

Quality – access to success, nr. 1-2/2008

INFO/EVENT

- New suite of ISO supply chain management standards to reduce risks of terrorism, piracy and fraud
- Latest issue of The ISO Survey shows 16% rise in ISO 9001 and ISO 14001 certifications
- A consumer can be protected if he is an active consumer. An interview with Costel Stanciu, the president of APCR
- Maria Bratu, *Social responsibility. Pioneerdom field for international standardization*
- SRAC SERVICII GRUP programme of training courses in 2008
- *SRAC CERT certifications for November and December 2007*

QUALITY MANAGEMENT

- Mihaela Muresan, Marinella Turdean, Vasile Ciomos, *Water quality and the water services quality*

The quality of the services for general interest is a major concern of the European Commission (EC). Periodically the EC is developing wide surveys in the EU countries for identifying the customers' opinions and satisfaction related to the general interest services (Euro Barometers/ EuroBarometer 260, published in July 2007). Among all the general interest services, water services have a crucial importance, due to the fact that water is a vital and strategic resource. In line with the European framework, a Romanian the Romanian Water Association performed some surveys concerning the consumers' satisfaction, but unfortunately on a local dimension. Consequently an interdisciplinary Romanian team, representing the academic area, Romanian Water Association and a private IT company decided to design a National Portal for customers' satisfaction related to the water supply, and purification-sewerage services, which will integrate the methodology of performing the surveys on regular basis and analyzing the data for the benefit of water services providers and consequently for improving the quality of the water and the water services. The development of web tools for the implementation of these ideas represents a innovative solution and the core of a research project financed under the National Plan for Research, Development and Innovation 2007-2013. The project aims at developing a model to measure the customers' satisfaction, by designing the methodology, main indicators, tools, and the institutional framework for the assessment of the end-users' satisfaction related to the water supply services. One main objective of the project is represented by the development of a virtual environment which will support the online interaction among the main actors involved in the evaluation of the water quality and in the decisional process concerning the improvement of this service. The main information sources used in the benchmarking process will be represented by the customers' opinion and the water services providers' technical data. The analysis and the correlation of these two types of information will support the identification of short-, medium- and long-term trends and scenarios concerning the quality of the water supply and purification-sewerage services. This e-barometer will be an important tool in the quality management of the water services providers.

- Radu Stanciu, *A model of process organizational development*

Organization development can revitalize and enrich an organization. Properly implemented organization development may assure the success of the organization. However, because of its importance is risky to take it lightly. The paper presents a model for organization development design and implementation.

- Daniela Simona Moldovan, *An experimental study concerning the process capability of drinking water treatment for the content of free residual chlorine, using Shewart control cards*

The paper presents one of the instruments that can be used in the statistical control of drinking water quality, namely for using Shewart control cards for individual values and

mobile amplitude regarding the process capability of drinking water treatment for the content of free residual chlorine.

The experimental study, used as evaluation tool for the process of drinking water treatment in order to establish if it really is capable for statistical control, was realized in 25 days for two sampling points: the entrance of the drinking water pipe-line in the city of Brasov and towards the end of it. This study was helpful for establishing objectives in management programs, for assuring an efficient and high-grade management.

- Mirela Mazilu, *Quality management in education depends on didactic competence*

As quality management, the education management becomes a scientific tool to build the future, performance and efficiency, a relative new paradigm to broach the pedagogy, a methodological stage which is necessary to achieve the efficiency in forming and developing the human personality.

- Amalia Todorut, *Non quality indicators. Demerites method*

The appreciation of the products' level quality and the measurement to its can realize through the intermediary of the indicators of non-quality, which suppose to punish the mistakes. The choice of this indicators' group for to appreciate the quality was determination by the fact in the defects of the glasses' industry are very often meet to them, they are even accepting and prescribing because the make's equipments are exceeding, the materials used can have impurities, and the implication of the human's factor exceeding. The application of the punish mistakes' method to the producer, such for semi-manufacturers how much and for the end products show us a specially importance by conducting the level's quality in the all stages which they are crossing by the product.

- Anca Purcarea, Irina Purcarea, *Consumers' rights protection contextually of trade development*

Aware of the role they play in this field, consumers organized themselves so that they can better defend their interests and rights. The aggressiveness of commercial practices, the disturbing impact of aggressive publicity, the artificial emphasis placed on the quality of products, the continuous launching of new models, with or without justification as well as other methods related to monopolistic or oligopolistic markets that expose the consumers to a real siege, lead to the appearance of certain self-defense movements which dress up in different forms and covers different areas or objectives of action. In certain European countries such as England, Italy, Germany, Greece but not only, there are associations of consumers, non-governmental and non-profit organizations which have correspondent on the european level, the European Consumer Association, which promotes the rights and protection of consumers.

- Octavian Ionescu, *Company's readiness for BPM*

One of the most critical errors described previously in one of my articles regarding Business Process Management (BPM) is choosing the wrong time. Therefore, how could we avoid to start BPM at the wrong time?

Speaking of the time error in fact I refer to the wrong moment in the organization's evolution. It's all about maturity and readiness. How could we tell if our organization has the readiness to achieve BPM?

