

Theoretical and Methodological Fundamentals of the Modern Paradigm of Quality Management in the Field of Tourism

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DOI: [https://doi.org/10.14505/jemt.v13.2\(58\).04](https://doi.org/10.14505/jemt.v13.2(58).04)

Abstract

Modern effective management in the tourism industry involves the introduction of a quality management system as a means of achieving competitiveness, gaining confidence in products/services from consumers. A quality management system (QMS) is a set of interrelated or interdependent elements that provides an opportunity to set policies, objectives, and guide and control the activities of a tourism organization to improve the quality of services provided. This system consists of organizational structure, techniques, processes and resources required for overall quality management.

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Journal of Environment
and Tourism

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Published

2022-03-31

How to Cite

BAYEV, Vadym Viktorovych et al. Theoretical and Methodological Fundamentals of the Modern Paradigm of Quality Management in the Field of Tourism. **Journal of Environmental Management and Tourism**, [S.l.], v. 13, n. 2, p. 338-345, mar. 2022. ISSN 2068-7729. Available at: <<https://journals.aserspublishing.eu/jemt/article/view/6888>>. Date accessed: 15 mar. 2024. doi: [https://doi.org/10.14505/jemt.v13.2\(58\).04](https://doi.org/10.14505/jemt.v13.2(58).04).