

## Quality – access to success, nr. 11/2008

### INFO/EVENT

- *ISO and IAF schedule for implementation of accredited certification to ISO 9001:2008*

### QUALITY MANAGEMENT

- *Cristian Marinas, Human Resources Development in the multicultural context*

The development strategy of any multinational company acting in a multicultural environment must contain not only the main particularities of the national culture, but also the ones of the host culture. That is necessary because of the risk that the successful strategies and policies applied in the mother country will not generate the same results in the host country. One of the major problems is to the internationalization of the human resources practices. In a multicultural environment, the human resources management represents the link between the mother company and their subsidiaries or between the main partners, in the case of the strategic alliances. The role of the human resources management is to ensure the balance between the processes of global integration and local adjustment.

In this paper, the author discusses about the process of human resources development in a multicultural environment, especially about the socialization process, personnel training and career management.

- *Ana-Maria Grigore, Quality and characteristics of the management practices in SME's*

SME's refer to different size companies with significant discrepancies concerning management concepts and practices. The firm size, the informality of the structure and of the processes on one side, and the attitude and values of the owner-manager, have a significant impact upon the quality of the managerial practices.

- *Augustin Laurentiu Moldovan, Claudiu Vasile Kifor, The solving methodology of a complaint using 8D report. Case study from automotive*

The automotive industry have had a huge development in Romania after the 90's. More and more companies from automotive branch come in our country in order to open new production facilities. The low costs of labor force, an average training level of the employees, a certain governmental policy to sustain the foreign investments, better and better land marks as well as joyful perspectives for the coming years, led to the fact that nowadays Romania is one of the largest car producer in south-eastern Europe.

This work presents the solving methodology of a complaint using as work instrument the 8D report and the cause-effect diagram (Ishikawa), all documented with a case study from automotive.

- *Radu Stanciu, Competencies – Bases for the Quality of Training Programmes*

The whole Romanian education system is in a spectacular transformation: new curricula for secondary education, new concept in higher education based on Bologna process, an emphasis on long life learning, etc. That is why necessary to take into consideration the competences obtained through different levels of education. Designing the training programmes based on competences is a quite new concept in Romania. The paper presents a guide that intends to facilitate the preparation of the learning packages by going step by step through the process of designing the competence base learning programmes.

- *Constantin Militaru, Some considerations on risk concept in quality management*

In this paper we discuss several aspects related to the notion of risk. After a brief introduction on the men-in-the-street understanding of this concept, we present the types of risks implied in various branches. The last part of the article is devoted to the risks encountered in quality management and to the ways in which this risk can be shaped in a statistical framework.

- *Mihai Botez, A method for manager's selection (III)*

The classical methods to test candidates are not good enough because they do not offer a clear picture of how close the candidates can reach a certain „profile“ of the manager ability which the employer claims that all the candidates should be endowed with in accordance with this profile. The present study suggests a complex solution to differentiate the candidates who want to apply for a manager position by means of the manager ability of the candidates using a fuzzy method and Goleman’s model.

- Cosmin Dobrin, Ion Popa, Claudiu Cicea, *The suggestions and complaints. Base for the ongoing improvement*

The suggestions and the complaints are a source of information regarding people’s dissatisfaction/wishes and it represents a valuable instrument for the ongoing improvement. The present paper attempts to make an analysis of the suggestion/complaint process and the tools used.

- Nadia Belu, Luminita Stirbu, *SMED – a technique for the obtaining of flexibility in production*

Quality is a determinant factor of the performance. More and more organizations are concerned to use this kind of methods and tools to facilitate the continuous improvement of the quality of products, so that the clients` requirements may be totally satisfied in profitable conditions.

The SMED method is an industrial strategy that is used to build a strong position on the market, by the continuous improvement on three axes: quality, efficiency and flexibility.

### **ENVIRONMENTAL MANAGEMENT**

- Mirela Secara, *European Ecological Label. Instrument for Sustainable development of Romanian Seaside Tourism*

By means of ecological label, there is sustained effort of reducing use of substances with negative impact on water, air, soil and with a high risk on our health, that is cancer, allergies etc. Criteria that allow use of European ecological label encourage implementation of best practices with a purpose to protect the environment and public health as well as product recycling. Ecologic label was issued by European Commission in 1992 and its target is to design and make products with minimum impact on environment during production stages, distribution, consumership, use and after use.

### **KNOWLEDGE SOCIETY**

- Angela Ionita, Ion Nedelcu, *Spatial Data Infrastructures / the qualitative leap towards appropriate interdisciplinary substantiation, research and institutional funding*

In information age, the vital resource for economic and social development of a country is information. The importance of geographic information on daily activity efficiency particularly growth. As a result, many countries continue to spend great efforts in order to build (national) spatial data infrastructures ((N)SDI).

Although an evaluation methodological approach have to be discussed and involve the evaluation of strong and weak points of the (N)SDI programmes, politics, involved people and institutions/organizations, the currently results, based on some criteria and associated indicators have to start and to continue to build the programmes for development of (N)SDI explicitly quality based.

### **ACADEMICA**

- Emil Petrescu, Viorel Gh. Voda, *Once more on the theory and practice of process capability*

In this paper we examine some open problems which arise in capability theory of technological processes, such as client’s possibility to test the self-declared capability level by the manufacturer, the necessary corrections on capability indices if there is a departure from the normal statistical law, the influence of measurement errors on actual values of capability indices a.s.o.

A connection with Taguchi’s loss-function theory is also made in the case of quality characteristics having only one specification.