

## QUALITY-access to success, nr. 11/2010

### INFO/EVENT

- *Measuring Customer Satisfaction with new ISO Technical Specification*
- *A New Era of Intelligent Data Centers*

### QUALITY MANAGEMENT

- Dragos Ilie, Mihail Cristian Negulescu, *Quality and Competence in Credit Risk Analysis*

**Abstract:** The paper examines the reasons that have led to the degradation of the quality and competence in activities of credit risk management. The approach is made on two levels: the human factor and the means and techniques used in risk analysis. According to these levels the paper can provide solutions to problems of competence and stimulate the human factor and the increase of the quality of risk analysis.

**Keywords:** credit risk analysis, human resources, competence, unique debtors.

- Lucretia Mariana Constantinescu, *The Internationalization Process of the Consumer Protection against Specific Risks in Tourism and Travel Industry Transactions*

**Abstract:** Unlike the local resident travel consumer, the social status of the international tourist makes him more vulnerable to unfair treatment of the different travel providers, but, also in the face of the different unforeseen events.

This work provides an analysis of the different risks categories that may encounter the tourists while the voyage or during the stay outside their residence country and its describes also, the operational and internationally agreed procedures to ensure the international tourists' security with the respect of the consumers' rights on the international tourism market.

**Keywords:** tourists' protection internationalization, consumer rights, risks, symmetric information, tourism and travel services transactions.

- Luminita Gabriela Popescu, *Quality Costs: a Measure of Quality Management*

**Abstract:** In the current context in which organizations seem more concerned to reduce costs, perhaps more than ever, the investing in quality is almost totally neglected. Such an approach is counter-productive because the lead directly to increases in total costs, which is directly affecting the interests of a) shareholders, by reducing profits and dividends, 2) employees, cutting wages, benefits and awards; 3) customers by transferring non-performance of the product selling price. Quality costs include costs of specific activities required to satisfy the interests of the three categories above, on the one hand, and lack of performance costs recorded in meeting the demands of these groups, on the other hand. Quality measure is the price of non-compliance. For these reasons, the introduction of a system for measuring the quality costs is an important element required, which in our opinion, should be associated with the Quality Management. After an introduction on quality cost categories and the presentation of some of the most representative models of quality costs, we presented, in this article, the results of research carried out in a number of public and private organizations in Romania (the system quality is implemented and certified) on the quality of quality management in terms of quality development costs.

**Keywords:** quality costs, models of quality costs, quality cost measurement system, quality of quality management.

- Lidia Niculita, Petru Cost, *Implementation of Integrated Management Systems (IMS)*

**Abstract:** This article presents the analysis results of a study concerning procedures of implementation procedures in management systems. The objective was to investigate the mode, the way and necessary procedures for planning and execution of an implementation process in an organization inside an integrated management system. The paper is addressing a board system of manager's users, employers, directors, and chief compartments and specialist of firms and any type of organizations.

**Keywords:** integrated management systems, procedures quality, quality systems, project, organizations.

- Ion Naftanaila, *Le\_AN\_A and ... Master Manole – LEAN Manufacturing Evolution. Cellular Manufacturing (II) 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 (III)*

**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.

- Vasile Deac, *Impact of Industrial Maintenance in Quality Assurance III. Organization of Maintenance in Quality Assurance Approach*

**Abstract:** There is no way the organization „standard“ method applicable wherever and however and no method is better than another. Considering the fact that „you can not do everything“ and, especially, „you can not do them all well“, the maintenance activity will be organized in such a way that best adapt to specific conditions of the industrial company, from the technical, human and information point of view. In definition of maintenance mission and of the way of organizing priority will be the issues regarding the impact on production quality and efficiency of the way of organizing adopted.

**Keywords:** maintenance organization, centralization, decentralization, cooperation.

## **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- Gabriel Bujor Babut, Roland Iosif Moraru, Monica Crinela Babut, *Education and Training of Professionals in the Field of Occupational Health and Safety in the Romanian Higher Education: History, Challenges and Opportunities*

**Abstract:** The paper is aimed at a first national level analysis of the university education involvement in the education and training of professionals within the occupational health and safety field. The review of the temporal benchmarks which have impacted the development and evolution of this domain is complemented through a

detailed and accurate description of the challenges and opportunities involved. Based on the significant elements detected in the strengths and weaknesses analysis stage, the paper highlights some practical ways directed to overcome the drawbacks and problems to which the universities are confronted in offering proper education and training in this field. Through its approach and the outlined issues, which are not exhaustive, nor incontestable or immutable „sentences“, the paper has as main goal to launch a constructive debate and reflection for all the stakeholders involved in integrating the occupational health and safety topic in the university curricula and practice.

**Keywords:** high level education and training, occupational health and safety (OSH).

## **CONFORMITY ASSESSMENT**

- Emilia Pascu, *Security Products in Use*

**Abstract:** Concerns useful for understanding the relationship between product properties and their use, specifications and written guarantees for some products, exist in ancient times. But with developments in society, scientific and technical progress, increasing technical complexity of consumer products in general and especially durable, by renewal, upgrading and perfecting them, has produced major changes in lifestyle users to increase quality of life, it becomes dependent on continued use and the best possible product. All products available in the European Union should be safe. These are covered by general product safety requirement. The security of the products refer to the narrowing of the risks: meaning to reduce the risk closer to zero.

**Keywords:** quality, risk, security, product, consumer, protection.

## **KNOWLEDGE SOCIETY**

- Angela Ionita, *A paradigm shift in Geographic Information Science?*

**Abstract:** 2010 marks the 20th anniversary of the coining of the term „geographic information science“ or GIScience and seems an appropriate opportunity to reflect and review what progress has been made, what have been the major accomplishments of the field, and what discoveries have been made about the domain of geographic information. The paper first explores the maturing SDI concept as socio-technical and multi-facetted assembly, and the approaches for assessment and support of concrete Spatial Data Infrastructure (SDI) initiatives respectively. Future research on SDI initiatives has to address a variety of dilemmas like long-term versus short-term influences, generalization versus the ad-hoc and particular, standardization versus multiple perspectives of reality. Additionally, the research activity and the involvement of Research Institute for Artificial Intelligence of Romanian Academy in some national and European projects regarding the integrated management of Spatial Data Infrastructures including the study of new semantic models for (geo)spatial information engineering and their applications; the state of SDI initiatives and the evaluation of implementation and the development of an interactive system for traffic monitoring based on existing SDIs (city and/localities maps; traffic maps etc.) are mentioned.

**Keywords:** geographic information science, SDI, SDI research, (geo)semantic web.

## **MANAGER'S LIBRARY**

- Focus Petrosani House of Publishing, Roland Iosif Moraru, Gabriel Bujor Babut, *Assessment and Participatory Management of Risks: A Practical Guide*