

Quality – access to success, nr. 9/2007

EDITORIAL

- Tudor Maruntelu, *Quality awards a need?*

INFO/EVENT

- The services offered by Piatra Neamt City Hall trends to european standards
- SRAC certifications for May and June 2007

QUALITY MANAGEMENT

- Alexandrina Filip, Gabriela Harangus, Marius Dan, *Risk analysis on integrated system – CALITOP method, based on FMEA method*

Risk analysis increased in importance within environmental, health and safety regulation last few years. Current health and environmental risk analysis built upon, uses many of the same hints in engineered systems: food industry, quality for automotive, etc. To properly evaluate a system, product/service or process for strengths, weaknesses, potential problem areas or failure modes, and to prevent problems before they occur, it may be necessary to use a Failure Modes and Effects Analysis (FMEA). Although there are several types of FMEAs (e.g. system, design, process, machine, service, security, etc) the approach varies from site to site, one common factor remains throughout time – solving potential problems (risks) before they occur.

- Steliana Cojocariu, *Features of the implementation of American model principles of TQM in hospitality industry*

This paper presents the American Model of Total Quality Management (Malcolm Baldrige Award) implemented in the hospitality industry by the Ritz Carlton Hotels and by the Pal's Sudden Service – a privately owned, quick-service restaurant chain (small business category). The Ritz Carlton Hotel Company won the Malcolm Baldrige National Quality Award in 1992 and 1999 and the Pal's Sudden Service won the award in 2001.

- Lucia Violeta Melnic, Cosmin Dobrin, Ana-Maria Topalu, *Methods for performances assessment for organizations delivering services*

In order to determine the performances obtained by the implementation of Total Quality Management several methods were created – „awards“ which are periodically offered to the organizations that accomplished certain characteristics. These awards describe how an organization should be excellent, so that the organization's prescription can be used as regencies for the diagnostics. The most important three awards or „methods“ on the international level are: The Deming National Quality Award (Japan), Malcolm Baldrige National Quality Award (USA) and Euro-pean Quality Award.

- Sebastian Ceptureanu, Eduard Ceptureanu, *Total Performance Scorecard, an instrument of knowledge management*

This article is a result of the studies developed with the main objective to identify a very special and modern management approach for the effective organizations in the XXI century. It has been identified a new and interesting instrument for managers. As we will see in the paper it will support them to integrate organizational objectives with the individual expectations of the human resources. Dr. Hubert Rampersad discovered such approach and the authors appreciated the need to think about it and tried to identify

during the future research how could be applied such modern approach in the Romanian business environment.

- Octavian Ionescu, *The first challenge in BPM: discovery and stock-taking of processes*

This article tries to answer the question: where and how do I start in developing BPM (Business Process Management) in my organization?

Once decided to invest in BPM (see my last article about the 5 reasons to implement BPM), we should be able to answer the above question.

Should we begin by selecting the most important processes and start working directly to improve them? Which are in fact the most relevant/important processes in our firm? Should we do some prioritization first, something like a top of charts of business processes? Or maybe a mega-chart to orientate in the company's „jungle of process charts“... WHAT DO WE DO NEXT?

Answering properly to this question is essential to the success of BPM endeavor.

- Lucretia Mariana Constantinescu, *The promotion's change by the implementation of Total Quality into an enterprise (I)*

The big „Q“ as Total out of TOTAL QUALITY is usually known, shall express a concern for quality issue globally speaking, while the little „q“ out of TOTAL QUALITY shall view a detailed review on quality of one of detail elements providing satisfaction for customer. Success in TOTAL QUALITY shall signify that the company succeeded in designing a TOTAL QUALITY implementation process that may be continuously improved for the company to be able to develop and maintain so called competitive competitor advantages, that prove to be, in the long run, customer's advantages, as the only one who notices the suitable shaping up of solution offered to him versus competitor's. Without being in vogue, but a need for the company, the TOTAL QUALITY should be conceived as a horizon, not as a purpose of its own, requiring not only time and financial investments, but also deep changes in brain and behaviour of own employees and another attitude of companies regarding the market.

ENVIRONMENTAL MANAGEMENT

- Elena Dumitru, *The application of green stamp to electric and electronic products*

The introduction of the „producer responsibility“ principle in Waste Electric and Electronic Equipment field implies a new approach in the financial mechanism of the waste management. In the ordinary system, the inhabitants have to pay to the municipality for sanitation services. This is put in place through either general taxes or special taxes.

INFORMATION SECURITY MANAGEMENT

- Floarea Baicu, Andrei Mihai Baicu, *Risk acceptability curve*

Risk assessment using rigorous mathematical models, with reproducible results, allows the decisions for establishing the priorities for risk treatment to be based on objective criteria. Risk evaluation can be repeated periodically for continuous improvement of risk treatment plans of the organization. We propose a mathematical model to establish the level of risk starting with risk definition and probability of occurrence a security incident and this impact, using risk curves, (hyperbolic curves), obtained as a multiplication between the probability of occurrence of certain event and its impact.

INFORMATION SOCIETY

- Valentina Mihaela Ghinea, *Risk Management in e-business grows the performance of affairs*

Each of the last three centuries has been dominated by a certain technology. It can be said that the XVIII-th century was the big mechanical systems century (the Industrial Revolution). The XIX-th century meant steam engine era. During the XX th century, the most important technology is linked by the collecting, processing and distributing of the information. Among the biggest realisations of that era it can be mentioned the installation of the world telephonic wire, the appearance of the radio and television, and not in the last place the appearance of the computers industry next to the communicational satellites launching.

Because of the very fast technological progress, all these fields convey in a very fast manner. The differences between collecting, moving, storing and processing of the information are disappearing day by day. A lot of company having lots of spread offices can analyse each of their equipment, even the furthest ones. But, even in this situation, the request for an even more sophisticated processing of the information grows up faster. And, as it is known very well, the newest inventions find out new opportunities; but each opportunity is tied to certain risks.

ACADEMICA

- Dan Bogdan Ionescu, *About "precision" of capability indices of technological processes*

In this paper, we start from an idea launched (but not developed) in a series of articles by Boşcaiu and Vodă (see this Journal, 2006, no. 2,3,4), regarding a comparison of performance and capability indices. We transfer this comparison „inside” the classical indices C_p , C_{pk} , namely considering the influence of measurement errors upon these indicators.

Mittag’s results are used in order to describe the accuracy of the error-affected indices.

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

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.

MANAGER’S LIBRARY

- ASE Bucuresti, RENA, *Quality – Management – European integration*