

QUALITY-access to success, nr. 12/2010

INFO/EVENT

- *How Strong is your Company' Brand? An ISO Standard can help tell you*
- *SRAC CERT Certifications for September and October 2010*

IMPACT

- *The Courage to believe in Professionalism, Tenacity and Solidarity* – Interview with Tudor Pendiuc, Major of Pitesti City Hall

QUALITY MANAGEMENT

- Ion Popa, Doina Popescu, *Socialization – Process of Adapting to the Organization Culture and Training Leaders*

Abstract: The paper presents the importance of socialization for new employees adapt to the culture of the organization. Also, are presented the stages of socialization and the characteristics of effective socialization. The paper presents methods by which organizations develop employees in a systematic way so as to steer them toward leadership roles. Thus defined the two broad mentoring functions namely: career functions and psychosocial functions. Mentoring contribute to maintaining and motivating employees and to homogeneity of organization. So, organization's culture can be enhanced by transmitting key values from generation to generation.

Keywords: socialization, organizational culture, anticipatory socialization, accommodation, management role, role modeling.

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

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.

- Ion Naftanaila, *Le_AN_A and ... Master Manole – LEAN Manufacturing Evolution. Cellular Manufacturing (III) 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.

- Vasile Deac, *Impact of Industrial Maintenance in Quality Assurance IV. Total Productive Maintenance (TPM) – Guarantee of the Quality (I)*

Abstract: Total Productive Maintenance (TPM) is actually a comprehensive and integrated method of management of equipments in order to obtain the best results. It takes into account and recasts all the techniques known reworded for increasing equipment availability and efficiency, requires the involvement of all compartments (particularly the design, production and maintenance) and involvement at all levels of hierarchy (from managers to workers). For an approach to implement the TPM's concepts, as guarantee of the quality, it is not enough that the industrial unit manager is enthusiastic by the method in order to approach all unit employees in this scale. This approach must answer, first, to the strategic objectives of unity, the economic one having priority.

Keywords: total productive maintenance (T.P.M.), synthetic yield coefficient (C.R.S.), 5 „S“ of T.P.M., self-maintenance.

- Emilian Lonca, *Efficient Evaluation of Quality Management System by Optimum Organization Processes in the Automotive Industry in Compliance with ISO/TS 16949:2009*

Abstract: This paper is dedicated to improving important aspects in the development of third party audits in order to achieve an effective assessment of the audit for certification organizations have areas of activity: development, design and manufacture of products and spare parts for industry car. Audit program is dimensioned from the organizational process map identified in the audited organization. This is important to establish an organization to optimize processes in order to evaluate effectively audited quality management system in accordance with ISO/TS 16949:2009 requirements. Even if the document is binding, its contents not specifically stated in the official journal of IATF documents. Degree of complexity should provide a clear and concise description of organizational functioning.

Keywords: quality management systems, manufacturing, ISO/TS 16949: 2009.

ENVIRONMENTAL MANAGEMENT

- Rodica Minciu, Delia Popescu, Mihaela Padurean, Remus Hornoiu, *Qualitative Coordinates in the Tourism Planning Process of the Protected Areas*

Abstract: Studies regarding the evolution and structural changes in tourism demand revealed, in the recent years, an increasing interest in sustainable forms of it, as the result of more widespread awareness by tourists of the need for environmental conservation. Between sustainable forms of tourism which receive special attention is included also the tourism in protected areas.

The present study – which was supported by CNCSIS – UEFISCSU, project number PNII – IDEI ID_1811/2008, financing contract no. 891/2008 – focus on specific issues aimed the planning of protected areas both in terms of general theoretical and practical aspects, with examples on the situation of Natural Park „Apuseni Mountains“.

Keywords: protected area, tourism planning, management, sustainable development, carrying capacity.

FOOD SAFETY MANAGEMENT

- Daniela Simona Moldovan, *Water Safety Management in Integrated System Quality-Food Safety of Water Supply Services*

Abstract: The successful keeping of a performing water management in an integrated manner by quality–water safety systemic approach allow the investigation of

management system and leads to the objectives and targets fulfillment.

The motivation to raise a management integrated system, with SMART features and objectives by reporting to standard requirements, has as support internal forces (manager vision) or external forces (requirements related to regulation).

A quality-water safety management system to include issues regarding: satisfaction of clients' requirements, staff training, deal with claims, improvement of relationships with interested parts, the control risks regarding the safety of drinking water should be a strategic decision of each operator from the field of water supply services.

The paperwork shows the concept of integration, equivalence between the management systems and the valuation issues in the management integrated system, as well as the opportunities to improve the operators of water supply services which adopt this systemic approach.

Keywords: quality, water safety, hazard analysis and critical control points.

- Gheorghe Adrian Zugravu, Maria Magdalena Turek Rahoveanu, Daniela Matei, *Exploiting Economic and Financial Information in Fish Farms Management*

Abstract: The present paper aims at improving the instruments used in fish farms management by suggesting a new system of analysis and economic planning which would meet the requirements of cost-effectiveness for forecasting fish farms. This system has been especially design to analyze the economic and financial efficiency of the production activity both for the existing farms and for those that are in their initial stage.

Keywords: fish farm management, economic and financial information, fish farm, System of analysis and economic planning.

- Lelia Voinea, *Ecological Foodstuff vs. Conventional Foodstuff – Considerations regarding Quality and Innocuity*

Abstract: At the beginning of the XXI century, the entire society faces seriously consequences of food over-consumption: cardiovascular diseases, cancer, obesity, cirrhosis, renal insufficiency. At present time, due to several unwanted metabolic effects induced by unhealthy foodstuff behavior, more and more consumer segments aims for the consumption of foodstuff products that are pure from the biological point of view. These are ecological foodstuff also named biological products or organic products. The paper highlights the determinants of consumer orientation to ecological foodstuff and presents antithetic the ecological and the conventional foodstuff, the light of their quality and innocuity and their nutritional benefits.

Keywords: ecological foodstuff, conventional foodstuff, quality, innocuity, nutritional benefits.

KNOWLEDGE SOCIETY

- Adrian Zafiu, Angela Ionita, Valeriu Manuel Ionescu, *A Model for Real Time Traffic Information Update*

Abstract: This paper presents a model for real time traffic information update. The tasks of the traffic management system for an urban area are the management of slow evolving information layer (with two sub-layers: the area map and the traffic rules) and the management of fast evolving information layer (the real-time traffic data). The proposed model presents an algorithm for real-time integration of the data received from the monitoring system into the fast evolving layer. The data integration is performed in such a manner that the result can be directly used by the drivers in the correction of the navigation data, according to their needs and the vehicle characteristics. The integration of the traffic evolution has the purpose to avoid traffic congestion and traffic disturbances.

Keywords: traffic data management, algorithm, prediction, real time.

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