

Quality – access to success, nr. 7-8/2008

INFO/EVENT

- *ISO standard for improving road safety on global level*
- *SRAC CERT certifications for March-April 2008*

QUALITY MANAGEMENT

- *Alexandrina Deaconu, Ion Verboncu, Quality in human resources management. Employee retention – an actual necessity of economic organizations from Romania*

The main idea of this article deals with the workforce fluctuation phenomenon that worries and affects the economic organizations in Romania and that requires, more than anything at this moment, a proper intervention of the experts in the human resources field. In this context, apart from the short term actions, organizations use employer branding that can attract and retain the human resources necessary for accomplishing the established objectives.

- *Mihaela Paun, Miltiade Stanciu, Man and his role on the relation performance-competitiveness*

We usually associate the terms of competitiveness and performance together when we want to establish the individual performance or competitiveness of a company, economy or nation. We are interested also to measure the performance of a company but and the performances of his employees, to purpose to increase the performances and in general, the competitiveness.

- *Cosmin Dobrin, Ioan Popa, Cristian Ioan Tiu, Statistical instruments used for processes quality improvement from public organizations*

It is essential to introduce the main elements of the plans for improvement within the process of quality improvement, focusing on the tools which were designed to improve quality and which can be used in both services and public administration.

- *Sorinel Cosma, Veronica Popovici, Elena Condrea, Quality control – a guarantee for business success*

Quality control is a procedure or a set of procedures meant to insure the compliance of a manufactured good or of a service with a set of well defined and customer oriented quality criteria. To implement an efficient quality system, it is first necessary to establish the quality standards for the given good or service. Then, data must be collected in order to take the necessary corrective measures. Quality control must be an on-going process to counter mistakes and to insure satisfactory results.

- *Laurentiu Moldovan, Vasile Kifor, Second part audit in automotive*

More and more car companies from Western Europe and United States of America transfer their processes in our country as a result in the increase of opportunities for these producers in Romania. More and more clients are coming here as well in order to audit the processes that realize the final products for them.

This paper presents generally the reasons that lead to the birth of the standard ISO TS 16949:2002 that rules the car industry worldwide and it is about the way which an organization should prepare all its departments so that, when the audit ends, the firm should be considered being as „a fully accepted supplier“. This work proposes to deliver a small guide in this respect that it is useful in helping companies for a better approach of the preparations for the second part audit.

- *Viorel Petrescu, Elena Necula, A model of performance management for leather goods and footwear companies (I)*

In the contemporary society, characterized by an increasing competitiveness and a continuous market evolution, measuring and evaluating of the performance of leather goods/footwear companies is essential for their survival and their success.

Performance represents the measurable result of certain activity. Evaluating the performance means both to ascertain how the objectives have been fulfilled (in which degree) and to set up/ to confirm the necessary actions for fulfilling these final objectives, namely the performing standard fixed by leather industry organizations and others.

- *Octavian Ionescu, The performance increasing of business processes*

Should we expect better economic results by improving Business Processes efficiency? No doubt! Is then Business Process Management (BPM) the only solution applicable?

Analyzing the reasons which companies considered in order to implement BPM, I realize that economic efficiency is their motivation to achieve BPM. In today's economic environment it is not enough anymore to have assets, products or services and a market. You must be efficient in order to be successful. Looking at the companies which have improved efficiency by transformation of processes we can conclude that their effort paid back: their processes improved and economic results improved as well. Regardless the method used to transform business processes the most important success factor is to consider the business processes as any other company fixed asset, i.e. subject to investments.

In the current article I will make a review of the different approaches applied by successful firms to increase process performance.

- *Dalina Dumitrescu, Oana Firica, Adrian Manaicu, The ethical perception in decisional process – a pilot study with temporal approach*

The ethical (or non-ethical) nature of the management decisions on short term earnings plays an important part in the creation of a healthy business environment. In a business environment oriented towards the durable economic development, the ethical component is of a great importance. Beyond the area where the decisional behavior is regulated by legislation, the ethics incorporated in the managerial decisions makes the difference between the rapid profit, accidental or due to haphazard manipulations, and the long run consolidated profit, resulted from well-grounded decisions of high moral integrity. The article presents the results of a pilot study that comprises a survey and an analysis of the opinions of middle and top managers with regard to the ethics of some management decisions on short-term earnings.

