

## QUALITY – access to success, nr. 1-2/2010

### INFO/EVENT

- New ISO Standard for Effective Management of Risk

### QUALITY MANAGEMENT

- Juozas Ruževičius, *Globalization and Quality*

The content and problems of modern quality management, as science, study subject and business management tool are analyzed in the paper. The article defines the quality integrated model, the model of standardization, certification and market relations and the model of quality management and efficient development, success factors and tools of organization. Some of its elements are discussed in relation to its influence on the competitiveness of Lithuanian business. The author presents the results of international benchmarking of the quality management systems implementation in different countries. The author provides recommendations for the design and development of the effective QMS, to improve all certification system of country and introduce the insights of quality management science development.

**Keywords:** quality, TQM, management system, ISO 9001, certification, model.

- Luminita Gabriela Popescu, *From Partnership to Co-governance in Public Services through a Quality Strategic Approach II. Redefining the Potential of the Meta-Organization*

This dimension implies giving up old patterns and restricting thinking concepts, and accepting new patterns and visions of what the provided public service is and what it could become. The contents of this transformation include: achievement of mobilization for Quality, creation of a strategic vision focused on Quality and projection of a measurement system for Quality. In the centre of this transformation there is the development of the energies necessary to the innovation of the service, in other words the mobilization of intelligence and motivation both at the level of the external actors and the internal ones in order to innovate the public service.

**Keywords:** governance in public service, meta-organization, strategic approach of quality.

- Irinel Marin, *Human Resources Audit II. From Concept to Relevance*

The traditional attitude against the labor force is to treat the human resources as an expense. If we start from the same point, meaning from the fact that the human resources are similar with other resources this means that these ones have to be managed and tabulated according to the same principles. The human resources audit supplies feed-back regarding the personal function for the activities of this function. Human resources audit it's a new concept which is part from the social audit field. Derived from monitoring the results of the human resources activities, the human resources audit developed in time and became a fundamental function of the human resources management. The purpose of a human resources audit is to evaluate the efficiency of the human resources performance and to insure conformity regulation.

**Keywords:** audit, human resources audit, human resources performance, concept and importance, feed-back of human resources audit, audit system.

- Ion Naftanaila, Paul Brudaru, Ionel Naftanaila, *Business Process Management. Critical Chain Methodology extended to Activities with Critical Knowledge II. Extended Methodology of the Critical Chain*

The usage of traditional project management methods based on critical path methodology doesn't offer managers, under the conditions of increased complexity and uncertainty, the adequate support for successfully accomplishing their projects. Furthermore, within the BPM projects, where the current difficulties in the business process improvement projects are combined with the automation ones through software solution, the complexity and the uncertainty require using appropriate methods of multiple project management. A starting point in the scientific endeavor of analysis and improvement of the current situation can be the critical chain methodology, imposed in the recent years as robust and tested in practice. But even the critical chain methodology, at its turn, has certain limitations, related particularly to the way of administrating the activities with critical knowledge, which frequently appear within the BPM projects, making the successful accomplishment of these projects very difficult.

This paper focuses on presenting an extended methodology of the critical chain, methodology which takes into consideration the effects of the critical knowledge activities and offers solutions for

removing the negative consequences produced by such activities.

**Keywords:** BPM projects, critical chain, process improvement, project plan, critical knowledge.

- Diana Mura Badea, Valerius Mihail Stanciu, Petre Constantin, Gheorghe Stefanescu, Florin Teodor Tanasescu, *Benchmarking, Component of Quality Management. Case Study: Energy Efficiency of a Company*

Modern tool of company management, applied with spectacular results in many countries of the world, the benchmarking can improve the activity of a firm by comparison between his own organizational system and his product performances with other successful companies. The results of this comparison are experiences and good practices from other companies who can be acquired inside the analyzed company, offering the improving of quality management.

The „dissemination“ of good practices become the engine of „change“ by elimination of reported deficiencies and by the increase of the company competitiveness, taking inside the positive experiences validated by other companies. The paper presents the basic elements of the benchmarking, choosing PCAA cycle proposed by Deming like support for a process benchmarking exercise in a specific case of a company which aim to reduce the energetically consumption through a benchmarking project having like „target“ to improve the utilization of electrical and thermal energy in different technological processes of the company, reflected in the rate in which the energy is involved in the manufacturing cost of a product.

**Keywords:** benchmarking, quality management, energy efficiency.

- Tudor Pendiuc, *Some Aspects of OMFP 946/2005 Application in Terms of Quality and Environmental Standards (I) Case Study in Public Entities*

Internal control standards define a number of management rules, which all public bodies must follow. The objective of these standards consists into a system of reference that will be considered when evaluating the control systems, creating a uniformly and coherent model of managerial control in order to take decisions and define the institution's strategy and providing support for its performance evaluation in terms of efficiency and achievement.

**Keywords:** OMFP 946/2005, management standards, public entity.

- Teodora Dominteanu, *Quality Assessment in Education: Physical Education and Sport*

The evaluation of an education institution involves, thanks to the actual education politics, the examination, based on the some real declared criteria, of the way that the institution and the institutionalized programmes fulfill the quality standards. The quality control represents the evaluation of the managerial process finality from every institution or the study programme finalities, an action allows the objectives comparison, as a projection of the educative activity with the results of the education for the beneficiary, as a finality of the projected mission, to find the efficiency of the study programmes and its managements.

