

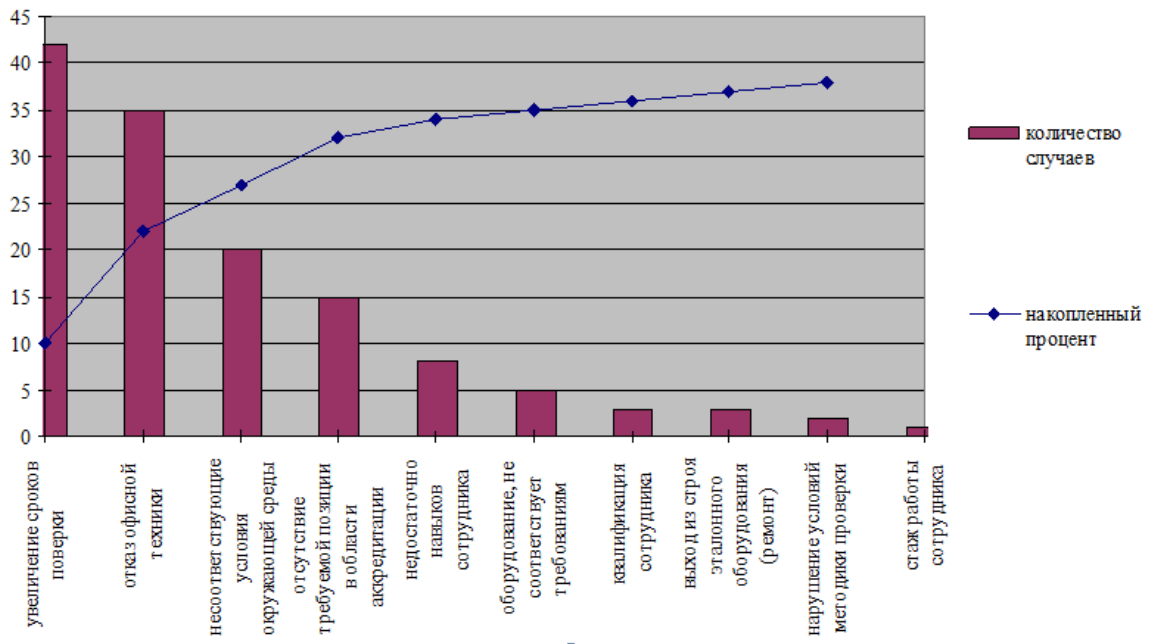
- (, ,) . , , , , . , , . « » .

[6-8].

. () . « » (1, 1) .

