

Quality – access to success, nr. 5/2008

INFO/EVENIMENT

- *A new ISO/IEC Guide on vocabulary of metrology*
- Costel Stanciu, *Selling techniques for the consumers meaning*
- *SRAC CERT certifications for February 2008*

MANAGEMENTUL CALITATII

- Luminita Stirbu, Nadia Belu, *Poka Yoke in the production system*

Presently, the quality is one of the primordial factors for the success of an enterprise and Poka Yoke allows achieving the principal target of a plant: „zero defects“.

A Poka Yoke is a system which if it is well used doesn't let to product errors, without exception function on origin: human or machine.

- Aurel Manolescu, Viorel Lefter, *Considerations regarding the professional performance evaluation*

The article presents some considerations regarding the extremely complex subject of professional performance evaluation, a current problem, with various implications, as well as with amplified dimensions of managerial practice in our country. The article also underlines some extremely important aspects of professional performance evaluation, that might bring a tip of knowledge, to facilitate the apprehension of the respective problematic and to be relevant for the professionalization of the activities from the human resources field and, eventually to contribute to the formation or change of habits, mentalities and behaviors.

- Maura Popescu, Elena Necula, Cecilia Lodina, *The assessment rapport of measuring uncertainty – an evidence of the competence of testing laboratories*

Both the testing process preceding a measurement and the measurement itself are objectively variable/changeable, like any other process. Therefore, the results might show certain estimation errors.

The error of measurement – meaning the difference between the measured value and the real result of the measurement – is a size which basically can't be known, because the real value can't be known either. This is why, the measuring uncertainty – defined as estimated interval, which includes the real value of the result, with a certain probability – is used for identifying the characteristics of the measurement results.

This way, contrary to the linguistic meaning of this concept, the measuring uncertainty, defined on statistical bases, represents a quantitative way of measuring the quality of the result and also indicates its reliability.

- Lilian Bejan, Ion Partachi, *The control chart – an efficient tool for quality control*

The control chart is an efficient tool used to maintain the process under control. The control chart helps to identify special causes and to eliminate them. The control limits of the control chart are calculated statistically and indicate where the process is under control. When the trend of the control chart is not a random one, the process shows an instability state. There are some types of control charts. The most used is the control chart for the mean and range. The main advantage of the control chart is the possibility to know the with a certain probability the process results.

- Doina Constantinescu, *The identification and the organizational problems solving*

In a dynamic external environment, like as the present one, the economical organization management must be proactive. Therefore, the identification of any improvement opportunity and especially of any poor result must be followed by a solution based on „continuous improvement“ principle.

The paper presents several models for such organizational problems solving approach process.

- Mihail Cristian Negulescu, Ionut Pandelica, *The relationship between creativity and the human factor's performance*

The activity of creation has its foundation in human being what may mean that one of the person's capabilities is represented by the creativity.

Accompanied by innovation, that presupposes also changing according the original ideas, creativity is constituted as a root of a professional performance.

Creativity is necessary any time something must be innovated, or must be introduced an original change in an existing situation.

A synthetically and analytically interpretation of the factors that exert influence upon individual creativity and performance demonstrate that the human resource must have abilities for creation and must try experience.

Fundamental objective of any organization is represented by the realization of the performance at all components' levels, what presupposes a scientifically human resources' management centered upon perspective professions, competent, creative and performer-mentality employees.

- Cosmin Dobrin, Ion Popa, Claudiu Cicea, *Generalities concerning the methods to identify customers necessity and expectations*

With this paper, we try to briefly describe different ways to obtain information, without approaching statistics methods which in some situations will be compulsory in order to reach reliable conclusions. To continue we will try to focus on the importance of the methods to identify customers necessity and expectations.

MANAGEMENTUL SIGURANTEI ALIMENTULUI

- Alexandru Lucian Stroia, *Considerations regarding complexity of the traceability in alimentary chain (I)*

The goal of this article is to present few elements related to the traceability system, taking into account the complexity of factors interfering into the food products chain. The peculiarity of this paper relays in integrating the information regarding the origin of raw materials, auxiliary materials and packing, history of products' or cooking processing, preparation and distribution, tracking the traceability system:

- upstream, or upwards;
- downstream, or downwards.

„Fish Connection“ is schematically presented, and one can identify the products, connections between „actors“ and the way communication between the „actors“ of this alimentary chain is done.

MANAGEMENTUL SECURITATII INFORMATIILOR

- Floarea Baicu, *The action mode of information viruses and the modalities of reducing of their action risk*

Categories of information viruses are presented in the paper, respectively basic viruses, worms, Trojan, trap doors, hoax, etc. and their acting way and impacts on the computer system. These impacts are presented according to the host on which the viruses have been installed, respectively file viruses, boot viruses, e-mail viruses, Chat and Instant Messaging viruses. The last chapter describes some modalities of reducing the probability of system contamination by such viruses, as well as the impact of their action, minimal controls that may be taken at minimum costs and efforts within any computer network.

SOCIETATEA INFORMATIIONALA

- Dan Dumitriu, Lucia Sandovici, *Today's IT challenges: Quality Web Service and the Service Oriented Architectures*

The World Wide Web is evolving into a medium providing a wide array of e-commerce, business-to-business, business-to-consumer, and other information-based services. In Service Oriented Architecture (SOA) technology, Web Services are emerging as the enabling technology that bridges decoupled systems across various platforms, programming languages, and applications. The benefits of improving IT services quality when using Web Services and SOA come at the expense of introducing new level of complexity to the environments where these services are deployed. This complexity is compounded by the freedom to compose Web Services to address requirements such as quality of service (QoS), availability, security, reliability, and cost. Web Services deployed in SOA enable a new paradigm for the design and operation of business applications.

ACADEMICA

- Viorel Gh. Voda, *The development of the idea of correlation. Applications (I)*

In this work we examine the rise of the idea of correlation from first results obtained by Francis Galton (1822-1911) to the newest acquisitions in the so-called informational statistics. There are put into light the fields of applications of correlation and regression theory: sociology, engineering, quality management, metrology a.s.o. A large list of references is presented in this respect. Finally, an old case study (see [34]) is revisited and completed.

BIBLIOTECA MANAGERULUI

- Economical House of Publishing, Viorel Lefter, Alecxandrina Deaconu, Cristian Marinas, Ramona Puia, *Human Resources Management. Theory and practice*