# 中国优质产品

(文字部分)

STATE PRIZE
WINNING PRODUCTS
OF CHINA
(ARTICLES)

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## 中国优质产品

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一九八四年・北京

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### 坚持质量第一 提高经济效益

### 一九八三年九月十五日在全国第六次 "质量月"授奖大会上的讲话 张劲夫

同志们!

你们做了很好的工作。你们为提高产品质量和工程质量出了力、立了功,你们 在改善企业的质量管理和提高经济效益方面,在提供优质服务方面都取得了可喜的 成绩,也就是说,在建设社会主义物质文明和精神文明方面都作出了贡献。我代表 国务院向你们表示衷心的感谢和热烈的祝贺!

首先讲讲把质量放在什么位置的问题。是把质量放在第一位,还是放在第二位、第三位?是真心实意地放在第一位,还是口头上放在第一位?这是一个大问题。小平同志早在一九七五年就指出:"质量第一是个重大政策。这也包括品种、规格在内。"但是我们有些同志,到现在还不能认识到这一点,仍然重数量、轻质量,或者把质量当作软指标,仅仅挂在嘴上,而不去做脚踏实地的工作,不认认真真地抓,应当指出,这样下去党的十二大提出的战略目标是无法实现的,我们是要犯历史性错误的。

当前我国工业面临着一场严重的挑战,面临着一个如何提高素质的新的转变。过去企业可以靠低价原材料、廉价农副产品和较低的工资支出维持生产,靠原材料和农副产品价值的转移获得利润。现在情况发生了很大的变化,随着农副产品和某些原材料价格的提高以及职工工资支出的增加,很多企业的日子就变得难过了。今

后能源和原材料的价格还要逐步调整,职工的工资也要随着生产的发展继续调整, 矛盾将会越来越尖锐。形势向所有的工业企业尖锐地提出了这样一个问题:靠老办 法、靠现有的水平混不下去了。出路何在呢?只有一条,那就是我们的企业要有一 个根本的转变,在质量和素质上有一个显著的提高。否则在国内就没有生命力,在 国际上就没有竞争力,总之,就无法生存。

长期以来,我国工业品一直比较缺乏,市场供应紧张,很多产品都是"皇帝的 女儿不愁嫁",企业很少关心提高质量和增加品种的问题,有些产品尽管质次价 高,或者规格品种不对路,造成大量积压,企业也不去考虑如何适应用户需要的问 题,因为产销是脱节的,工厂的产品不管好坏国家都包了下来。现在情况不同了, 随着经济上进一步贯彻对外开放、对内搞活的方针,不仅在国际市场有一个讲求质 量的问题,国内市场也一样。现在有很多优质名牌产品供不应求,而不少杂牌产品 却卖不出去。这应该说是一个好现象,对促进工业产品质量的提高有好处。对落后 的企业就是要给压力,不能老是保护落后。在国际市场上,质量的问题就更突出 了。质量好,就有销路;质量不好,就卖不出去,或者成为低档货。高档货与低档 货的价格常常相差几倍,甚至几十倍。现在我们很多出口产品是大路货、低档货, 亏损严重。这里面虽然有外贸经营上的问题,但主要还是我们的产品质量(包括包 装质量和装潢设计)不高。我们要横下一条心,把产品质量搞上去,要由"以廉取 胜"转变为"以质取胜",让中国货在国际市场上建立起高的信誉。当然,我们有些 出口产品质量还是不错的,象大连生产的高压绝缘子,性能完全达到国际标准和美 英等先进国家的标准,通过了国外权威试验机构的检验,深受国外用户的好评。但 是据说价格只有国外同类产品的一半,这种质量与国外产品相当而价格低得多的例 子还有一些。如果我们的出口产品质量确实达到了国际上的先进水平,就应该与国 际价格相适应。在国外,有时价格太低反而会影响产品的声誉。

今后,产品质量好坏,主要是听使用部门的意见,不能只听制造部门的。我们不能"王婆卖瓜,自卖自夸"。产品质量好坏,主要应以使用部门的意见为准。过去常有一些扯皮的事,就是因为制造部门不承认质量不好。这种不认帐的态度很不利於制造部门改进工作。有些问题即使是用户选型、使用、保养不当而造成的,制造部门也有责任帮助解决,这样才能算真正做到了"求实际效益,让用户满意"。

