

Quality – access to success, nr. 1-2/2007

EDITORIAL

- Tudor Maruntelu, Competitive advantage through SRAC certification

INFO/EVENT

- ISO standard for crisis management
- ISO 15378:2006
- First ISO Packs
- ISO 24276:2006
- ISO 20553:2006
- ISO/IEC 23026/2006
- SRAC certifications for July and August 2006

QUALITY MANAGEMENT

- Ioan C. Bacivarov, *The impact of ISO 9001 certification among the consumers*

This paper analysis the results of a recent British study regarding the advantages of ISO 9001 certification, as well as its favourable impact among the consumers. The author makes some proposals addressed to the Romanian business and educational system in order to assure their success under the new conditions of the European Union legislation.

- Lucian Lobont, Constantin Oprean, Ilie Carabulea, *Process modelling for QMS implementation in the automotive industry*

The quality standards, especially ISO 9001 has clearly defined requirements regarding process identification and improvement. Process modelling is a tool that provides a means of communicating complex business functions in a form more easily understandable by people. Modelling provides for the formalization of processes which in turn allows the enterprise to operate in a standardized manner. Applying process modelling it's a requirement which can transform an automotive organisation into a leader in a changeable and continuously growing market.

- Carmen Aida Hutu, *Quality culture. Cultural orientations impact to quality approach in Romanian companies. (III) Customers orientation. The learning and innovation organization as cultural factors*

Orientation toward clients is critical for the achievement of organizational objectives related to quality, triggering organizational learning. The article presents organizational learning as key cultural factor of organizational transformation in purpose to create fit with an ever more demanding environment. The result is „the learning organization”, or a system capable to reinvent itself in order to meet and exceed clients' needs.

- Marin Mainea, *Integrated management system (VI). The stages of Quality-Environment QMS development*

The paper presents the characteristics of the Integrated Management System, the basic equivalences and the correlations between the standards ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:2004. In this issue, the 4th and the 5th stages of a Quality-Environment IMS development are presented.

- Cristina Musat, II. *Lean Manufacturing. Lean way to efficient company. Part two*

Lean Manufacturing means a complex approach of the management system within an organisation, either a production company or a service organisation. To transform an enterprise into a Lean Enterprise, a strategic decision should be made. Afterwards, several steps are to be performed for implementing Lean, starting from initial status diagnosis and continuing with selection of suitable improvement actions, actual performance improvement and measurements for keeping the level of improved results. Only that this series of steps have to be reiterated as part of a continuous process in pursue of business excellence.

- George Mandicescu, Victor Voevodski, *Application of ISO 9000 international standards to the individuals' personal life*

PLQMS: ISO 9001/VP or the Personal Life Quality Management System – (application of the ISO 9001: 2000 international standard to the individuals' personal life). This is a handy solution for any organization for the improvement (as a minimum requirement) of human resource management. ISO 9001: 2000 represents the foundation for the creation, implementation, maintenance and improvement of PLQMS. By implementing a Personal Life Quality Management System, each of us can have a better control of his/her own life, can use his/her own potential in a better way, become free from crises and move on, obtaining, as a reward, good relations with those around him/her and relevant successes in life. The adoption of a PLQMS should be a strategic decision regarding an individual's life. The design, implementation and maintenance of a PLQMS are influenced by various individual needs, specific goals, used processes and personal expectations and ambitions. All requirements are generic and can be basically applied to any person. The decisive factor currently making the significant difference between organisations is represented by their PERSONNEL. The other factors are currently widely available and relatively easy to acquire.

- Stefan Ungureanu, *A process approach model. Part I*

Process approach is one of the eight principles of Quality Management used by the high management to direct the organization towards continuous improvement, to satisfy the clients needs and expectations.

The paper carries forth as a model, the process approach inside R.A.M. Buzău.

ENVIRONMENTAL MANAGEMENT

- Madalina Silvia Ignatov, *A methodology for EMS certification*

The aim of the paper is to illustrate one methodology for EMS certification, in EU adhesion condition, as well as its institutional and technical impact of the accreditation. It had been analysed the following aspects:

- EU Legislation according environmental systems conformity (Directive 761/2001/EC – EMAS II)
- q ISO 14001 – the only environmental standard agreed by Romania (as certification support)
- ISO 14001 and EMAS II compatibilities
- The present stage of EMS certification in Romania
- Recommendations.

