

Quality – access to success, nr. 5/2006

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- Tudor Mărunțelu, *Customer connectivity. How could you have a good Customer Service*

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- ISO/IEC standard benchmarks quality of e-learning
- Copyright in international standardization
- Standard for complaints handling
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7. ACADEMICA

- Voicu Boșcaiu, Viorel Gh. Vodă, *Technological processes capability (III)*

8. Document

- CE mark

9. MANAGER'S LIBRARY

- « Monitorul Oficial » Publishing House, *Environmental Dictionary*

- Rosetti Publishing House, W.I.P.O., *Introduction in intellectual property*