

Quality – access to success, nr. 12/2007

EDITORIAL

- Tudor Maruntelu, 20th anniversary for *ISO 9000 Series*

INFO/EVENT

- *Help for small business to implement ISO 22000 food safety management system*
- *SRAC CERT certifications for September and October 2007*

QUALITY MANAGEMENT

- *Lucretia Mariana Constantinescu, The implementation of TQM in a hard-goods company (III)*

QUALITY as optimal synthesis of main features (properties) expressing utility degree in satisfying the expressed or implicit needs (Stanciu I, 2003 QUALITY as assembly of a product features to satisfy the customers needs and accordingly that make one product become satisfactory/ Juran J.M. 1993) QUALITY as what a customer is ready to pay for, subject to what he shall get and benefit (Drücker P.).

Total Quality represents implementation of change into the company. Dedication of topmanagement in the process of change should join the administrative reorganization for a more efficient distribution of authority and responsibility as well.

- *Steliana Cojocariu, Proposals concerning improvement of the employees management to growth of the Romanian hospitality industry*

The Romanian hotels confront with the migration of the experienced and qualified employees. This leads to a weak quality of services which is proved thanks to the internal evaluation of the quality in the hotel services questionnaire applied in 20 hotels and presented in the previous article. The improvement of the employees management represents one of the main problems in the development of the human resources, the quality of the employees being the most important criterion in the hotels competition. Considering the recommendations made by the European Certification of the Employees System TedQual [WTO, 2004] and the experience of the international hotels found in Romania, the article presents 3 proposals for improving the management of the employees such as: defining an employees handbook, creating and implementing operational standards and using the most important motivational levers for the employees motivation and satisfaction.

- *Mihaela Maria Anca Muresan, Cristina-Daniela Prica, Marius Dan, Cascade diagram. Processes chart for an integrated system*

The paper presents one of Calitop's methods, used for a systematic development, in an integrated & unitary way of management systems like QMS, EMS, OHSAS, and so on. The method is following the process approach and reinforce it; its value added is based on the development of a communicational system based on feedback. The method promotes the new project approach.

- *Octavian Ionescu, The 7 capital errors of BPM strategy*

A short review of the articles regarding Business Process Management (BPM) which I published since last July, will refresh the motives based on which your organization started, or will start the BPM establishment effort.

The issue I would like to address in the current article is one of a strategic nature. Until now I referred to the „TO DO's" meaning we discussed only the positive side. This article is about the „DON'T DO's" emphasizing the negative side, the things to avoid.

What are the mistakes which will jeopardize or destroy your plans to achieve BPM and collect all the credit for it, giving your organization a true competitive advantage?

FOOD SAFETY MANAGEMENT

- Elena Condrea, Anca Cristina Stanciu, Veronica Popovici, Liliana Nicodim, Mariana Mirea, *Food safety management system. Generalities*

The safety of the foods is linked to the presence of the dangers with alimentary origin in the foods, in the consumption's moment. Because these dangers can appear in every step of the food chain, the adequate control on all the chain is essential. Thus, the safety of the food is insured by the combined effort of all the participant parts of the food chain. The requirements of the ISO 22000:2005 standard permit any organization on the food chain, indifferently of size, to enterprise specific actions regarding the food's safety insurance, like:

- *To plan, implement, operate, maintain and actualize a food safety management system oriented on the supplying products in conformity with the requirements, safe for human consumption;*
- *To demonstrate the conformity with the applicable legal and reglementation requirements regarding the food's safety;*
- *To estimate/appreciate the consumers' requirements regarding the food's safety and to demonstrate the conformity of the product with those requirements, with the purpose of increasing the consumers' satisfaction;*
- *To communicate to the suppliers, clients and relevant parts interested from the food chain the current/possible problems regarding the food's safety;*
- *To insure that the organization is in conformity with its declared food safety policy, respectively to demonstrate this face to the relevant interested part;*
- *To follow the certification/recording of its own food safety management system by an external organization or, when the case, to make an self-assessment/self-declaration of its conformity with that standard.*

ENVIRONMENTAL MANGEMENT

- Roxana Patrascu, *General model of energetical and ecological analysis of technological processes from glass industry*

The present article is an integrated approach of energy efficiency in the field of glass manufacturing industry as well as the reduction of its environment impact. This article is targeting in the same time an improvement in energy and economic efficiency, a reduction of the environment impact (CO₂, NO_X, SO₂ and dust emissions) and new equipment implementation in the field of glass manufacturing industry in Rumania. This article take in consideration also glass waste recycling consequences. As a consequence of the present model, complex appraisal methodologies having energy efficiency, environmental impact and economic efficiency components and new clean and effective techniques and technologies will be available for the Rumanian glass manufacturing sector. In this way, Romanian glass industry will be able to reach European efficiency and environment standards. Emissions reduction, especially CO₂, will create appropriate conditions to implement main Kyoto Agreement measures. New methodologies techniques and technologies (solutions, equipments, etc) and also the new developed evaluation models might have a replication potential for other industrial sectors.

- Ana-Maria Schiopu, Maria Gavrilescu, *The getting of the waste electrical and electronic equipment – a solved problem for Iasi municipality*

The Waste Electrical and Electronic Equipment Directive (WEEE Directive) aims to minimize the impact of electrical and electronic goods on the environment, by increasing re-use and recycling and reducing the amount of WEEE going to landfill. It seeks to achieve this by making producers responsible for financing the collection, treatment, and recovery of waste electrical equipment, and by obliging distributors to allow consumers to return their waste equipment free of charge.

INFORMATION SECURITY MANAGEMENT

- Tudor Stomff, *Information security management systems*

INFORMATION SOCIETY

- Mihai Androniceanu, *QFD. A management integrated method to improvement the products quality*

This article presents a modern managerial method which can be used for improving quality of the products following the expectations and the desires of the clients. The author presented the sequences of the process for implementing the QFD method inside the firm. It has been demonstrated that there are several possibilities for using QFD method in combination with the EXPERT systems, as a result of promoting informational technology and communication in the management process.

The article contains few arguments for convincing the Romanian managers to apply the modern managerial methods, like QFD, in a systematic way.

- IBM study. The change of IT manager role
- Valentina Mihaela Ghinea, *Risk Management in e-Business. Risk assessment*

As we left the second millennium and we entered the third one, the whole society has been experiencing an extremely deep change of all processes. The entire world seems to be governed by the effects of an another revolution as important as the industrial revolution was. Electronic networks allow people to transcend the geographical barriers, the barriers of time and also to take advantage of global market and business opportunities not even imaginable up to present.

Still, these new possibilities brought to the world economy are coming also with lots of risks that has to be taken into consideration, analyzed and monitored.

ACADEMICA

- Viorel Gh. Voda, *Afresh about Taguchi method concerning quality management*

Starting from a paper published in June 2007 in this journal, we shall show how the so-called index called signal-to-noise ratio could describe the Taguchi type risk which is in fact the average value of the famous quality loss-function.

MANAGER'S LIBRARY

- AGIR House of Publishing, Octavian Suciu, Constantin Oprean, *Competitional global quality*