

## ISSUES OF AFTER-SALES SERVICE QUALITY ASSESSMENT

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The formation and development of the after-sales service market of office equipment began about 15 years ago. A lot of equipment of outside manufacturers appeared at the Ukrainian market. Different situations occurred in the process of office equipment running. It led to maintenance necessity. We can underline the following causes:

- Equipment disrepair.
- Ageing of equipment, its units and elements.
- Routine replacement of resource elements.
- Delivery of consumables.
- Operation rules violation.
- Need for maintenance, etc.

To solve these problems service centers for repair and service of office equipment have been created. We can present the service process as follows. The equipment arrives to serve, and then pre-troubleshooting is made. After that, if it's necessary, spare parts delivery is implemented and service engineers work. The service center provides warranty and post-warranty equipment service, repair of office equipment, customer consultative support, etc. So, we deal with service. The fundamental of success in the service business is the service quality assurance. Therefore service quality assessment is an important practical task.

After analyzing multiple information sources in the given work it's proposed to perform the process of quality estimation based on the generalized method of qualimetry. Given method suggests two stages in the process of obtaining the quality estimates: development and realization the estimation methodology. In the first stage the properties tree is developed, the indices and estimation scale are defined. Basing on the expert interviews and using the method of paired comparisons the weighted coefficients of indices are formed. In the second stage the absolute values of indices are defined by experts. After transformation the absolute values in the relative ones the comprehensive quality indicator is calculated.

To realize this approach it's necessary to provide the possibility of expert estimates and indices values storage. In the common case in the process of quality estimation experts of different specialization are involved. Experts can not always be personally present at the place of expertise holding (illness, business trip, accommodation in another town etc.). Information system should also provide the calculation of comprehensive quality indicator, which is used for taking the decisions.