

## Quality – access to success, nr. 3/2008

### INFO/EVENT

- New ISO standards to improve quality of water services to consumers
- Costel Stanciu, *UE legislative instruments in the field of consumers protection*
- *SRAC CERT certifications for January 2007*

### QUALITY MANAGEMENT

- Eugen Rades, *Internal Benchmarking, a method for the enhancing the company performance and competitiveness*

The continuous improvement represents not only an important principle of quality management, but also an essential condition for the companies to survive in a competitive environment. To identify what, how and where to enhance the companies performance is not an easy job, but it's perfectly possible.

An important instrument for the management is represented by the benchmarking process through which we identify the mechanisms and practices that lead to performance and also the way in which these can be adapted and implemented in our company.

This paper's goal is to present the benchmarking process, with a special accent on internal benchmarking which could represent an important step for the capitalization and generalization of good practices identified within the company.

- Cosmin Dobrin, Ion Popa, *Total Quality Management in public services and administration*

It should be noticed more and more the attempt of adjusting the introduction of the quality management devices and tools in the public services field by simply copying or by proper adjustment based on the characteristics and features identified for these fields. Thus the quality management practices in the public services and administration can play a very important role. We will continue to focus on what role the quality management should play in the public services administration.

- Viorel Lefter, Cristian Marinas, *A model of international strategic management for human resources*

The need to knowing and understanding the international dimensions of human resources management is imposed by two factors with a major influence: the globalization and the development of the multinational companies.

The main idea of this paper is to approach the human resources management as a strategic partner that assures the success of the organizations in a global context. Many specialists in human resources believe that the main cause of the failure of multinational companies descends from the lack of understanding of the essential differences between human resources management in different countries, at every level.

In a global context it is necessary to redefine the role of human resources department that has to offer to high level managers the necessary instruments to react on an international market, which is highly competitive.

- Amalia Venera Todorut, *Aspects of quality management in preuniversity educational system*

An aspect of the educational management in the preuniversity of the educational system is focusing on the quality management. The quality is the key word of this period in which we are living and into the institution in which we are working.

So that, the quality is becoming in present a strategic element of the total management of the organization, in favor is determining the highest grad to the services competitive on internal plan and not only.

The debt of the anyone institution since the educational system indifferent by the model, level and shape of the activity organization, is that to assure the quality teaching and learning for the contribution at the professional and personal development of the pupils.

- Octavian Ionescu, *"Political factor" in BPM strategy*

A key success factor in each project is the „political factor“ represented by the sum of all influences and interests which impact an initiative which becomes a project.

How the political factor needs to be managed during the entire project lifecycle, mainly during its implementation?

In this article I would like to show how through a good management of the political factor we would be in a better position to assure the success of the Business Process Management (BPM) project.

## **ENVIRONMENTAL MANGEMENT**

- Vladimir Rojanschi, Florina Bran, Ildiko Ioan, *Quality concept in relation with performance indicators of water/sewage utility operators*

Our study pursues to communicate information regarding the use of performance indicators in the activity of water/sewage utility operators. In this respect, we have justified the importance of introducing quality concept in the water and sewage treatment and the necessity and utility of using performance indicators. There are communicated information regarding indicators and criteria for their selection. Considering the specific needs of water/sewage utility operators, in the case of the indicators firstly we made a classification, and then we detailed and commented the overall and individual representation of the indicators. Meanwhile, we made comments on the criteria to be used for selecting performance indicators in such a way that the activity's efficiency is maintained under control.

- Ildiko Ioan, Cristina Popa, *Voluntary agreements for the development of corporate environmental responsibility*

Environmental protection represented for a long time an area assigned exclusively to the public policy. The complexity of the issues and the weak effectiveness of public interventions revealed that the industry has to be more active and to get involved directly in formulating and accomplishing environmental objectives. The paper explores some regulations enforced for creating favorable conditions for the development of corporate environmental responsibility. There were considered both European and Romanian regulations.

## **FOOD SAFETY MANAGEMENT**

- Carmen Valentina Radulescu, *The quality of agricultural production and its effects on economical and financial results in agricultural sustainable exploitations*

The quality of agricultural production is expressed by numerous parameters. Increasing the openness to international markets has brought an enhanced competition, creating difficulties for producers in maintaining or increasing their market quota. Ecological standards represent a more and more important factor in this context. Using mathematic analyze methods we aimed to establish the economic and financial effect of physical production's quality variation and the influence of production systems.

## **INFORMATION SECURITY MANAGEMENT**

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

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.

## **CONFORMITY ASSESSMENT**

- Adrian Stancu, *A comparative analyse of the methods of textiles quality assessment*

In this paper six quality assessment methods of textiles are analyzed according to the results subjectivity degree. The analysis stands on the information supplied by a survey conducted in Ploiesti city, which had as objective consumers' assessment of seven aesthetic quality attributes of a wool type textile. The boundary criterion of the methods was the absolute deviation of relative deviation from the mean of compute values. By knowing this information, it can be avoided the usage of some methods with a high subjectivity degree, in the future researches.

### **INFORMATION SOCIETY**

- Valentina Ghinea, *The development of an e-business – opportuneness or risk?*

New ways of doing business, new incomes, lower costs – these are just few opportunities offered by e-business. Certainly, e-business is not the simple use of the Internet. More than that, it implies enough risks possible to be met to any „step“. One company's managerial staff has to identify them, analyse, evaluate and also bound them during the e-business Risk Management process. And because the e-business processes become more and more important for bigger companies, these have already started to implement e-business Risk Management during the better known Risk Management process

### **ACADEMICA**

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

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**

- TEC & DOC House of Publishing, Jocelyn Raude, *Sociology of food crisis – The consumers at the evidence of mad cow disease*
- Editura Bibliotheca, Mihail Iurcu, *Ergonomics handbook. Human resources management*
- Editura Economica, Vladimir Rojanschi, Florina Bran, Florian Grigore, Ildiko Ioan, *The quantification of sustainability*