这是我要讲的第一点,就是一定要牢固树立质量第一的思想,把质量第一这个重大政策真正落到实处。在提高质量、发展品种这个问题上要有一种紧迫感,要振奋精神,以战斗的姿态迎接我国工业面临的这一场挑战。

第二,讲讲质量与经济效益的关系。小平同志说,"提高产品质量是最大的节 约,在一定义意上说,质量好就等於数量多。"在这里,小平同志把质量与效益、 质量与数量的辩证关系说得很清楚了。但是我们有些同志总是跳不出老的框框,总 爱在扩大产量上兜圈子。他们不懂得,质量不好,产品不能满足用户的需要,它的 价值就不会被社会所承认,因而就不会有经济效益。数量是以质量为基础的,如果 产品质量差,一用就坏,或者生产出来就是落后的,根本不能用,这样的产品生产 得越多,浪费就越大,还有什么效益可言呢?归根到底,讲求效益,也就是讲求社 会劳动的节约。生产优质产品,不仅在生产过程中能节约物化劳动和活劳动,而且 对用户也是一种节约,如产品寿命的延长、效率的提高、能耗的降低、维修的简化 等等,这种节约的潜力是非常巨大的。鞍钢生产的中锰重轨,在大半径弯道和直缐 上使用时,比普通炭素重轨的寿命提高一倍以上,一吨中锰重轨就可以顶两吨多普 通重轨。这样的产品,其经济效益远远不能只用生产企业的收益来衡量。所以,企 业不能只看到本身的经济收益,要更多地着眼於产品使用价值的提高。质量的提 高,就意味着劳动生产率的提高。美国有些学者认为,由於质量低劣每年至少损失 25%的生产率,如果消除废品和返修品等经济损失,则可以在不增加生产成本的情 况下,提高30%的产量。我国的情况,恐怕要大大超过这个数字。所以说,质量是 经济效益的基础,这是完全符合实际的。

几年来,我们累计已评选出了一千四百五十四种国家优质产品,还有为数更多的部优和省优产品。这些优质产品都程度不同地从各个方面体现了经济效益的提高。去年天津市对优质品的经济效益作了一个抽样调查,结果表明,优质品在产值增长、销售情况、利润和创汇等方面都大大优於一般产品。例如,根据八个工业局的统计,优质品的产值增长为19%,而一般产品产值仅增长2.4%;六个工业局的统计,优质品利润增长23.7%,非优质品利润却下降3%;三个工业局的统计,换汇增长率为6.25%,其中优质品的换汇增长率为38.4%,这些数字是很有说服力的。类似的例子还可以举出很多,在座的同志们都有切身体会。关於质量与效益的关系,希望大家好好做一做这篇文章,要从理论和实践的结合上把道理说清说透,使广大职工进一步提高认识,坚决贯彻质量第一的方针,自觉地通过提高质量来取得实实在在的经济效益。

最后,讲讲加快发展品种提高质量的步伐的问题。党的十一届三中全会以来, 经过几年的整顿,我国工业产品的品种、质量有所发展和提高,成绩应该充分肯定。但从整体来讲,我国工业产品质量的现状是不能令人满意的。目前,某些产品 的质量尚未恢复到历史最高水平;在国家考核的产品中,仍有五分之一到四分之一质量很不稳定,有波动下降的现象;优质产品的品种还不多,产值比重也很小;一些对国计民生关系重大的产品,特别是机电产品在优质品中比例还很低;品种不全、水平不高仍是当前的主要矛盾。这种现状与社会主义现代化建设的需要、与人民群众物质文化生活的需要都很不适应。各地区、各工业部门必须依靠科学技术进步,加快发展品种提高质量的步伐。今年三月,国家经委发了一个《关於在工业生产中加快发展品种提高质量步伐的规定》,希望各地区、各部门认真贯彻落实。

