

## QUALITY-access to success, nr. 10/2010

### INFO/EVENT

- *CCF 2010 – Promoter of Quality and Dependability Assertion that the Undeniable Strengths in Companies Development*
- *The 12<sup>th</sup> International Conference „Quality and Dependability” – CCF 2010*
- *The third edition of ASEBUSS International Conference – „Leading and Managing Change from Economic Downturn to Recovery”*

### QUALITY MANAGEMENT

- *Doina Popescu, Behavioral Influences in Decision Making*

**Abstract:** In the paper there are presented the behavior factors that have significant impact on the decision process such as: values, predisposition to risk, dissonance potential. Meanwhile, there is presented the influence of national culture on decision within the context in which cultural differences affect significantly decision making.

**Keywords:** decision making, values, predisposition to risk, dissonance potential, commitment intensification, national culture.

- *Vasile Deac, Impact of Industrial Maintenance in Quality Assurance II. Management of Industrial Equipment in Quality Assurance Approach*

**Abstract:** From investigations performed, technical surveillance equipment is a weakness of the most industrial companies in our country. Efficient management of fleet equipment in production quality assurance approach is involving technical fleet equipment tracking, requiring a high reliability of each device and obtaining of maximum equipment efficiency. History of preventive interventions made and accidental failure history are essential elements in managing industrial equipment, on basis of these could be defined periodicity and content of preventive actions of maintenance.

**Keywords:** administration, preventive maintenance, accidental failure analysis, history of accidental failure, history of preventive maintenance.

- *Ion Naftanaila, Le\_AN\_A and ... Master Manole – LEAN Manufacturing Evolution. Cellular Manufacturing (I) Piece by Piece Flow. Key of Employee Empowerment and Accountability in Lean Organization*

**Abstract:** Cellular Manufacturing (CM) refers to a manufacturing system wherein the equipment and workstations are arranged in an efficient sequence that allows a continuous and smooth movement of inventories and materials to produce products from start to finish in a single process flow, while incurring minimal transport or waiting time, or any delay for that matter. CM is an important ingredient of Lean manufacturing.

**Keywords:** Lean manufacturing, cellular manufacturing, one piece flow, benefits of CM, implementing CM.

- *Tudor Pendiuc, Performance Measurement of Services to citizens of Pitesti City Hall (II)*

**Abstract:** Nowadays, in the modern management of public administration, one uses a complex set of tools, methods and techniques through which the orientation towards performance is the main framework in which decisions are substantiated, local policies are implemented, results are measured and

compared to those envisaged.

Performance measurement is an objective and systematic process for collecting, analyzing and using information in order to determine how effectively and efficiently the services provided by the local public administration are secured and how the objectives are met.

A performance measurement system is a standard of what the institution considers of importance in the activity it runs, as well as of the degree of meeting performance. The lack of performance measurement is an important barrier to improving any activity.

**Keywords:** performance measurement, improvement, public management.

- Bianca Prisecaru, Doina Constantinescu, *Services Quality Management in IT Organizations*

**Abstract:** The services particularities in relation to material goods, as well as particularities of services provider organizations, generally require a special approach of the organization's management, and especially of quality management.

A very special approach of services quality management is necessary also in IT organizations. This paper presents the main particularities of services quality management in these types of organizations, identified by combining two concepts: „The Services Triangle“ and the „Conceptual Model of Service Quality“. Since the service buyer satisfaction is largely determined by the performance of the 10 expectations, common to all types of services, the paper presents a standard questionnaire, designed to collect information regarding this quality service component. In order to assess the customer's satisfaction, determined by the level of his requirements fulfillment, as well as for identifying improvement opportunities, this paper presents the standard structure of another questionnaire. This questionnaire helps to collect the information required to establish services quality objectives using the QFD (Quality Function Deployment) method.

**Keywords:** services, „the Services Triangle“, „Conceptual Model of Service Quality“, SERVQUAL, QFD.

## **ENVIRONMENTAL MANAGEMENT**

- Ovidiu Tutuianu, *Changes into Checking Methodology of Greenhouse Gas (GHG) Emissions Monitoring*

**Abstract:** Starting from 2006, the Romanian Government adopted some national regulations to allow the marketing of greenhouse gas (GHG) emissions certificates, having in view a cost efficient reduction of such emissions. In 2009, some changes into checking methodology of GHG emissions monitoring reports have been registered. These changes are reflected in this work.

**Keywords:** greenhouse gas (GHG) emissions certificates, operator, checking body, competent environmental protection authority, GHG emissions monitoring report, checking team's report, validation report.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Gabriel Bujor Babut, Roland Iosif Moraru, *The Occupational Health and Safety Relevance within the Corporate Social Responsibility Framework*

**Abstract:** Corporate Social Responsibility (CSR) has been defined as the voluntary integration of social and environmental concerns into the organization's decision-making process. The search for a good occupational health and safety environment and the promotion of a culture of risk prevention are two of the organization's main social responsibilities, and consequently an integral part of CSR. In this context, the paper discusses how the growing interest in corporate social responsibility can contribute to improving the implementation of adequate

systems of risk prevention in the Romanian organizations. It is studied to what extent these issues are present in the field of CSR, and consequently determines which aspects have received the most attention, and which are less well developed; we offer some proposals as well. The methodology employed mainly consists in a content analysis of the main international CSR management tools. On the basis of the conclusions drawn from this analysis, there is a discussion on the potential role of CSR in promoting a culture of safe and healthy work.

**Keywords:** occupational health and safety, corporate social responsibility, risk prevention.

## **CONFORMITY ASSESSMENT**

- Corina Ene, *Challenges and Prospects for CE Marking*

**Abstract:** Referring, on one hand, to the activities being conducted by a competent body consisting in analysis, verification and written confirmation of product conformity in compliance with applicable specifications or, on the other hand – in the minimum-risk situations – to the self –certification performed by the producer himself, attesting the products' conformity remains the essential approach that allows both placing products on the internal market and increased confidence in the supply of goods.

The use of certain symbols in this specific context is sometimes problematic, since it may predispose to abuse, infringement, confusion and mislead the consumers, due to a lack of education and information in the field.

This article aims to address current challenges and perspectives specific to the scope of CE marking – a symbol of compliance with applicable European requirements, showing that, in the future, the use of this marking and its significance for all market players should be strengthened.

**Keywords:** quality, conformity assessment, product certification, CE marking.

## **KNOWLEDGE SOCIETY**

- \*\*\*, *Semantic Web Services*

**Abstract:** The paper presents the Natural Language Processing web services developed at the Research Institute for Artificial Intelligence of Romanian Academy and it estimates the impact of these services in the international scientific community. The web services allow multi-lingual processing of arbitrary texts. The types of text processing range from basic services such as language identification, morpho-syntactic annotation, etc. to integrated web services such as machine translation and question-answering systems. Since July 2009, the web services platform was opened to the scientific community for unrestricted and free access.

**Keywords:** natural language processing, web services, morpho-syntactic annotation, language identification, machine translation.

## **MANAGER'S LIBRARY**

- Economica House of Publishing, Coordinators: Aurel Manolescu, Viorel Lefter, Alexandrina Deaconu, *Ergonomics*