

QUALITY – access to success, nr. 11/2009

INFO/EVENT

- ◆ International Standards as Generators of Confidence during Global Financial Crisis

QUALITY MANAGEMENT

- ◆ Alina Filip, Cristian-Bogdan Onete, Bogdan Georgescu, *Customer Relationship Management – Principal Direction of Development in Relationship Marketing*
- ◆ Melina Candea, Elena Bogan, *Urban Tourism from the Perspectives of Integrated Quality Management*
- ◆ Ion Nascu, *Organizational Coordination*
- ◆ Constantin Militaru, Daniel Georgescu, *World Class Maintenance*
- ◆ Rodica Minciu, Remus Ion Hornoiu, *Quality Services – Fundamental Requirement of Sustainable Tourism*
- ◆ Ion Naftanaila, Paul Brudaru, *Business Process Management (II). The Necessity of a Common Language for Information Technology and Business Market for BPM Successfully Implementing*
- ◆ Oleg Margina, *Quality of Information provided by Financial Situation within the Framework of Financial and Economic Crisis*

ENVIRONMENTAL MANAGEMENT

- ◆ Ildiko Ioan, Carmen Valentina Radulescu, *Eco-Industrial Synergies*

FOOD SAFETY MANAGEMENT

- ◆ Adrian Stancu, *Comparative Analysis of Influence of Different Preservation Temperature on Dry Muscat Wine Quality*

INFORMATION SECURITY MANAGEMENT

- ◆ Constantin Militaru, Daniel Costin, *Information Security Policy in view of the ISO / IEC 27001:2005*

KNOWLEDGE SOCIETY

- ◆ Angela Ionita, Cornel Lepadatu, *Business Intelligence and Digital Cultural Landscape Content*

MANAGER'S LIBRARY

- ◆ Universitara House of Publishing, Ildiko Ioan, Florina Bran, Carmen Valentina Radulescu, H.T. Karimov, Cristina Popa, Ion Pargaru, Toader Moga, *Environmental Performance in the Oil Industry*
- ◆ Universitas House of Publishinf, Gabriel Bujor Babut, Monica Crinela Babut, George Catalin Crisan, *Malevolent Acts Integration in the Major Accident Occurrence Risk Assessment Process*