发展品种、提高质量必须有明确的战略目标和具体的规划。有些地区和部门已做了不少工作。今年四月份召开的全国机械电子工业技术进步工作会议,确定了在一九九〇年前争取有百分之六十到七十左右的主要产品,在技术上达到工业发达国家七十年代或八十年代初的水平这样一个目标。机械工业部根据这个目标,以积极采用国际标准为中心内容,制订了提高产品质量的中近期计划,如要求一九八五年有一千零十一个工厂、一千九百三十八种产品采用国际标准,其中三百二十二个工厂、八百十一种产品要求今年实现。上海市通过举办工业产品质量品种对比赶超展览,用本市产品和国内外名牌产品进行实物对比的办法,找差距、定目标,提出了一九八三年到一九八五年五百三十三项产品的赶超创优规划。各地区、各部门都应有一个明确的目标和具体的规划设想。这样的目标和规划,应该成为本地区、本部门技术工作的龙头。我们说以产品为龙头,就是要一条龙地安排科技攻关、技术引进、消化吸收、技术推广以及技术改造等方面的工作。只有这样成龙配套地全面部署,才能最有效地促进技术进步,加快发展品种和提高质量,才能取得最好的经济效益。

这里我想特别强调一下原材料等基础工业的重要性,这是整个工业的基础之一。原材料等基础工业的水平上不去,整个工业水平也就上不去。所以这些部门必须加快采用国际标准的步伐,努力提高质量,否则就会拖加工工业的后腿。为了实现二〇〇〇年的战略目标,机械工业作为国民经济的装备部门,要有一个超前期,他们把目标定在九五年前,原材料等基础工业必须与此相适应。从整个国家来讲,这些问题都是需要统筹安排,一条龙地加以解决的。

规划的实施,需要技术上,管理上一系列的有力措施来保证。在技术方面,要坚持科研先行,大力推广应用科研新成果、新技术;要有益的、有重点地引进国外先进技术,并加以消化吸收,使之成为自己的东西;要重视军用技术向民用技术的转移;要不断提高标准化工作的水平,积极采用国际标准、更重视产品的测试检验

手段和计量手段的建设,加强产品的质量检验和社会监督;要有计划有重点地对企业进行技术改造等等。在管理方面,要认真总结几年来推行全面质量管理的经验,更广泛地开展QC小组活动,本着"以我为主,博采众长,融合提炼,自成一家"的精神,逐步走出一条中国式质量管理的路子来。当前要特别注意把各项工作与企业整顿密切地结合起来。企业整顿要解决的根本问题是提高企业素质的问题,其中包括领导班子的素质、职工队伍的素质、经营管理素质以及技术素质。通过整顿把企业各项工作转到以提高经济效益为中心的轨道上来,企业要认真搞好经营决策,从产品适销对路上求效益,坚持数量与质量的统一,在好的前提下求多,从提高产品质量上求效益,搞好产品的更新换代和新产品开发,从技术进步中求效益,做到"优质、适销、低耗、盈利、安全"。

除此以外,从宏观上讲,为了促进技术进步,促进发展品种和提高质量,还必须把品种、质量纳入国民经济计划,必须抓紧制订一系列的政策法令。几十年来,我们一直是以产值作为计划考核的主要指标,弊病很多。片面追求产值、产量的根子恐怕就在这种计划考核上。如何改进考核的问题,我们现在正在研究。但是不管采用什么指标形式,对品种和质量的定量考核是必不可少的,当前要首先对重点产品按技术水平和使用价值进行质量分等,为今后的质量考核以及进一步把品种、质量纳入国民经济计划准备条件。

在政策法令方面,有关部门对按质论价、优质优价、劣质劣价、季节差价等政策和产品责任条例已经做了不少研究,将陆续下达试行。关於税收、信贷、奖励等等方面的有关规定,也要逐步制订和完善,以利於品种质量的发展和提高。

同志们!你们是企业质量管理工作的模范,是发展品种、提高质量的模范,是 搞好工程建设的模范,是提供优质服务的模范,是群众性质量管理活动的模范,国 务院希望你们戒骄戒躁,继续前进。希望你们回去以后,在各自的岗位上进一步发 挥模范带头作用,团结广大职工群众,创建更多的先进企业,生产更多的优质产 品,建设更多的优质工程,提供更多的第一流服务,为振兴中华,为我国社会主义 的四化建设作是更大的贡献!



