

QUALITY – access to success, nr. 4/2010

INFO/EVENT

- *ISO gives Food Manufacturers New Tool to control Hazards*
- *12th International Conference “Quality and Dependability” – CCF 2010*

QUALITY MANAGEMENT

- Luminita Gabriela Popescu, *From Partnership to Co-governance in Public Services through a Quality Strategic Approach IV. Revitalize the Portfolio of Public Service*

Abstract: Against current environment challenges, rather favorably to the process of reorganization, than of the economic growth, the organizations of public services neglects almost completely the projection on future evolutions, which are specially concerned about being defensive to minimize the losses. A durable economic growth is possible through revealing the supply, a complex strategic step, focused on the way of define and approach of the supply. The aim of this process of transformation is developing the connection between organization and its environment, namely: the focus on public interest, the development of new public service and redefinition of public service by technology.

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

- Vasile Deac, Florea Parvu, *The Importance of Maintenance in Quality Assurance Approach*

Abstract: The present economic and financial crisis, the confusion (state) which is still in progress in the economy restricts the maintenance works to the minimum in order to reduce the production costs and it has direct negative effects on the quality of production.

The maintenance of the industrial equipments is compulsory in order to ensure quality in all stages of the production process in the process of ensuring production quality; its task is to identify the equipments with direct influence on quality and to make sure that the maintenance works present the breaking-downs or other potential problems.

Keywords: quality assurance, corrective maintenance, preventive maintenance, failure.

- Dragos Ilie, Mihail Cristian Negulescu, *Sustainable Credit – Quality Assurance in the Process of Financing the Economy*

Abstract: Recent years have shown that the effects of the negative externalities of the banking system can be devastating to the economy. In these years, more than ever, the credit activity was subject only to the profit and to the conquest of new market segments at any price. The introduction of international quality standards in the credit activity although on paper was possible, in practice it lacked entirely. The new concept of sustainable credit is based on quality and it assumes to fulfill three criteria: higher quality loan portfolio, bank and agents' capitalization and environmental protection.

Keywords: sustainable credit, credit quality, capitalization, negative externalities, the economic environment.

- Ion Naftanaila, *Le_AN_A and ... Master Manole – LEAN Manufacturing Evolution 2. Sort, Store, Shine, Standardize, Sustain, 5S*

Abstract: Maybe the workplaces in the companies that we work for are not quite impeccable. The desk, under the desk, the shelves, the drawers, the entire office groans under overwork. Maybe some of the co-workers groan climbing the stairs. No one wants to work in a messy environment. However, this does not mean that everyone wants to clean up. A neat workplace, shining clean, is a pleasant place that all want to work in. The problem is who creates and maintains it. Us?

Like in the case of detergents, we can have imported management methods: for instance, 5S. 5S is a Japanese concept for housekeeping. It is a methodical approach for eliminating time and material waste. It is a philosophy that sustains the efficiency, savings and safety offered by a simplified workplace. The reality is that a crowded and unorganized workplace is filled with waste: wasted time when looking for tools, wastes provoked by excessive material costs, space waste, etc. Many nations have discovered that all these Japanese words that start with „S“: seiri, seiton, seiso, seiketsu, shitsuke, can be translated in their language, too: in English, French, German, even in Romanian. The idea is that these concepts have penetrated the universal values circuit, even if they have roost – sometimes strong – in each culture. The same thing happens with the LEAN concept, in Romanian having a similar meaning that is without fluctuations. This article will present you what we call the 5S method as part of the LEAN philosophy. It will explain how to introduce this concept and how can it be adapted in our institutions' „soil“.

Keywords: 5S, sort, store, shine, standardize, sustain, 5S audit.

□ Irinel Marin, *Human Resources Audit IV. Modern Tendency to approach Human Resources Audit*

Abstract: The approach and conduct the audit of human resources, there are a number of tools and strategies that define and distinguish human resources audit of other audits. This approach includes a series of steps. First is the decision on selecting the appropriate tools for case over: it is to solve only auditor who has assumed the task of human resources audit. Then comes draw up a plan with proposals for action. On the general methodological-procedural system auditing human resources, attention must be focused primarily on tools that can be used during the mission and procedures.

Keywords: human resources audit, modern tendency, approach and conduct audit, audit tools, audit procedures, methodological-procedural system.

□ Nicolae Dragulanescu, Remus China, *Opportune Corrective Actions and Corrections of Today's Romanian Approach of Quality Assurance in Education (I)*

Abstract: Romanian educational system, like any education system in the world, cannot evolve as a closed system, inflexible towards the more and more demanding requirements of its dynamic customers, of actual challenges, and/ or of specific developments of European space of education. Within this context, the Romanian educational system needs urgent implementation of some improvement processes based on models, mechanisms, concepts and stable rules which are internationally validated and widely accepted. It should simultaneously take into account the actual conditions and specific progress of Romanian educational system, targeted in terms of a real quality assurance of education.

