

## Quality – access to success, nr. 12/2008

### INFO/EVENT

- *All ISO standards for food safety management systems included on one CD*
- *Signs of the times – ISO standard for universally understood public information symbols*

### QUALITY MANAGEMENT

- *Aurel Manolescu, Stefania Puia, New methods of performance assessment – Feedback 360°*

Performance assessment with the Feedback 360° method is one of the most modern and relevant methods in the assessment of the employees of a company, in order to improve employees' performance and to motivate them in obtaining the desired or the expected professional successes.

The article aims to present the methodology and the steps in the elaboration and the implementation of the specific assessment system, and the way the aforementioned system should be used, without neglecting the ad-vantages of the Feedback 360° method.

- *Claudia Dobre, State aid in European Union. (V) The regulations of State aid in Romania*

The 12 new Member States which joined the European Union on 1 May 2004 and 1 January 2007 previously had different traditions concerning State aid. However, since joining, they have had to comply fully with European State aid provisions. This has resulted in a drive for less and better targeted aid, which also helps the new Member States to integrate better into the internal market. As regards State aid measures in Romania which already existed before joined the European Union, these measures continue to be applied without the risk of recovery. As of the 1 of January 2007, the Competition Council can no longer authorize State aid that is granted in Romania since this competence has passed to the European Commission in line with the relevant provisions of the acquis.

- *Cristian Marinas, Recruitment and selection in the multicultural context*

Studying the interactions between the culture and the human resources management becomes more and more important and necessary in the global context, because some managerial practices that gave results in an organization led to unfavorable results in other organization. In the context of globalization and the expansion of the multinational companies at the international level, the dimensions of culture are influencing the complexity and the diversity of the managerial practices used in the human resources field.

The development strategy of the any multinational company which is acting in a multicultural environment must contain not just the main particularities of the national culture, but also the ones of the host culture.

- *Constantin Militaru, Daniel Georgescu, Continual improvement strategy and the innovative approach of Total Productive Maintenance*

The goal of Total Productive Maintenance (TPM) for lean organization approach is to maintain international competitiveness. Japanese know-how has taught the world how to make goods inexpensively by reforming the manufacturing process and using workers more efficiently. In the spirit of improvement, this Lean TPM, from our article, approach proposes three additions to the current understanding of the TPM system: the 5Ss as a critical first step in any improvement program; instant maintenance; improvement setup operations. Maintaining equipment in its optimal state and continually improving its productivity is the whole strategy behind TPM.

- *Enikő Fazakas, Zsuzsanna Turóczy, The evaluation of the possibilities of development of the Covasna County's Office for Consumer's Protection through the methods of quality management. Case Study*

There is a tight connection between quality management and consumer's protection, because the quality of goods and services must always be in balance with the consumers' requests and needs, and it has to correspond to these. For the consumers' rights to be protected, and the violations to be punished, exists the consumer's protection. In this paper we will present you this connection and the possibilities of development of consumer's protection through the methods of quality management.

- Ion Verboncu, *Quality in management. Performances and excellence in management and business (I)*

Gaining excellence in management and, implicitly, excellence in business is a desideratum for any economic agent that operates in a competing environment specific for the market economy. The fundamental condition is represented by obtaining managerial performances – general and specific –, resulted from an efficient and effective decisional and actional performance of the managers and executant. Evidencing these performances, although difficult to accomplish, due to their qualitative-prevalent dimension, involves an auto-relative and a correlative approach and obtaining them leads, inevitably to a proper positioning of the company in the national and international business environment.

- Marian Nastase, *Leadership in modern organizations*

Functionality and performances of an organization are more and more related to the leadership from within. Any strategy, any change, regardless of its nature and complexity will not be able to reach the objectives without the existence of some persons with high leading capacity, persons that have both professional and interpersonal competencies and sound values that are shared by their co-workers. We talk about authentic leaders! The successful leaders enjoy during their activity by a large support and appreciation from the most part of the organizations members. One of the major explanations stands with the way in which the leader treats those around him: superiors, colleagues, subordinates a.s.o. In many cases, the leader treats the others as his family members and supports them in their professional and personal development.