- Amalia Venera Todorut, *Continual improving and reengineering – modalities of processes approach*

Reengineering says that the actual process of business it's not working efficiently and it must be replaced with a new one. The difference between improvement and redesign of the process it's even the radicalism of the present process. Technical improvements are extremely efficient to obtain results step by step, but also it's important to replace the old process with a new one, redesigned and improved.

Many approach had been found for comprise the activities that assures a better improvement for supply a unique and coherent program.

ENVIRONMENTAL MANAGEMENT

- Mariana Constantinescu, Chebira Boualem, *Ecological compatibility*

The green marketing may be a strategic option for the enterprise, oriented to „consumer and environment“ which propose to build a corporate ecological identity. The ecological compatibility for Romanian companies creates a competitive and sustainable advantage and offer the satisfaction for their customers and respect rules for the protection of the environment, also.

FOOD SAFETY MANAGEMENT

- Mihaela Constandache, *Foods with benefits for health – a choice for life quality assurance*

Starting from the assumption that a way of improving the nutritional level of the population is the enrichment and fortification of mass consumption food, the main scientific goal of this study was the increase of food security and food safety by developing some food products with impact on life quality, identifying some solutions regarding nutritional disorders due to the lack of proteic contribution.

CONFORMITY ASSESSMENT

- Corina Ene, *Actual aspects concerning the ecological products certifications in Romania*

The paper approaches the issue of organic farming, underlining the actual relevance and utility of this field, both on national and European level, as well as the essential exigencies imposed by the in-force legislation, establishing applicable principles, rules and practices. Organic products certification stands for an indispensable step for the operators, being a compulsory procedure prior to bringing products to the marketplace, in order to ensure the right observing of the norms. The conditions and the costs associated to certification, beside the limits of the ecologic products domain in our country call for finding solutions for assisting and motivating farmers so that ecologic products market records a sustained development with positive effects on food consumption and, on a larger scale, on life quality.

INFORMATION SECURITY MANAGEMENT

- Tudor Stomff, *Information security management systems (V)*

This presentation establishes guidelines and general principles for initiating, implementing, maintaining, and improving information security management in an organization. The objectives outlined provide general guidance on the commonly accepted goals of information security management and show the best practices of control objectives and controls in the following areas of information security management: security policy; organization of information security; asset management; human resources security; physical and environmental security; communications and operations management; access control; information systems acquisition, development and maintenance; information security incident management; business continuity management; compliance.

KNOWLEDGE SOCIETY

- Gheorghe Basanu, Florin Ionita, Daniel Savin, *Determining factors of the overall performance of Business Intelligence solutions (II)*

This paper tries, first, to emphasize the fact that the finality of any BI implementation and the goal of the efforts of building and develop specific techniques and concepts of this field is the effectiveness cost of the company's management, and the model chosen must reflect the business philosophy and management orientation, as well as the adaptability, coherence with existing systems and other conditions, not necessary technical.

- Angela Ionita, *Trends and new instruments for e-Government applications in knowledge society*

Based on the e-Government literature and starting from the new trends in the development of the e-Government applications in knowledge society and their complexity, this paper defines on the first section, the terms such as e-Government, e-Governance and the differences. This section is followed by a short presentation of the dimensions of new tools for e-Government applications in knowledge society. The third section contains a presentation of some aspects in connections with the complexity of the e-Government applications. The last section is dedicated to the conclusions, enumerating the key challenges and point to five fundamental needs for new tools in the framework of e-Government applications.

ACADEMICA

- Mihai Radu, *About experimentation problem in quality analysis: interlaboratory comparison*

In this paper we examine the problem of experiments devoted to the analysis of the so-called interlaboratory comparison. The usual toolkit employed here contains the well-known STUDENT test (t) and specific procedures belonging to ANOVA.

- Viorel Gh. Voda, *The development of the idea of correlation. Applications (III)*

In this work we examine the rise of the idea of correlation from first results obtained by Francis Galton (1822-1911) to the newest acquisitions in the so-called informational statistics. There are put into light the fields of applications of correlation and regression theory: sociology, engineering, quality management, metrology a.s.o. A large list of references is presented in this respect. Finally, an old case study (see [34]) is revisited and completed.

MANAGER'S LIBRARY

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