

## Quality – access to success, nr. 10/2007

### EDITORIAL

- Tudor Maruntelu, *Romania has programmes for a sustainable development*

### INFO/EVENIMENT

- ICEEM/04

### MANAGEMENTUL CALITATII

- Ioan Cucu, Codruta Dura, Maintenance management of industrial equipment

The emergence of maintenance activity has been historically preceded by the individualization of equipment remedial activity. Thus, the workings implied by the equipments' up keeping were organized, inside of industrial enterprise, as distinct activities and a specific person was in charge of production equipment remedial. The responsible's task was to implement a series of methods focusing in the main on „the preventive up keep" system. The evolution of equipment's up keeping towards maintenance came under the impression of the „new system" which combined two distinct sides of the equipment availability issue: the preventive aspect and the curative aspect. Another direction which encouraged the evolution of equipment's servicing towards maintenance was the tendency of increasing the importance of equipment's reliability and maintainability in the production process.

- Armand Petrescu, *Models for determination of optimal maintenance method*

This paper presents some methods for determination the optim maintenance method based on standards SR-EN ISO 9000:2001. The main aim of this method is the improvement of performance level.

- Steliana Cojocariu, Marieta Olaru, The evaluation of the quality of hospitality services from Romania

This paper is about internal and external hotels service quality evaluation. Internal evaluation could be possible with the help of a hotels service quality evaluation questionnaire witch includes 784 criterions stuc-tured on 7 categories. External hotels service quality evaluation is attained to three techniques witch could be alternately used: service general eva-lation questionnaire, „enigmatic client" method and phone-call interview.

- Octavian Ionescu, *Business models*

A short review of the 5 reasons to deploy Business Process Management (BPM) in your organization (article published in July 2007) will refresh you the reasons behind the decision to commit your company to achieve BPM. Introducing BPM in your business was substantial effort but already started to pay back: your company operations are in good order and governed efficiently by processes. Why then invest more in creating a Business Model (BM) which looks more like a theoretical construction rather than a business tool? In this article we will prove that apart from the theoretical aspects, a Business Model will bring you cash benefits by integrating and harmonising processes, aligning business functions and facilitating the communication along and accross the reporting lines. It is crucial and mandatory to have a BM in place before the company gets restructured, transformed and pushed to accelerated development. The BM works as a „GPS navigation device" in the jungle of PPP's (policies, procedures and processes) as well as through out the architecture of systems and IT applications.

- Anca Purcarea, Irina Purcarea, *The reconsideration of consumer protection importance in the development and revival of an organization under the incidence of quality management (I)*

The approach of Consumer Sciences in the broader context of education, superior professional training of future specialists or of quality management, can become an opportunity in relaunching merchandise sciences and the importance of studying them within Romanian Universities. The purpose of this article is to assess the potential of consumers as decision-makers and market actors to become active agents influencing environmental policy and, ultimately, improving the state of the environment. The article considers some theoretical perspectives of consumer decision-making and reasoning; discusses the concepts of product policy; reviews key findings of a recent study on conditions for environmental improvements; and assesses the possibilities of consumers as market actors, taking part in product policy in a way that enhances environmental improvements. From the consumer's perspective, increasing consumption opportunities, together with increasing awareness about the global interrelationships between consumption, production, environmental degradation and questions of global equality and equity, mean an increasingly complicated world. The circumstances and conditions in which consumers are to act and make their (daily) consumption decisions are becoming more complex.

- Ion Naftanaila, *„Managementul total al calitatii” or „Managementul calitatii totale”?*

The Romanian readers, English and French speakers, have to deal with a problem: how do we translate in Romanian what in English is called Total Quality Management? Consulting the specialized references, we find that the great majority of the interpreters or book and article authors from Romania adopt the formula „Managementul Calităţii Totale”. The others avoid the challenge and say only „Managementul Calităţii” and a very small part use the term „Managementul Total al Calităţii”. If we would apply the democratic method, the problem would be solved. However, since this method has no inflection in science (there were times when the whole world believed that the Earth was flat, thus, by the democratic method, the Earth should be flat), eventually, arises a necessity for the subject to be discussed.

Probably, the English speaker, who has knowledge in the domain, „feels” that the term „Managementul Calităţii Totale” is not quite the Romanian translation for the term „Total Quality Management”...

- Lucretia Mariana Constantinescu, *The implementation of TQM in a hard-goods company (II). First part*

The latest paradigm in QM shall mark passing from an orientation to control all company's processes (considered as a common response to a static nonmoving environment) to prevention the defect occurrence and to quality continuous improvement.