Such an approach will allow the national education system to be able to connect, the „walk“ the demands and challenges of current society and at the same time without losing the real values earned over time. We cannot ignore or delay the implementation of the recommendations of European institutions in the provision of quality education. The Romanian quality assurance system in education must be designed and implemented according to stable and European-wide validated referentials, such as the EFQM excellence model and the EN ISO 9000 standards. If such referentials will not be adopted, the evolution of the Romanian educational system will become more and more ineffective and inefficient, enabling thus many counter-productive outcomes on educational, economic and social plans.

Keywords: quality assurance, education, standards, PDCA-cycle, quality improvement.

ENVIRONMENTAL MANAGEMENT

□ Juozas Ruževičius, *The Study of Socially Responsible and Sustainable Business Development. Second part*

Abstract: The article examines social responsibility and sustainable development concepts, their systems and tools international typology. The author presents the results of international benchmarking of the ecological footprint as an integral indicator reflecting

sustainable development. The paper provides also an analysis of the development of socially responsible and sustainable business related tools in Lithuania, within the European and worldwide context.

Keywords: quality, environmental management system, ISO 14001, EMAS, OHSAS, Global Compact, social responsibility, sustainable development, ecological footprint.

- Florina Bran, Ildiko Ioan, *Copenhagen Climate Change Conference – Requests, Accomplishments and Failures*

Abstract: World greenhouse gas emissions have been increasing during the past century compared to the rather steady level of the pre-industrial area. At the Copenhagen Climate change Conference it was aimed to negotiate a new agreement to follow to the Kyoto Protocol for the reduction of green-house gas emissions that have a negative effect on the earth's climate system. Many hoped that this conference will lead to a legally mandated coordinated international action, but it appears that the outcomes are still to come. The movement toward a green economic growth is no longer in doubt, but the details, in terms of actions and periods, remain unclear.

Keywords: Copenhagen Conference, greenhouse gas emissions, global agreement, coordinated international action.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

- Roland Iosif Moraru, Gabriel Bujor Babut, *Principles and Guidelines regarding the Risk Management Implementation (I). The new ISO 31000: 2009 Standard*

Abstract: Any organization intending to achieve certain goals establishes the activities leading to the fulfillment of these and, meanwhile, tries to identify the most likely to occur threats, in order to select the adequate prevention measures. If intuition can support us in managing simple, reiterative processes, it is not any more enough when dealing with complex, multiple interrelated, processes, such as those developing in organizations. Moreover, organizations are open systems, acting in a specific environment, which at his turn introduces uncertainties which should not be ignored. Even if experience-based intuition will never loss its importance, it proves itself inadequate when management must generate performance. For this reason, the acquirement of a coherent system of concepts and rules, widely accepted on national and worldwide level, became indispensable for the present-day organizational practice, both in public and private sector, in every economic activity branch, regardless of their nature. To this purpose is devoted the recently issued, but long-expected, international standard ISO 31000: 2009 „Risk management: principles and guidelines on implementation“. The present paper is aimed at ISO 31000 standard's content presentation and analysis, the basic objective consisting in the acquaintance of Romanian organizations with an unitary frame-work regarding the risk management approach, with a view to harmonize the practices developed at each organization's level. The paper is based on the author's belief that the assimilation of risk management basic principles and the spirit and content of ISO 31000: 2009 standard will facilitate contacts between stakeholders, by language homogenization, allowing a real knowledge and expertise transfer, providing larger access to specific literature when detailed approaches will be envisaged.

Keywords: management, risk, principles, framework, guidelines, ISO 31000.

KNOWLEDGE SOCIETY

- Gratiela Branza, *Concepts and Models of Electronic Services Quality in Tourism*

Abstract: Tourism is one of the biggest growing sector of activity in the world. Tourism industry has information-intensive product, that is ideal for Internet marketing. Globally, there is an increasing recognition of Internet marketing and the need for enhancing tourism website electronic services quality (e-SQ). E-SQ is a new developing field, which has to study consumers behaviour in an electronic space and to satisfy their needs. In this context, tourism websites must provide certain electronic services, having in view

the nature of this industry, in order to accomplish the customers requirements.

Keywords: customer, electronic services, service quality, tourism.

MANAGER'S LIBRARY

- Universitara House of Publishing, Paul Bran, *Management by Value*