

QUALITY – access to success, nr. 10/2009

INFO/EVENT

- New Edition of ISO/TS 16949 for Automotive Industry Supply Chain
- Need to use Standards in Public Procurement
- Leading and Managing during Turbulent Times

QUALITY MANAGEMENT

- Simona Agoston, *Possibilities for Quality Improvement of the Intellectual Capital in Romanian Education Institutions*

Abstract: Quality insurance became nowadays one of the most modern concepts used in the education systems. In the same time quality insurance represents an essential factor in the cooperation relations between member states of the European Union. In this international context, while approaching issues like „the hour of total quality“, the education plays a fundamental role. This paper has set the objective to conduct an analysis of the current situation in the education system in Romania. A second goal of the present paper is to identify the challenges faced by the Romanian education system from the standpoint of the three components of intellectual capital: human capital, structural capital and relational capital and to propose solutions for overcoming them according to the principles of Total Quality Management.

Keywords: education, quality, intellectual capital, human capital, structural capital, relational capital.

- Iulian Visoiu, Costache Rusu, *Risk Management. The Usage of Consequence Likelihood Matrix*

Abstract: Risk assessment may be undertaken in varying degrees of depth and detail and using one or many methods ranging from simple to complex.

The form of assessment and its outputs should be consistent with the risk criteria developed as part of establishing the context. The Consequence Likelihood Matrix (CLM) is a means of combining qualitative or semi-quantitative ratings of consequence and likelihood to produce a level of risk or risk rating. The format of the CLM and the definitions applied to it depend on the context in which it is used and it is important that an appropriate design is used for the circumstances. The output is a rating for each risk or a ranked list of risk with significance levels defined.

Keywords: risk, management, matrix, likelihood, consequence, level, treatment.

- Violeta Mihaela Dinca, Ioana Maria Diana Sandru, Corina Pelau, *Increasing of SME's Competitiveness in the Romanian Commercial Field by develop a Knowledge Database using Process Innovation*

Abstract: The SME's competitiveness is influenced by the technical-economic barriers faced within the business processes. The objective of this paper is to emphasize the results of the research carried out to develop a knowledge database that facilitates users to find out solutions to eliminate barriers by using process innovation.

Keywords: innovation, business process, Romanian SME's, services.

- Firica Popa, *ISO 9001:2008, a Challenge for Organizations that wish to obtain Performance. (IV) Compatibility Increase between ISO 9001:2008 and ISO 14001:2004*

Abstract: 2008 version of ISO 9001, although not introduce new requirements, clarify existing requirements of the old standard, the author trying, over several articles from

the journal, to highlight the main approaches of the ISO 9001:2000 version, followed by a point amendments of the new version of the standard. In this part are the main changes of ISO 9001:2008 in order to increase the compatibility with ISO 14001:2004 or affecting such compatibility.

Keywords: standard, ISO 9001:2000, ISO 9001:2008, ISO 14001:2004, amendments, requirements.

- Gheorghe Lepadatu, Oleg Margina, *Quality of accounting pattern within the context of current economic crisis*

Abstract: The account pattern can not save the crisis effects. It could only identify their effects, giving to the users of the financial-accounting information all necessary data in order to take decisions. The annual financial situations, through the balance and income account, presents the financial position of the economical entity and the economical performances. The conclusion is that the crisis can not be avoided for ever.

Keywords: account pattern, balance, income account, accountancy.

- Ion Naftanaila, Paul Brudaru, *Business Process Management (I). Lifecycle of a Business Process through BPM Approach*

Abstract: BPM is an approach which includes methods, techniques and instruments that supply support for the entire lifecycle of the business processes from identification, analysis and modeling up to their launching into production, the actual usage and the removal from service. BPM represents a summary between the BPR, Six Sigma and TQM developments on one hand and the technological developments resulted from the classical approaches of workflow management on the other hand.

Keywords: BPM, process improvement.

- Georgeta Sorescu, Constanta Popa, Florentin Tuclea, *Present Requirements regarding Accreditation of Medical Analysis Laboratories from Romanian Medical System*

Abstract: The quality of medical services have more dimensions, among which the most important are: efficacy, efficiency, health care regularity, patient security, medical team qualification, patient and medical staff satisfaction. According to the law, the Ministry of Public Health controls and sets measures of medical services quality improvement. There are medical analysis laboratories in Romania which have the quality management system implemented, certified, according to the requirements of the reference SR ISO 9001:2008, and more, laboratories are authorized by the national authority body in Romania, according to the requirements of the reference SR ISO 15189:2007. The paper highlights present requirements regarding accreditation of medical analysis laboratories from Romanian medical system and their contribution to increase quality of the medical act.

Keywords: accreditation, medical system, medical laboratory.

- Costel Stanciu, Cosmin Dobrin, Ion Popa, *The Improvement of the Quality of Public Services offered by Local Public Administration using the Citizen Claims*

Abstract: The sustained improvement of the process of claims settlement and of the quality of the services of public interest should be a continuous objective of the local public administration. The information gained through the process of claims settlement can result in the improvement of the quality of the public services and, where the claims are properly attended, they can improve the image of the local public administration.

Keywords: claim, citizen, local public administration, public servant, standard, quality.

ENVIRONMENTAL MANAGEMENT

- Gratiela Branza, *Tourism Implications on the Environment at European Union Level*

Abstract: In countries where there is tourism, this is the engine of all sectors of an economy, both local and national level. Although tourism creates positive effects (progress and prosperity), unfortunately it generates negative effects too – pressure on the environment and pollution. European Union offers many measures and programmes in order to provide solutions to the strife between tourism development and environment.

Keywords: tourism, environment, negative effects, positive effects.

KNOWLEDGE SOCIETY

- Mircea Fulea, Bogdan Mocan, *Ergonomic Software, an Essential Condition for Sustainable Development*

Abstract: Sustainable development implies adopting strategies to lead an organization on a trail that fulfills its current requirements and, meanwhile, to protect and improve the human and natural resources that it's future activities will depend on. More precisely, durability of an organization means „investments made today for future results“.

Approaching sustainability requires, among other things, a robust analysis of the way in which employees evolve, of how we understand our customers (our relation with them, understanding their preferences, making them discover unexpected qualitative features of our products), and of how innovative our organization is.

This paper states that a software development company's sustainability (whether it's commercial, freeware or open source software) is strongly linked to the quality of the developed products, more exactly to how usable these products are or, simply, to how ergonomic they are. In other words, ignoring ergonomic requirements will most probably lead a software development project to failure.

Keywords: sustainability, software design, quality, ergonomics.

MANAGER'S LIBRARY

- Editura Universitas, Roland Iosif Moraru, Gabriel Bujor Babut, *Risk Management: an Overall Approach – Concepts, Principles and Structure*