# ALWAYS PUT QUALITY FIRST AND INCREASE ECONOMIC BENEFITS

#### A Speech at the 6th National Meeting to Award Prizes for the "Quality Month" on September 15, 1983

#### By Zhang Jinfu

Comrades,

You have done a very good job. You have made a great contribution and rendered meritorious services by improving the quality of products and of the construction of engineering projects. You have achieved gratifying successes in exercising better control over the quality of products in enterprises and increasing economic benefits. In other words, you have contributed to socialist material and moral development. On behalf of the State Council, I would like to express hearty thanks and convey warm congratulations to you.

Comrades, the 12th Party Congress set the magnificent goal of quadrupling the total annual output from industry and agriculture by the end of this century, and our entire people are working hard to reach this goal. But "quadrupling" is not only a quantitative concept; it is based on an important premise, that is, increasing economic benefits. At the 1st Plenary Session of the 6th National People's Congress held in June this year, Premier Zhao Ziyang said in the Report on Government Work: "The rate of growth must of course be predicated on steady improvement of economic results, and under no circumstances should we stress quantity and output value one-sidedly. We must ensure constant improvement in quality and increased variety of all products that have a ready market so as to expand real social wealth." The economic benefits of our enterprises are meager, and this is especially clear from the rising cost and from the fact that economic benefits do not rise with the value of output. There were some objective reasons which caused such a situation, but the key problem lay in the low quality of the products, the few varieties, and the big waste of materials. In other words, to increase economic benefits, we must improve the quality of products, increase variety, and suit the products to the market while minimizing the consumption of energy and material and lowering the cost. There are many reasons for the high rate of consumption of materials, including backward management and the low technical level. The outdated equipment is another important reason. Waste can be reduced to some extent if we improve the quality of the equipment. Taking the saving of energy as an example, if the departments of machine building can supply more new, high-quality energy-saving equipment to various departments of the national economy we can save a lot of coal, electricity and oil. Today I would like to give some opinions on improving quality and increasing variety.

First I would like to discuss the question: What kind of place should we give to the quality problem — the first place, the second place or the third? Do we want to give it the first place truly and sincerely, or do we only pay lip service to quality? This is a big problem. Comrade Deng Xiaoping pointed out as early as in 1975: "Quality first is an important policy. This also includes varieties and specifications." But some of our comrades still don't see this point. They pay more attention to quantity and less to quality, or take quality as a flexible target, or only pay lip service to it. And they don't do serious work to improve quality. We should point out that if things go on like this, the strategic target set by the 12th Party Congress will never be realized, and we will make a historical mistake.

At the moment our industry is facing a serious challenge; it is at a turning point where it must answer the question: In what way can it improve its performance? In the past, our enterprises could keep producing by capitalizing on raw and processed materials of low prices, cheap agricultural and sideline produce and relatively low wages, and gain profit by shifting the value of materials and agricultural and sideline produce to their products. Now the situation has changed greatly. Following the increases in the prices of agricultural and sideline produce and of some raw and processed materials and the rise in the wages of the workers and staff, many enterprises have found it difficult to keep themselves going. As the prices of energy and of raw and processed materials will have to be readjusted gradually, the wages of the workers and staff

will be continually readjusted along with the rise in production, the contradiction will grow ever sharper. The situation puts a sharp question to all industrial enterprises: Since it has become impossible to muddle along in the old way and at the existing level, where is the way out? There is only one way out, that is, our enterprises effect a fundamental change by improving quality and performance dramatically. Otherwise they will show no vitality on the domestic market and will not be competitive on the world market; in a word, they can't even exist.