- Elena Raicea Laslu, *35/2004 CE Directive*

In the perspective of Romania adherence to EU, the Directive 35/2004 has a great importance for activities of economic enterprises considering the environment.

FOOD SAFETY MANAGEMENT

- Alexandrina Sirbu, *The premises of economical competitiveness growing and the quality approach in the romanian food field*

Romanian food market has crossed a sinuously evolution during the last decade, those trajectory being influenced by economical technical and social factors. Food production has restructured on managerial and technological ways, and economical activity has embedded differentially, depending on size-scale companies. Management approach by food organizations in Romania has light modified regarding the competitive offer on market, focus on consumers, in aim to improve the economical outcomes. The concerns on continuous improvement of quality increased, too. Beside, food commodity became more than a food product, and comprises also services. Starting from those premises, quality became an objective of food producers' management. In that paper there are underlined some features concerning management system approach on quality at food enterprises' level in Romania.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

- Ileana Bodea, Stefan Bercea, *The implementation of a Safety and Health at Work Management efficient system applied to building field (III)*

The increased number of work accidents and occupational diseases in constructions field at the level of national economies requires the reconsideration of the safety at work criteria at the investigation, design and performance of economic objectives as well as their management.

In the present work, the authors try to present the draft of a model of safety and health at work management at the company level, integrated in the company general management.

- **INFORMATION SECURITY MANAGEMENT**
- Floarea Baicu, *Information Security Management, requirement of the romanian standards*

Begining by showing common aspects of the Information Security Management System the paper goes into depth on the specific aspects of this management sistem. This aspects are assesment and treatment of the risks, specific computer records, the Statement of Aplicability of the reference standard, the control of the access on all informations handled by the organisation. New requirements of the standards adopted in Romania by the end of year 2006 are highlighted and ways to deal with them are shown trough the paper.

- Gabriel Ionescu, *Risk Management and Business Continuity planning*

Historically, an organization's computer systems were centrally located in the company's data center, and „keeping the train running“ was the responsibility of Computer Operations. As such, disaster recovery and contingency planning were also the responsibility of Computer Operations, whose focus was to ensure that business applications on the mainframe were available as required.

Today's computing environment is far different, more distributed, and as such, much more complex to manage. Business information is dispersed, as local area networks and departmental systems have replaced the monolithic mainframe.

ACADEMICA

- Emil Petrescu, Viorel Gh. Voda, *Decisional uncertainty and the statistical risk (II)*

In this work, entitled „Decisional uncertainty and the statistical risk“ we try to emphasize some new aspects which relates the two concepts: uncertainty and risk. In the first

paragraph we discuss some shortcomings of the so-called „error of the third kind“ which has been introduced to explain what happens when an experimenter solves a „false problem“.

The second paragraph reviews various definitions of uncertainty and then, we present the idea of risk strongly linked to the anthropic element.

Various kinds of risk are listed and explained in the fourth section.

Then, some mathematical models are presented a special stress being laid on TAGUCHI's loss-function and risk, since in the next chapter we prove an original result concerning this Taguchi risk.

Finally, some applications of Taguchi risk are given, regarding the relation-ship between this risk and the potential index (C_p) of a technological process. The case of quality inspection by using a Poisson model for defects is also presented.

- Dan Bogdan Ionescu, *Once again about Pearson's Coefficients and their applications in quality management*

In this paper we discuss the role of the so-called pearsonian indices (skewness and kurtosis) in the quantitative evaluation of product quality. Are presented some procedures using these indices to assess normality of a measurable quality characteristic, and their intervention in capability description of a process when a departure from normality is observed.

MANAGER'S LIBRARY

- Editura ASAB, Stefan Iovan, *Rail informatic systems*
- Editura Victor, Floarea Baicu, Andrei-Mihai Baicu, *Audit and security of the informatic systems*