

## Quality – access to success, nr. 4/2008

### INFO/EVENT

- *Safer electronic financial transactions with new ISO standard for state-of-the-art biometric authentication*
- Costel Stanciu, *Comparative tests – a source of information for consumers*
- *We are getting along doing good things. An IBM study concerning the companies seek to attain sustainable growth through Corporate Social Responsibility*

### Q CAREERS

- *In memoriam Joseph M. Juran*

### QUALITY MANAGEMENT

- Doina Constantinescu, *The service contractors assessment in the context of the implementing of quality management in conformity with SR ISO 9001:2001*

Developing and implementing a quality management system in conformity with SR ISO 9001:2001 involves an aggregate of management process to coordinate internal activities and to provide the organization's up-and downstream relationships. Whenever an economical organization

Applies for third party service in order to externalize certain process as research or maintenance, contractors assessment is highly important because the organization cannot relieve itself of the responsibility to deliver products which satisfy the customer's requirements. On such occasions, in order to provide its ability to manufacture products according to the specifications, the organization should asses its service contractors using a criteria system specific to the service quality management. The paper presents a contractors assessment criteria system based on the service quality conceptual model.

- Cosmin Dobrin, Ion Popa, Claudiu Cicea, *Quality's prognosis in public services and administration*

Prognosis represents one of the most important process of the quality management. Through this stage we can determine the objectives and the method to adopt, in order to achieve them. Prognosis represents an authentic map, with a great influence over two successive process (evaluation and improvement) and must be close related to the quality s objective which is satisfying the needs and necessities of the organization's clients the prognosis quality process is similar with those establish in any other activity. It must imply the whole organization and must content different departments of organization in the following we'll try to emphasize the role and the operational method for the quality's prognosis in public services and administration.

- Firica Popa, *Improvement instruments I. Corrective action and preventive action*

We celebrated two decades from the apparition of the corrective action and soon we shall celebrate the same for the preventive action. The age of two improvement instruments is considerable. It is interesting to know if the results of their application are so appreciable.

Getting beyond the recommendations of the accreditation or certification bodies, of the quality theoreticians, of the auditors and consultants, let us try to see in this paper the corrective action and preventive action from the organization point of view.

- Claudia Isac, *Theoretical and pragmatcal guiding marks for the concept of KAIZEN strategy*

The strategy of continuous improvement, also known in Japanese as Kaizen, represents an integrating strategy, a trans-functional strategy which marks/designates gradual and continuous improvement of management and of the company's activities, as well as of

the parameters of quality, productivity and competitiveness, with direct implication from the entire personnel. According to the opinion of the founder of this concept (Masaaki Imai), the Kaizen can be assimilated to/compared to „an umbrella“ which reunites/incorporates a set of managerial practices and typical Japanese concepts such as: total quality control, the „zero flaw“ principle, just-in-time, SMED method, Taguchi method, quality circles, consumer oriented, total productive maintenance. Referring to the remarkable successes registered by the Japanese companies, European and American managers have shown, lately, a great interest in assimilating the Kaizen as a managerial philosophy for improving their own economic activities.

- Cristian Marinas, *Features of the process of human resources selection in Europe*

Throughout Europe, recruitment tools appear remarkably similar. The tools most used across Europe to recruit executives for a company are: application forms, employment interviews and tests. How these vary across Europe is the purpose of the description found in the article. However, behind the various application forms, the manner in which selection interviews are conducted, and the uses made of certain tests, what emerges is the attachment of these tools to the national cultures from which they issue. It is this variety of these instruments and their modes of use which this article discusses.

- Octavian Ionescu, *BPM: Align people in the center of the models and processes!*

The final objective of using BPM in a modern enterprise is to improve continuously the company results by improving its business processes. Therefore, BPM will deliver the expected results only if it will be effective in improving all company processes, i.e. in the way people work and deliver results. This is achievable only if people visualize the processes and control them, not being controlled by them. Only this way the employees will constantly improve the way they operate and will perform better every day. Using this approach - integrating the Human Factor and BPM - the employees alone can improve not only the process they work for, but the way the entire company is doing business, across the whole Business Model.

- Claudia Dobre, *The State aid in European Union (I). What is the State aid?*

It is of fundamental importance that competitors operate on an equal basis. Faced with free trade between EU Member States and the opening of public services to competition, national authorities sometimes want to use public resources to promote certain economic activities or to protect national industries. The granting of these resources is known as State aid. State aid can distort fair and effective competition between companies in Member States and harm the economy, which is why the European Commission monitors State aid.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Gabriel Babut, Roland Moraru, *Summary of the main changes and improvements brought to OHSAS 18001 by the 2007 version of the standard*

Based on the occupational health and safety management systems review, the paper aims to highlight the main changes and improvements brought to OHSAS 18001 by the 2007 version of the standard, together with their practical significance for the organizations. The paper also supplies, in a table-based manner, detailed recommendations, regarding the appropriate ways applicable in order to implement the major changes, each clause being separately analyzed. The paper's last section is dedicated to the presentation of the basic stages which should be covered by any organization, already certified or under way of certification, during the transition process to OHSAS 18001:2007.

## **INFORMATION SECURITY MANAGEMENT**

- Floarea Baicu, *Techniques for achieving the security of information system*

A series of security techniques are presented in the paper for the utilization under safety conditions of networks within an organization. Restrictive technologies are described, respectively access control methods, firewall installation, public keys infrastructures or private virtual nets, measures for systems maintenance such as scanning of vulnerabilities, detecting and annihilating of malicious code, as well as a series of controls recommended by the standard applicable for the management of information systems security. The last chapter deals with a brief analyze of the risk to failure of a server, the files server identifying the failure con-sequences, the methods of minimizing the faulting probability and the impact of this server failure.

- 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.

### **INFORMATION SOCIETY**

- Steliana Cojocariu, Marieta Olaru, *Communication and information systems used in hospitality industry for improving the relation with customers*

Hospitality industry is a sector which is involved in implementing new technologies of information and communication. Current and relevant information are essential for efficacious operation. The most important touristic sources of information are: Global Distribution System – GDS and Computer Reservation System – CRS. Airlines where the first who developed Global Distribution System and Computer Reservation System.

### **ACADEMICA**

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

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**

- ASAB House of Publishing, Dorina Tanasescu, Public marketing and social optimum
- Bibliotheca House of Publishing, Delia Popescu, *The management of small and medium enterprises*