For a long time, our country was short of industrial products. The market supply couldn't meet the demand, and a lot of products were like "a princess who doesn't have to worry about finding a husband." So the enterprises seldom paid attention to improving quality and increasing variety. Although the quality of some products was bad and the prices were high, or the specifications and varieties were unsuitable, resulting in much overstocking, the enterprises didn't consider how they should meet the needs of users because production was divorced from marketing. and the products of factories, good or bad, were bought up by the State. Now the situation is quite different. Under the policy of opening to the outside world and invigorating the domestic economy, not only the world market requires good quality, the domestic market poses the same question. The supply of high-quality, well-known products falls short of demand, while goods of inferior brands can't be sold. This should be considered a good phenomenon, which compels people to improve the quality of industrial products. Pressure must be created on the backward enterprises, which we can't always protect. The problem of quality is even sharper on the world market. If the quality is good, there is a market; if it is bad, there is no market, or the goods have to be sold as low-grade ones. The prices of high-grade goods can be several times, even scores of times those of low-grade goods. Many of our export goods are considered goods of a general run or low-grade goods, which cause great losses to us. Although there is a problem of foreign trade management, the main problem is the lower quality (including both packing and packaging). We should be determined to improve the quality of our goods, shift from a policy of "winning by cheaper prices" to a policy of "winning by superior quality," so that Chinese goods will enjoy a higher prestige on the world market. Of course, the quality of some of our export goods is quite good. For instance, the high-voltage isolator made in Dalian is up to the international standard and can match those produced in advanced countries like the United States and Britain. It passed the test given by authoritative inspection organizations abroad and has won the praise of foreign users. But it is said that the price is only half of that of equivalent products abroad. There are also other products which are of good quality but are sold at low prices. If the quality of some of our export goods has truly reached the international level, their prices should be similar to the world prices. Sometimes excessively low prices would lower the international prestige of the goods.

From now, whether quality of the products is good or bad, it should be judged mainly by users and not just by the manufacturers. No one should pat on his own shoulders. In the past there were some arguments back and forth because the manufacturers didn't want to admit the low quality of their goods. Such an attitude of the manufacturers, who refused to see their shortcomings, couldn't help them improve their work. Even if some of the problems were caused by users who did not choose the right types or did not know how to use the equipment properly, or did poor maintenance, the manufacturers still had the obligation to help solve these problems. Only in this way can we really be "seeking practical benefits and satisfying the users."

That was my first point. What I mean is that we must firmly establish the idea of quality first and thoroughly implement this major policy. We should treat the question of improving quality and increasing variety with a sense of urgency. We should heighten our morale and meet the

challenge confronting our industy.

Secondly, I would like to discuss the relationship between quality and economic benefits. Comrade Deng Xiaoping said: "Improving the quality of products means the maximum economy. In a sense, good quality means bigger quantity." Here, Comrade Deng Xiaoping made perfectly clear the dialectical relationship between quality and benefits, between quality and quantity. But some of our comrades often find it hard to free themselves from an old mentality. They are used to the practice of increasing quantity. They don't understand that since products of low quality can't meet the needs of users, their value can't be recognized by society. In that case, there can be no economic benefit. Quantity is based on quality. If the quality of a product is bad, if it breaks down as soon as it is used, or if it is so backward that it can't be used at all, then the more such products, the bigger the waste. What benefits can we get? Striving for benefits means economizing on social labour. By making good quality products we can save not only materialized labour and living labour, but also bring economy to the users because the products can be used longer, the benefits are increased, consumption of energy and materials is reduced. and maintenance simplified, etc. There is a great potential in practising such economy. The medium manganese heavy rails produced by the Anshan Iron and Steel Company when used on crooked and straight tracks, last for a period thrice longer than the ordinary carbonized heavy tracks. The economic benefits from such a product can by no means be judged from the benefits of the producer. Therefore, an enterprise should not only seek its own economic benefits, but must pay more attention to increasing the use value of their products. Improving quality means a rise in labour productivity. Some American scholars think that bad quality is causing a loss of 25% of productivity every year. If the economic losses from waste and the products under repairs can be eliminated, the production can be increased by 30% without incurring any more production cost. In our country, the figure would probably be much bigger. That is why quality is the foundation of economic benefits. This corresponds fully with reality.

