

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*
- Lucretia Mariana Constantinescu, *The Internationalization Process of the Consumer Protection against Specific Risks in Tourism and Travel Industry Transactions*
- Luminita Gabriela Popescu, *Quality Costs: a Measure of Quality Management*
- Lidia Niculita, Petru Cost, *Implementation of Integrated Management Systems (IMS)*
- 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*
- Tudor Pendiuc, *Performance Measurement of Services to citizens of Pitesti City Hall (III)*
- Vasile Deac, *Impact of Industrial Maintenance in Quality Assurance III. Organization of Maintenance in Quality Assurance Approach*

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*

CONFORMITY ASSESSMENT

- Emilia Pascu, *Security Products in Use*

KNOWLEDGE SOCIETY

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

MANAGER'S LIBRARY

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