact, internal audit mechanism is internal "review" QMS audit but not for the purpose of a finding those responsible and punish them, and monitoring to identify "weaknesses" (substantial risks or potential problems) and existing inconsistencies, to initiate corrective action.

**Materials and methods.** We used empirical methods and theoretical methods: logical analysis, the hypothetical synthesis of theoretical generalizations.

**Results and discussion.** The objective of internal audit can be done only with the full set of documents regulating the processes of QMS, as verified whether the specific requirements established instead of processes at the discretion of the auditor. Internal audit should become a permanent process of supplying information for the management of the organization, so you need to attract appropriately trained auditors.

In developed company important issue is the creation of a separate group of competent auditors perform audit work professionally involved in education issues internal quality management in the project implementation QMS is one of the essential factors. Significant personal role as auditors and experts in quality, since they affect the methods and techniques of auditing and performance.

Auditors should ensure trust and ease in communication and show understanding explanations given on the facts discovered during the audit.

**Conclusions.** In our thesis work is planned to analyze the impact of personal qualities of the auditor on the principles, methods and ways of auditing, to make the expanded criteria for personality traits to be met by the auditor and propose a method of checking compliance with those criteria.