This is the subject of the present article, trying to give you a flavor of the method to rank your company's readiness for BPM i.e. if the firm has the capability to implement BPM successfully and the capacity to beneficiate from it.

ENVIRONMENTAL MANGEMENT

- Florina Bran, *Why we must think eco-economic*

The last decades witnessed both worsening of environmental problems and increasing their awareness. Environmental degradation occurred once the pace of economic development and the human population have grown. Causes of this process are complex. Research outcomes in this field revealed that human activities have had a contribution to these phenomena. Our paper explores not only the arguments that support eco-economic thinking, but also the ways to come in action.

- Carmen Valentina Radulescu, Ildiko Ioan, *Ecological ethics in agri-food enterprises*

Integrating ecological values in economic activities is one of the greatest challenges to be faced in order to achieve sustainable development. The main difficulties encountered are represented by the slow pace of changing normative values and that these values are very weakly integrated in the economic activity. Agri-food enterprises have an enhanced social importance, and human health represent a sensitive interface that can facilitate the development of environmental responsibility at individual and corporate level. In this paper we analyzed that are the conditions for developing environmental responsibility, as an expression of ecological ethics, and how the progresses can be measured.

- Gratiela Branza, *The certification of environment quality to promote sustainable tourism*

Quality and environment are interdependent; the ecolabel products provide services of good quality, only if the environment is respected. Sustainable development of tourism can be realized due to the high quality of the environment. This objective is accomplished through the implementation of TourBench System for the environment pollution control, System of quality, environment protection and security for campsite, Scheme of environment management and audit, the ecolabel VISIT for tourist services.

FOOD SAFETY MANAGEMENT

- Elena Condrea, Veronica Popovici, Kamer Aivaz, Cristina Grozea, Oana Oprisan, *Food safety management system. Planning and realization of safe products*

The safety of the foods appears to be a problem of great complexity and diversity, through the requirements imposed by the current laws, as well as through the problematic which appear in its realization, the putting in practice of the respective requirements.

In conformity with ISO 22000:2005, the food's safety is a „concept which states that the food will not affect the consumer if it is properly prepared and/or consumed within the written use“. Food safety policy refers to the „intention and orientation of an organization regarding the food's safety, as they are officially stated by the management at the highest level.“

The organization's leadership must plan and develop the processes necessary for the realization of products safe for consumption. In this purpose, there must be implemented and started several planned activities (including modifications to these activities) and, at the same time, to insure their efficiency.

INFORMATION SECURITY MANAGEMENT

- Tudor Stomff, *Information security management systems (II)*

This presentation establishes guidelines and general principles for initiating, implementing, maintaining, and improving information security management in an organization. The objectives outlined provide general guidance on the commonly accepted goals of information security management and show the best practices of control objectives and controls in the following areas of information security management: security policy; organization of information security; asset management; human resources security; physical and environmental security; communications and operations management; access control; information systems acquisition, development and maintenance; information security incident management; business continuity management; compliance.

INFORMATION SOCIETY

- Radu Constantin Gogu, Angela Ionita, Piotr Wojda, Serge Brouyere, *Geospatial information system*

The aquifers are the main water sources in most of the semi-arid areas. The hydrologic deficits of varying acuity in these areas prevail as a result of over-exploitation and shortages of precipitation. Furthermore, the primary factors for groundwater quality degradation are the seawater intrusion and pollution. The purpose of the research general direction is to identify alternative sources of water and to investigate the environmental and economic feasibility of their utilization. An important component is the GIS-based management and decision support system (DSS) for scarce water resources. The DSS is seen as a system integrating spatial data management tools, numerical

models for the simulation of surface and subsurface water flow and contaminant transport.

ACADEMICA

- Alexandru Isaic-Maniu, Viorel Gh. Voda, *Contribution to theory and practice of sampling inspection in the case of reliability (I)*

In this work we present a large area of aspects related to the problem of sampling inspection in the case of reliability. First, we try to describe the actual status of this domain, mentioning the newest approaches – such as HALT and HASS (from technical viewpoint) and SIX SIGMA Movement (from statistical perspective). After a description of the general procedure in sampling inspection, we discuss what we did call here as „personalized procedures“: this means the taking into consideration of the specific statistical law for time-to-failure (some new are also included).

An original part refers also to the $(n, 0)$ sampling plans and to the use of ISO standard 2859 (or MILSTD 105 E) in order to derive sampling plans by linking the AQL indicator (a fraction defective, in fact) to the well-known hazard rate function. Illustrative examples are given and some necessary tables are provided also.

MANAGER'S LIBRARY

- Bibliotheca House of Publishing
 - Dan Top, *Work right handbook*
 - Dan Top, Marc Richevaux, *Employees protection in UE*
 - Coordinator Magdalena Matei, *Environment management in energetics*
- ASAB House of Publishing, Constantin Banu, *Sovereignty, security and food safety*
- „Lucian Blaga“ University Sibiu House of Publishing, Claudiu Vasile Kifor, Constantin Oprean, *Quality engineering. 6 Sigma improvement*