**Keywords:** quality assessment, physical education, international standards, educational process.

- Steliana Cojocariu, *Improving Competitiveness of Tourist Destinations in Romania by Implementing the Model Qualitest*

The paper presents aspects to be considered for destination management as well as the Qualitest Model. The implementation of the Qualitest Model for tourist destinations is considered beneficial because it ensures an integrated instrument for identifying and monitoring over time the internal quality performances, and a vehicle for the external benchmarking of the quality of activities developed within the destination.

**Keywords:** tourist destinations management, Qualitest model, internal quality performances, benchmarking.

- Corina Ioanas, Viorel Batca, *Impact of Foreign Direct Investment on the Management of Multinational Companies*

Companies must be able to measure managerial performance if they are to control operations and achieve organizational goals. As companies grow or their activities become more complex, they often attempt to decentralize decision making as much as possible by restructuring into several divisions and treating each as an independent business. Present developments in international markets determine an environment based on foreign direct investments. Globalization describes the process by which the national capital markets have become internationally integrated. The process of integration is facilitated by improved communications and deregulation of markets in

many countries.

Keywords: capital market, foreign direct investments, international trade.

- Ruxandra-Diana Dobran, *Clients Claims – a Source of Quality Improvement of Banking Services and Products*

This study brings into the spotlight the importance of the analysis process and adequate processing of the claims filed by the clients of commercial banks. The claims must be looked at from a positive point of view. They are the client's voice, sending a message about the level of quality of services and showing the dysfunctions of the bank's products and services. A claim adequately processed represents a strong commercial act, which contributes to maintaining the right relation with the client, to maintain a positive image of the bank and to continue to improve the quality of services.

**Keywords:** bank, claims, client, quality, indicators, responsibilities, commercial approach, solution, answer.

## ENVIRONMENTAL MANAGEMENT

- Daniela Simona Moldovan, *Climate Changes Impact and some Challenges of the Carbon Footprint in Water Sector*

Promoting environmental protection represents a major concern because the economic development takes place in our background.

The impact of climate changes reflected in the diminution of drinking water resources, the hydrological cycle alteration, the increase of the average temperature with major variations in the regional area, seasons alteration, the increase of extreme climatic phenomena, biodiversity diminution, they all represent an actual global concern.

This paper presents the mechanism of greenhouse effect gases and carbon footprint challenges in water sector, focusing on how much we understand today from this concept, where can these challenges be identified and described, unknowns and gaps.

**Keywords:** climate changes, greenhouse effect gases, carbon management, carbon footprint, water sector.

- Florina Bran, Ildiko Ioan, *Ecosystems and Natural Hazards – Interdependencies toward a Sustainable Society*

Clear definition of reasons that justify the preservation of natural ecosystems and the maintenance of biodiversity is important in the confrontation with the numerous factors that contribute to their degradation. One way to identify such reasons is to explore what exactly from depend on the existence of the natural ecosystems and on the biodiversity and what will be lost due to the transformation of ecosystems and extinction of species. The paper aims to clarify the mechanisms through which the ecosystems contribute to the lowering of the occurrence and of the consequences of natural hazards.

Keywords: ecosystem services, natural hazards, hydro meteorological hazards, sustainable society.

- Mihaela Gabriela Belu, Dorel Mihai Paraschiv, *Trade Liberalization and Environment Policy*

This paper undertakes to analyze the effects of trade liberalization on the environment in both developed and developing countries. Furthermore, this paper presents the main theories of international trade, the principles of the Community Emission Trading System and the effects of applying this system.

**Keywords:** globalization, international trade, environment policy, Kuznets environment curve.

## INFORMATION SECURITY MANAGEMENT

- Constantin Militaru, Daniel Costin, *Some Aspects regarding Biometric Information Management*

Biometric Information Management is a key element for ISO/IEC 27001:2005 Standard implementation regarding the access control. In this work are emphasized the important elements of the theme: definition of the biometric indicator; biometric features; biometric application types: verification (1-to-1 matching), identification (1-to-many matching) and screening; architecture of a biometric system; accuracy of biometric system; possible types of error: false non-match and false match.

Biometric Identity Management requires the following functions: biometric identity registration,

biometric identity storage, identity assurance, biometric identity protection, identity issuance, identity life cycle management and system management.

**Keywords:** biometric information management, biometric identity, access control, ISO/IEC 27001:2005.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Gabriel Babut, Roland Moraru, Monica Crinela Babut, *Integrated Risk Assessment Methods (II)*

The paper has as goal to present 4 integrated risk assessment methods (ARAMIS, LOPA, MOSAR, QRA), basically developed for industrial plants concerned by the Seveso II Directive. For each of those 4 methods, the following issues were approached: history and practicability, principle, application procedure (stages and tools), limits, advantages and inconveniences. Through the provided information, the paper can represent a useful guide for all the interested/affected factors (such as, operators, competent authorities, public, etc). The paper can also represent a thought topic for experts within the occupational health and safety field, regarding the means of integrating all the steps of the risk assessment process into a single approach.

**Keywords:** risk, assessment, method, industrial plant, major accident.

## **ACADEMICA**

- Emil Petrescu, *Considerations regarding some Special Chapters of Quality Statistical Analysis*

The paper approaches some special problems of statistics, in the attention of engineers from various field of activity, problems like: SPC (statistical control of manufacturing process), analysis of process capability, the study of recurrence and measurement of uncertainty from data, FMEA – Failure Mode and Effect Analysis.

**Keywords:** process capability, study of recurrence, uncertainty, SPC – statistical control of manufacturing process, FMEA – Failure Mode and Effect Analysis.