

## Quality – access to success, nr. 6/2007

### EDITORIAL

- Tudor Maruntelu, *The antinomies of Romanian hospitality industry*

### INFO/EVENT

- ISO standards for life cycle assessment to promote sustainable development
- ISO standard for market encouragement for road vehicles powered by natural gas
- SRAC certifications for March 2007

### QUALITY MANAGEMENT

- Odetta Cherciu, *Aspects concerning quality improvement as a result of self-assessment of an organization delivering learning services*

The paper presents a method for planning the quality management system improvement, starting from setting the priorities and evaluating the effects of improvement actions in an organization delivering learning services.

- Emil Ciobanu, *Process approach of quality management (I)*

The paper develops the 4th principle of Quality Management, in the spirit of SR EN ISO 9001:2001 standard, to promote process approach of quality management in the elaboration, implementation and improvement the effectiveness of quality management system, with the scope of increasing of customer satisfaction.

- Radu Stanciu, *Quality increasing of executives activity through the job redesigning*

The job design process has a great impact on motivation, morale and productivity of the employees. That is why this process must concern the managers, especially the human resource managers, even they are not directly involved in it.

The paper presents an efficient manner of job designing or redesigning. In the second part is illustrated the application of this method to an industrial chemical organization.

- Steliana Cojocariu, *Techniques and instruments for implementing and monitoring the quality management systems in hospitality industry*

The paper discusses three major instruments such as: The Swiss hotel classification created by Swiss Hotel Association for its members, the French Hotelcert reference system (is a complement of the star classification which is based basically on the available infrastructure, not on the quality level of the offered services, is a voluntary and national system of evaluating the quality of French hotels, Hotelcert takes into account, not only the infrastructure, but also the condition, not only the presence of certain services, but also the way they are performed, is accessible to all classified hotels wishing to start with a certification of their service quality. Is adopted to all hotel categories. The aim of the system is to improve the hotel services with a view to enhance the satisfaction of customers, concerns service with a smile, availability practices and tourist information, guidance, cleanliness, good bedding etc), the Spanish Q Label (the Spanish national touristic system of quality implemented between 1996-2000 by economic organization and General Secretariat for Tourism – which elaborated the first Spanish Touristic Quality

Plan in 2000-2006; the smcts consists of accesibility to the methods, principles, techniques and quality management instruments by the economic organization of tourism).

- Mihai Teognoste, Anca Muresan, Daniela Cristina Prica, *Problem-solving methods: approach in an integrated system*

Since the begining of quality system some are very attracted by the „Paper Engineering“ A big amount of paper is the measurable of the Implemented Quality System. Since other managers (financial, marketing, environmental, health & safety) have nothing to do with the paper, but with information under any form, especially with e-documents, the power of methods is ready to rise again to prove we can be based on it. This work is taking into account there are always problems and methods aimed at solving them. Methods are forever.

## **ENVIRONMENTAL MANAGEMENT**

- Elena Dumitru, *The responsability of the producer in the waste management field*

One of the most important principles of waste management is „the producer responsibility“ (PR). It is applied to the Directives related to packaging waste, waste from electric and electronic equipment (WEEE) and batteries and accumulators. The new Waste Framework Directive proposal contents several articles regarding this principle and the Thematic Strategy for prevention and recycling of waste stated PR as a peer of the waste management system. Based on PR or even more (Extended Producer Responsibility ) should be designed the waste market.

- Ana-Maria Topalu, Lucia-Violeta Melnic, Constantin Ilie, *Generalities concerning waste management planning*

In order to plan the waste management must consider the waste quantity forecast. The forecast allows the evaluation of future evolution using a model through the information usage. Only with the usage of information regarding the waste quantities, which is more probably to be used in the future, a database can be determined for decisions about whether new waste disposal facilities should be build and exploited. In many concepts for waste management the best results can be obtained through the application of scenario techniques. With the help of these techniques quantitative and qualitative knowledge can be implemented into the process.

## **INFORMATION SECURITY MANAGEMENT**

- Gabriel Ionescu, *The tasks of Risk assessment*

In this section, we will explore the classic tasks of risk assessment and key issues associated with each task, regardless of the specific approach to be employed. The focus will, in general, be primarily on quantitative methodologies. However, wherever possible, related issues in qualitative methodologies will also be discussed.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Mira Minca, *OHSAS 18001 requirements applied to process approach into an organization with major chemical risks*

In order to gain the trust of both internal and external clients, implementing and maintaining a quality management system into an organization which presents major chemical risk is essential. A very important feature of such a strategy is represented by implementing the management of a security management system.

Process management promoted by international standard ISO 9001:2000 means to apply the PDCA methodology to each process.

Occupational health and safety management system by Romanian Standard OHSAS 18001 means to create an organizational culture in which the occupational health and

safety state to become a problem to each employee, not only of the employer. The present article presents the way to apply the criteria stipulated in OHSAS 18001 to the principle of process approach in developing, implementing and improving the efficacy of quality management system for the organizations which presents major chemical risks in order to have a better management of the existing risks and improving the security and the welfare of the employees.

## **INFORMATION SOCIETY**

- Tudor Galos, *The applications of ECMA Open XML – the new format WordML from Word 2007*

This article briefly describes WordML file format, the default document format in Microsoft Word 2007, based on ECMA Open XML document standard. Details are given regarding components and parts of WordML XML file structure.

- Eugen Stefan Popa, Mihaela Anghelescu, *National, european and international standardization in the field of electronic systems intended to "Intelligent house"*

The concept of „Intelligent house“ represents a domestic automation system which offers advanced solutions for implementing in houses, commercial spaces and offices the applications for their comfort, security, energy save, communication networks and control.

## **ACADEMICA**

- Codruta Dura, Claudia Isac, *Theoretical basis of loss function of Taguchi philosophy*

Essentially, the Taguchi concept has two different aspects: the first one refers to the „loss function“ of quality and to quantizing non-quality costs; the second one determines the actual way of solving quality problems by using special statistical methods. This paper focuses on the first side of the improving quality issue – the „loss function“ and the theoretical basis of Taguchi philosophy.

The theory that inspires basic calculations for the „loss function“ is based on associating quality with a certain characteristic which avoids financial losses for the producer during the production process, as well as for the consumer and even for society, as a whole. In case non-quality costs usually imply extra production costs (wastage, reparations etc.), then, according to Taguchi, non-quality means „the loss induced to society from the moment the product has been delivered“ and it comprises a series of collateral components which are more or less quantifiable, such as: arresting production workshops, increasing stocks, degrading the trade mark, pollution and other harmful effects connected to it, material losses and energy losses which result from goods that cannot be used etc.

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

Some works related to informational energy are listed (from Romanian literature): VĂDUVA's idea to transform the main hypothesis in one-way ANOVA model to an informational energy frame is presented. In this respect, reopening/reconsidering a case study provided by MILITARU and CRI<sup>3</sup>AN – see also their book mentioned in our text – we draw the attention on some open problems implied by VĂDUVA's procedure. The other two examples/case studies refers to the setting up of a production type (mass-production, middle, small series a.s.o.) and a special problem in Statistical Quality Control (SQC).

## **MANAGER'S LIBRARY**

- Bibliotheca House of Publishing
  - Lucretia Mariana Constantinescu, *Total quality management*

- Marius Petrescu, Neculae Năbarjoiu, *Information management, vol.I*