

## Quality – access to success, nr. 3/2009

### INFO/EVENT

- SR EN ISO 9001:2008. Quality Management Systems – Requirements

### QUALITY MANAGEMENT

- Bogdan Mocan, *Integrated Management Systems. Comparative study of different integration models and concepts*

Integrated Management Systems (IMS) are becoming more and more important, but models of integration may differ across companies of different size and sectors. This paper investigates a series of integration models of the management systems: Quality (ISO 9001:2000), Environmental (ISO 14001:2004), Occupational Health and Safety (OHSAS 18001:2007), in terms of obstacles, driving forces and external pressures.

- Cristian Marinus, *Performance Evaluation and Rewarding Employees 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 organizations. 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 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.

- Daniela Simona Moldovan, *Generalities concerning integration of Quality-Environment-Occupational Health and Safety-Food Safety requirements for Water Supply Operators*

The successful keeping of a performing water management in an integrated manner by Quality – Environment – Occupational Health and Safety – Food Safety systemic approach allows the investigation of management system and leads to the objectives and targets fulfillment.

The motivation to raise a management integrated system, with SMART features and objectives by reporting to standard requirements, has as support internal forces (manager vision) or external forces (requirements related to regulation).

A Quality – Environment – Occupational Health and Safety – Food Safety Management integrated system to include issues regarding: satisfaction of clients' requirements, staff training, deal with claims, improvement of relationships with interested parties, control of environment issues, the risk factors for human occupational health and safety, the risks regarding the safety of drinking water should be a strategic decision of each operator from the field of water supply services.

The paperwork shows the concept of integration, equivalence between the four management systems and the valuation issues in the management integrated system, as well as the opportunities to improve the operators of water supply services which adopt this systemic approach.

- Carmen Nadia Ciocoiu, Razvan Catalin Dobrea, *Improving the effectiveness of Business Risk Management with International Standards (I)*

The preoccupations for an effective risk management have intensified in the last years. These materialized in establishing an adequate terminology of the risk, sustained by modern and efficient methods and instruments of management. In addition to this, there are some guides, standards or methodologies worked out with the purpose of formalizing the process through which risk management can be made, the organization structure for risk management and the objectives followed in this process.

- Adina Tarry, *„Soft“ Aspects of Quality, the True „Hard“ Key Indicator for Organizational Success*

The overview touches upon several aspects – organizational intelligence, knowledge management, change and intercultural management and total quality management, on the backdrop of policies and strategies for managing quality and innovation – showing how they seamlessly contribute synergy, which is lost through fragmentation, and as such counterproductive to attainment of quality and achievement of organizational success. This paper also advocates an increased focus on the „soft“ aspects of quality, involving human resources and leadership, which, in the 21st century – when technology is accessible and affordable – is about harnessing people’s „hearts and minds“ and fostering innovation and intellectual capital. „Soft“ aspects of quality are the key to „hard“ competitive advantage indicators and the people in organizations deserve to hold centre stage in all quality initiatives and programmes.

- Vasile Dinu, Laurentiu Tachiciu, *The Relationship between the Internal Market and the Harmonization Process in UE*

The diversity with respect to national regulations, standardization and conformity certification procedures has a barrier-to-trade effect. In order to ensure a functional single market, the European Union has adopted and is implementing policies aiming at removing technical barriers to trade, by giving equal consideration to boosting competition and to protecting public interests. Specific mechanisms were created in accordance with said policies, both in the regulated and non-regulated sectors. The present paper discusses the content, role and complementarities of mechanisms as The New Approach, the Global Approach, Mutual Recognition Agreements, and Common Certification Marks.

- Stelian Brad,  *$\sigma$ -TRIZ Algorithm for integrating Innovation within DMAIC Process Improvement Methodology*

In a dynamic socio-economic environment organizations must strive for continuous process improvement. To be successful, improvement initiatives should be highly effective and quick responsive to any input or noise signal acting upon the organizational system. Various methodologies for process improvement have been proposed so far (e.g. FOCUS-PDCA, RADAR, ADRI, etc.). One of the most effective ones is Six Sigma DMAIC. However, its practical implementation requires the use of various DFSS tools, including SIPOC algorithm, too. In the process improvement effort, the most critical aspect is the solution formulation, when a complex set of process-related barriers has to be over-passed. The integration of advanced innovation tools within the DMAIC methodology for elaborating mature solutions within process improvement initiatives is investigated in this paper. A TRIZ-centered algorithm is proposed in this respect. The potential of the new tool is tested in a case study from the field of information technology.

## **ENVIRONMENTAL MANAGEMENT**

- Florina Bran, *Managerial Imperatives in Administration of Urban Space from Bucharest*

Administration of urban space raises more and more complex problems considering both possibilities and organization. In this framework, the paper aims to enlighten the priority requests to be addressed by different levels of management envisaging decisions that could guide Bucharest toward urban development based on the ecological city model already adopted by numerous European capitals.

## **FOOD SAFETY MANAGEMENT**

- Elena Beizadea, *European Legislation regarding Nutritional Labeling of Foods*

Product labeling is the subject of special rules and regulations, which state that the label must show the consumers all the useful information regarding a product, and for consumer protection, the details of this information is set by normative standards or other valid regulations.

Regulations regarding labeling implemented by the European Union countries had as primary objective to correctly inform consumers, and to eliminate technical barriers in commercial exchanges on the European market. Therefore, the 79/112/CE Directive has been implemented, regarding labeling, presentation and advertising of food products to

the end consumer, and other various regulations of the ECC have issued since, the most important being the 90/496/CEE Directive and the 2000/13/EC Directive.

### **KNOWLEDGE SOCIETY**

- Liliana Mihaela Moga, Florin Marian Buhociu, Ion Ionita, Florina Oana Virlanuta, *The Quality Increase of Informatic Systems by using the Value Engineering in Analysis and Design*

By the proposal of using Value Engineering for analysis and design, we intend to avoid a main deficiency of the information systems which is the misconnection between their value and the objectives of the beneficiary enterprises management. The initiative is considered an innovation from the perspective of the functional approach in the redesign of the informatics solutions for the information systems of the enterprises, and is also technically and methodologically highly useful because it changes the managers, designers, specialists and executors' way of thinking, from the constructive approach to the functional one.

### **ACADEMICA**

- Emil Petrescu, Viorel Gh. Voda, *Some Considerations on Static Reliability*

In this paper we discuss some aspects regarding the so-called „static reliability“ which is usually described by the stress–strength model which involves two variables: the stress (Y) and the strength (X) which may be both random variables and at least one of them. To quantify the reliability of an item in such a framework, we have to know the distribution of the involved variables. Some variants for X and Y are discussed here and numerical illustrations are given. A brief historical note on the problem is also presented.

### **MANAGER'S LIBRARY**

- The House of Publishing Callidius, Constantin Oprean, Claudiu Vasile Kifor, *Quality Management*
- The House of Publishing Tehnopress, Andrei Octavian Paraschivescu, *Quality Management*