In recent years we have selected 1,454 high-quality products by national standards and more high-quality products by the standards of central ministries and provinces. These high-quality products embody increases in economic benefits by different degrees and in different respects. Last year, Tianjin investigated by samples the economic benefits of high-quality products. The results showed that the high-quality products are much superior to ordinary products in point of the rise in output value, marketability, the profit margin and foreign exchange earnings. According to statistics from eight industrial bureaus, the output value of high-quality products was up by 19%, while that of ordinary products was up only by 2.4%. Figures from six industrial bureaus showed that the profit of high-quality products increased 23.7%, while the profit of ordinary products decreased 3%. According to statistics from three industrial bureaus, the increase in foreign exchange earnings was 6.25%, for which high-quality products accounted for 38.4%. All these figures are very convincing. We can give many more similar examples and comrades present here know them from their personal experiences. I hope all of you will make a serious study of the relationship between quality and benefits, explain it clearly from the angle of combining theory with practice, so as to enhance the understanding of the workers and staff, carry out the principle of putting quality first, and get real economic benefits by improving quality.

Finally, I would like to discuss the question of quickening the pace of increasing variety and improving quality. It is true that since the 3rd Plenary Session of the Party's 11th Central Committee that variety of our industrial products have been increased and their quality improved through several years' readjustment. But taken as a whole, the quality of our industrial products is still unsatisfactory. The quality of some products is still not up to the highest level in history. Among the products examined by the state, 1/5 to 1/4 show an unsteady quality and some pro-

ducts tend to get worse. There are not many varieties of high-quality products which account for a small percentage of total output value. Products of vital importance to the nation's economy and to people's lives, particularly electrical appliances, constitute only a small proportion of high-quality products. The main contradiction still lies in the fact that varieties are incomplete and the level is not high. Such a situation is not at all suited to the needs of socialist modernization and the needs in people's material and cultural lives in each area and department. Efforts must be made to quicken the pace of increasing variety and improving quality through scientific and technical progress.

In March this year the State Economic Commission issued the "Regulations on Quickening the Pace of Increasing Variety and Improving Quality in Industrial Production". We hope these regulations will seriously be put into practice in each area and department.

To increase variety and improve quality, we must have a clear strategic goal and concrete plan. A lot of work has been done in some areas and departments. During the National Conference on Technological Progress in the Machine-Building and Electronic Industries held in April this year, it was decided that, by 1990, we will try to upgrade about 60%-70% of our main products to the technical level of those in industrially advanced countries in the 1970's or the early 1980's. Bearing such a goal in mind, the Ministry of Machine Building Industry has worked out an immediate plan and an intermediate one, both of which focus on the adoption of international standards. For instance, it is required that 1,011 factories and 1,938 products will adopt international standards by 1985, among which 322 factories and 811 products will reach the goal this year. Shanghai put forward a plan for 533 items to catch up with and surpass advanced standards by organizing an exhibition of the quality and variety of industrial products, which were compared with foreign and domestic products of famous brands so that people could see where they were lagging behind and set their own targets. Such clear plans and goals should be worked out in every area and department as the key link in technical work there. By taking the products as the key link we mean that it is necessary to make systematic arrangements for the solution of key scientific and technical problems, the import of technology, digestion and popularization of such technology, and technical renovation. Only such overall arrangements can enable us to promote technical progress most effectively, increase variety and improve quality at a greater speed, and secure the best economic benefits.

Here I wish to stress the importance of the basic industries, such as those producing raw and processed materials, which form one of the foundations of our whole industry. If the level of such basic industries does not go up, neither will the level of industry as a whole. Thus the material industries must take faster steps to adopt international standards and try their best to improve quality; otherwise they will hinder the growth of processing industries. In order to realize the strategic goal for the year 2000, the machine-building industry, which provides equipment for the nation's economy, should advance its schedule to 1995, and the basic industries producing raw and processed materials must adapt themselves to this advanced schedule. From the point of view of the nation as a whole, all these problems must be solved through overall arrangement.

To ensure the realization of our plan, we must take a series of effective measures concerning technology and management. In the technical field, we must give priority to scientific research, popularize and apply the latest results of scientific research and new technologies. We must import advanced technologies from abroad with definite aims and focuses, digest and absorb them and turn them into our own assets. We must pay more attention to shifting military technologies to civilian orientation; we must raise the level of standardization and actively adopt international standards: we must pay attention to acquiring the means of testing commodities,