1-

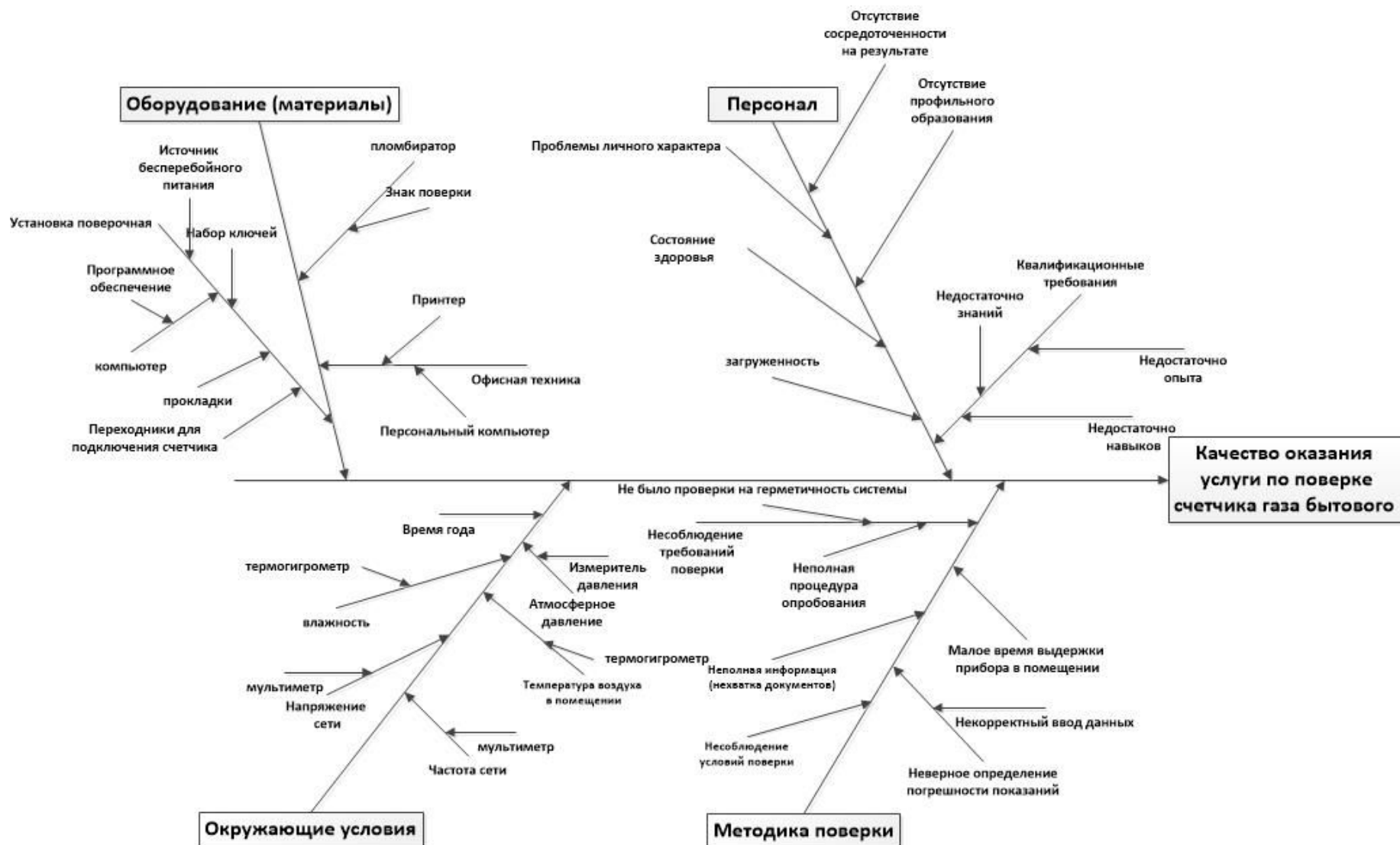
		, %	, %
	42	31,34	31,34
	35	26,12	57,46
	20	14,93	72,39
	15	11,19	83,58
	8	5,97	89,55
	5	3,73	93,28
	3	2,24	95,52
()	3	2,24	97,76
	2	1,49	99,25
	1	0,75	100



1 –

(),

(2).



- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

1 () () , 30
 () () 21 2016 , 737- //

www.garant.ru/products/ipo/prime/doc/71284184/

2 // . - 2012. - . 15, 1. - . 206-211.

3 , 2008. - 304 . - : -

4 , 2009. - 224 . Human Sigm . -

5 , 2009. - 76 . -

6 : - :
 , 2015. - 192 .

7 : . - : , 2017. - 168 .

8 : : , 2008. - 215 .

RESUME

The main condition for the success of the organization is a guaranteed high level of quality of the services provided. Identification and regulation of the factors shaping the quality of the services provided, allows to increase the satisfaction of consumers, and, consequently, the competitiveness of the organization as a whole. The article presents the results of a comprehensive analysis of the verification service for measuring instruments using the example of RMC activities.

556.3 (574.1)

• „
”
— , ,
.
:
.
,
,
[1-4].
30 55
.
(,)
— , , ,
.
90% 129
15
(13
)
9541 . .
19290 . (2000 .)