The five MUST of Total Quality Management should be:

1. Management by achievable feasible targets ( duly expressed by financial and nonfinancial measurable indicators), as agreed and accepted by all company's employees, viewing longterm perspective of company;
2. Compliance in all respects during performed activities, including customers explicit and implicit requirements;
3. Prevention of potential defects by cross-section oriented actions;
4. Measurement of quality by quality related costs, prevention costs, assessment costs and defect correction costs (nonquality) a priori and a posteriori the sales;
5. Adoption of „zero-defect” slogan, meaning more zeros, vide zero-stock, zero-delay, zero-claim, zero-shutdown, zero-accidents, zero-disputes, zero-allegation errors.

- Odetta Cherciu, Marieta Olaru, *Quality management system in a training provider organization. CQAF model*

The Common Quality Assurance Framework (CQAF) is the result of an EU research project. Based on the two important quality management models, the ISO 9001: 2000 and the EFQM excellence model, CQAF may be used at the national, as well as at the training provider level. The paper presents the 5 stages of CQAF. It overlaps the EFQM components over 13 quality subcriteria connected in a PDCA improvement cycle. CQAF criteria may be adapted for training provider organization.

## **MANGEMENTUL MEDIULUI**

- Elena Dumitru, *Regional waste management plans*

An integrated and functional waste management system plays a key-roll in sustainable development. The first step of this system is the planning activity at the national, regional and local level of the waste management policy.

Issuing of the Regional Waste Management Plans (R W M Ps) is requested by Waste Framework Directive. The R W M Ps assure the legal framework to reach the objectives of the waste management and represents the pre-condition to finance from Structural Funds the projects in waste management field.

- Felicia Dumitru, *Ecological revolution and the action of transnational oil corporations*

The industry pollutes through emission, depositing noxious materials on ground and subsoil, biological and radioactive contamination, exploitation risks and possible accidents.

Extraction industry pollutes during the environment during the extraction phase but also during processing, sorting out, concentrating, and thermal processing.

Petroleum extraction and processing industry affects the environment through autogenously and fluid hydrocarbon, lost during the processing, transportation and storekeeping of crude oil and oil products.

Reaction of the Trans national companies for the environment protection requirements is induced also from outside, based on governmental or other specialized institutions initiatives.

## **EVALUAREA CONFORMITATII**

- Carmen Balan, *The product safety for consumers, managerial priority in european context*

The present article refers to the product safety as managerial priority, under the present regulatory framework of the European Union. The provisions of the Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety are analyzed. The paper presents the obligations of producers and distributors relative to the supply of safe products on the market. At the same time, recommendations for producers and distributors relative to the notification of dangerous consumer products to the competent authorities are also discussed. The paper lists the types of data that should be included in the notification made by companies to the competent authorities. In addition, the sequence of steps to be followed when taking corrective actions is underlined.

## **MANAGEMENTUL SECURITATII INFORMATIILOR**

- Gabriel Ionescu, *The management of internet security*

The paper establishes and supports the need for an underlying baseline security framework that will enable companies to successfully evolve to doing business over the Internet and using internal intranet- and World Wide Web-based technologies most effectively within their own corporate computing and networking infrastructures. It

presents a solution set that exploits existing skills, resources, and security implementations.

## **SOCIETATEA INFORMATIONALA**

- Valentina Mihaela Ghinea, *e-Business, a new and competitive dimension of business*

It can be said, without the fear of mistake that both the Internet and the World Wide Web have changed the way people communicate, conduct business and manage their daily lives. And this is because the Internet simply breaks the geographical and temporal boundaries. Socially speaking, people having the same wishes and needs can meet together creating communities and also take advantage of the other's existence. Economically speaking, processes can be designed more effective using the Web. Still, next to the advantages, there are risks, too. Other words, whatever would be the solution chosen it is wisely to not forget about the big volume of information that has to be handled and integrated into the already existing economical context. More than that, it has to be easy to use and to offer optimal support without losing time with training. This is the only way of developing e-Business like an average way of managing business.

## **ACADEMICA**

- Gheorghe Dinu, Viorel Gh. Voda, *About a „paradox“ in the slip practice of statistical process control*

Starting from an actual case study regarding SPC – Statistical Process Control, we discuss the situation when the component  $-X$  of an  $(-X, R)$  chart tends to follow the other component, namely  $R$ . This fact should not happen in theory since the statistics  $-X$  (mean-value) and  $R$  (range) are statistically independent if the parent population is normal.

Although, such tendency of one chart to follow another is happening in practice. Our analysis regards the behavior of the measurable characteristics which gives birth to this unnatural pattern: if  $-X$  and  $R$  tends to rise or fall down together (in unison) it is suspected that the parent population is positively skewed (skewness coefficient is greater than zero).

## **BIBLIOTECA MANAGERULUI**

- Standardizarea House of Publishing, *InfoStandard: more than a catalogue*
- Conspress House of Publishing, *The management of scientific research and technological development projects*