In exchange, the organization's personnel shows trust and loyalty to the leaders vision, to their ability to improve the organization's performances and to competitively position it in the market.

- Mariana Vuta, Cosmin Dobrin, *The budgetary financing and increasing the quality of public services*

The European Union carries out its activities on the basis of budgetary financing. In this sense, the programmes are included in the structure of the budget' spending, looking that financing be realized according to the new requirements of the European construction. The accent is put on a significant orientation of the resources towards the economic progress and solidarity within the extended Europe, by promoting the development of the knowledge-based society.

At the same time, it is necessary to optimize the use of the European Union' funds, by making able the new financial rules, adopted along with the financial framework, to simplify the access to funds, by offering more transparency for all the beneficiaries. The paper highlights the involvement of the EU in supporting the important areas, banking on economic growth in the EU-27 and also on increasing the quality of public services financed from European funds.

- Luminita Stirbu, Nadia Belu, *DOJO – a Japanese management method applied in the automotive industry*

DOJO is a management method necessary in the automotive industry, because it allows the managing and continuous improvement of a grand diversity of problems by training to achieve the best performances in the working station. In this paper it is presented some examples to put in practice the DOJO workshop in the automotive industry.

#### ENVIRONMENTAL MANAGEMENT

- Gratiela Branza, *Environment protection, demand of improving life quality*

The resolve of problems concerning environment protection is essential for the increase of a community life quality. Through international agreements, action programs for the environment, important programs of financing this field, European Union supports the initiatives of state members, including those of Romania, in the area of environment protection.

## **INFORMATION SECURITY MANAGEMENT**

- Mihaela Calinescu, *Standardization in IT – the protection of your activity*

The paper presents three standards adopted by ASRO – Romanian Standards Association, which represents the first steps for implementation of a System for Information Security Management. The paper insists on incidents in security information, in conformity with SR ISO/CEI TR 18044:2007.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Romeo Denuntzio, *Integrated management system Social Responsibility – Occupational health and safety in conformity with SA 8000 and OHSAS 18001*

The paper presents the design and the documentation of integrated management system social responsibility – occupational health and safety. The importance of processes definition is emphasized and the assignation of their criteria also. Ab initio, the processes are determined separately for the two components of the system and then there are amalgamated, appointing the social responsibility management system as a base.

## **CONFORMITY ASSESSMENT**

- Alexandru Greabu, *Reference documents used to assess the conformity of products and services*

This work presents the voluntary application of standards and guides in order to assess conformity and supports the idea that knowing and abiding by the national standards is the way to increase competency and competitiveness of commercial companies. One of the means to observing the essential specific requirements of the EU Directives (the most simple and the cheapest one) is to know and apply the European harmonized standards.

## **KNOWLEDGE SOCIETY**

- Ana-Maria Grigore, *The Competitive Edge in the Knowledge-based Economy*

In the Information Age the Knowledge-based work it is the fundament of the economical growth. Therefore, the human capital becomes essential, expensive and complex, reserving its position in rapport with the previous economical systems.

Knowledge became a critical ingredient to get the competitive edge in the new economy. The knowledge is including basics data and essential information, but it is much more than that. Knowledge allows action. The essential question for an organization that strive for success in this new era faces this ultimate challenge is: how to process the information into knowledge and further into competence and wisdom?

## **ACADEMICA**

- Viorel Gh. Voda, *The remarkable Mr. Weibull*

In this paper we present a short biographical sketch of the famous Swedish engineer, Waloddi WEIBULL (1887 – 1979) and the impact of his statistical model on the development of reliability analysis. Some of his pioneering ideas regarding the statistical insight of the „stress-strength“ theory and modeling the wear-out phenomenon in metalworking are put into light.

## **MANAGER'S LIBRARY**

- Economical House of Publishing, Alexandru Isaic-Maniu, Viorel Gh. Voda, *Six Sigma Approach*