

Quality – access to success, nr. 5/2007

EDITORIAL

- Tudor Maruntelu, *A beautiful spring for SRAC and its partners*

INFO/EVENT

- SRAC – IQNet 2007 Forum
- SRAC certifications for January and February 2007

QUALITY MANAGEMENT

- Viorel Lefter, Nicolae Al. Pop, Simona Vasilache, Irina Bena, Anca Bogdan, *Models of approach for intellectual capital*

This study discusses some of the most recent trends in intellectual capital defining and reporting, with a special emphasis placed on the importance of this research direction for the contemporary business environment. The most relevant models proposed for intellectual capital structure are critically examined, and the relationship between intellectual capital and categories of knowledge and thinking models is also explored.

- Cristina Musat, *Lean Manufacturing. Methods for activity control*

The paper presents how to select the performance indicators to be controlled along the transit to LEAN.

- Marieta Olaru, Odeta Cherciu, *The implementation of an integrated ISO 9001 system. The European excellence model for companies delivering educational services*

The paper advances a method for implementing the standard ISO 9001, in parallel with the European excellence model EFQM, action which will allow for a complex approach of the organizational processes in companies delivering educational services, including the setting, measurement and monitoring of objectives' achievement and of the indicators evaluating results and performances in the organization.

ENVIRONMENTAL MANAGEMENT

- Roxana Patrascu, *Ecological effects evaluation for the heat supply of a city*

This case study represents a complex view on the environmental problems and on the energy production for the heat supply of a city. In the last time, this type of studies can be parts of the pre-fezability studies and/or the fezability studies, which are realized to find the optimum solution for the heat supply of a city.

The definition and the calculation of the effect scores for the cogeneration systems conduct to the quantification of their ecological impact, which is an important tool both for the implementation phase of a new cogeneration solution and for the case of an audit achievement for the already existent systems.

Effect scores and impact valuation factors are associated to each impact type. On their basis, from the ecological point of view, it can be made the assessment of different cogeneration systems.

- Madalina-Silvia Ignatov, *The methodology for environmental laboratories accreditation in conformity with ISO/CEI 17025 standard*

Applying ISO/CEI 17025 requirements, the Romanian environmental laboratories may test the environmental quality in the same technical conditions as all EU laboratories. This means that all analysis will be accepted of every EU member state. The condition is environmental laboratories certification by an available accreditation organism. Environmental laboratory certification is a very complex process, which involves both the environmental laboratory and accreditation organism. Accreditation means to pass three steps: environmental pre-audit, environmental audit, watching audit. All these kind of audit are made by RENAR.

INFORMATION SECURITY MANAGEMENT

- Floarea Baicu, Andrei Mihai Baicu, *Risk management concerning to information security. Deming cycle – PDCA*

Risk management, taken as a central part the Information Security Management, requires a systematic approach, permanently renewal and continued improvement. The contents of every step of this Deming cycle (PDCA) as well as the contents of an risk treatment plan will be detailed in this article.

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 (VI)*

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.

CONFORMITY ASSESSMENT

- Genica Antohe, *EC type – examination. The decision considering the conditions establishing for machinery delivering on the market*

EC type-examination is the procedure by which a notified body ascertains and certifies that an example of machinery satisfies the provisions of this Directive which apply to it. The application for EC type-examination shall be lodged by the manufacturer or by his authorised representative established in the Community, to a single notified body which respect to an example of the machinery.

INFORMATION SOCIETY

- Tudor Galos, *Why Open XML?*

Microsoft received many questions regarding standardization of Open XML file format – why is it done, what are the benefits for the end-users, and why should there be another document format standard, when there already is one in place? In this article, Tudor Galos, Product Manager at Microsoft, addresses all these issues and explains what are the benefits of Open XML file format.

- Wolfgang Ritzi, *Claims management*

The use of a portal for complaints – via Browser – eliminates the hedges between companies and creates a centralized system of information leading, which facilitates the communication between departments, as the relationship between the company and its customers and provisioners.

- Angela Ionita, *Complexity and quality of GeoWeb services for Public Administration (II)*

The second part of the paper refers to the characteristics of GeoWeb services structured in three reference classes. The first class refers to the functionality, dynamic content of GeoWeb services, intern/extern environment. The second class takes into consideration the integrability, transactionality, extensibility, trust and reliability, performance. The third class takes into consideration utility and usability and selfsustainability. The section dedicated to the conclusions make a summary of the pro and against of development and use of GeoWeb services in local, national and regional framework.

ACADEMICA

- Dan Gogoncea, *Fuzzy systems appliance to standardization global processes dynamics in quality management (IV)*

The paper describes the possibilities of fuzzy formalism to translate into mathematical terms the everyday language, in case of uncertainty, thus constructing a possible solution for the standardization in the field of quality.

- Gh. Dinu, Viorel Gh. Voda, *About information, entropy and their applications to quality management (III)*

In the fourth section of our paper we make a review of some important results concerning the so-called ONICESCU's index of informational energy, tracing the roots of this indicator back to GINI'S „indice di dissomiglianza“ and RÉNYI's „entropy of order“.

MANAGER'S LIBRARY

- Politehnica Press House of Publishing, Roxana Patrascu, *The energy production and its impact on environment, in the context of sustainable development*