

QUALITY-access to success, nr. 120 (1-February)/2011

INFO/EVENT

- *ISO 26000 – Guidance Standard on Social Responsibility*
- *SRAC CERT Certifications for November and December 2010*

IMPACT

- Interview with Virgil Racicovschi, General Manager ICPE

QUALITY MANAGEMENT

- Doina Popescu, *Prevention and Stress Management*

Abstract: The paper presents the importance of prevention and stress management both for individual and for organization. So, for prevention and stress management must be realised maximizing person-environment fit and activating organizational programs for prevention and management stress such as: employee assistance programs and wellness programs. Also, are presented individual approaches to stress prevention and management such as: cognitive techniques, relaxation training, meditation and biofeedback.

Keywords: person-environment fit, assistance programs, wellness programs, cognitive technique, relaxation training, meditation, biofeedback.

- Daniel Georgescu, *The Lean Extended Enterprise*

Abstract: To address issues of competitiveness and to uncover hidden value, Lean Six Sigma Enterprise is one of the most powerful platforms available to become market leaders. Through Lean optimization of the enterprise's value chain, companies can better control key strategic operations and reap new value from their business. This paper addresses the application of lean manufacturing techniques within the enterprise and across the supply chain, and introduces a new Lean Manufacturing view.

Keywords: Six Sigma, TPS, management, TQM, lean production.

- Remus China, *Elements of Quality Management System in Pre-university Education: Procedures*

Abstract: The need to address this issue is clear as, with the implementation of elements of quality management system (QMS) in pre-higher education, there have been lot of confusion and errors in the procedures – That is?, Who needs to prepare/conduct? Who apply them? What is the role of the committee for evaluation and quality assurance (CEQA) in proceedings of a school organization? The most common error is: CEQA powers come and establish procedures for the functioning of school organizations. This error occurred promoting this idea, even by those who started in 2005 to implement a quality management system in education or faulty interpretation of the law (quality of education) relating to the tasks CEQA.

Keywords: quality management system (QMS), quality assurance, pre-university education, CEQA.

- Vasile Deac, Gheorghe Carstea, Alin Ionut Dumitrescu Dragan, *Strategy and Competitive Advantage I. Planning – from Myth to Reality*

Abstract: After we woke up from the „drunkenness“ of December '89, celebrating that we finally „got rid“ of socialism, we looked towards the Occident and „discovered“ that terms such as management, strategy and planning sound much better! Planning... really? Out of question! We are fed up with planning!

We consider that after two decades, during which, from a pragmatic point of view, the aspects concerning the importance of company's activity planning have been highlighted, a new assessment of this activity is necessary.

Planning provides answers to several basic questions, which hold true for any company and any business activity, namely: What? – desired status; When? – the place in which

the plans will be accomplished? Who? – the human resources who will be engaged in the realization of the activities; How? – the methods used in the achievement of the desired status; With what? – the necessary resources that need to be deployed (raw materials, financial, human, etc.)

Keywords: planning, strategy, strategic planning, operational planning, integrated strategic planning, differentiated strategic planning.

- Ion Naftanaila, *Le_AN_A and ... Master Manole – LEAN Manufacturing Evolution. Pull/Kanban*

Abstract: The safest way to have the necessary inventory (not more, nor less), at the right moment (not earlier, nor later) and at the right place means applying a combination of certain instruments, known as the pull system and kanban. The pull system ensures the necessary material at the consuming station at the right time, providing the required quality, by using a signaling system (cards) called kanban. The upstream station will not be allowed to produce more than what is strictly required for the downstream station, and only to ensure the necessary working material for that station. The pull system, along with kanban, constitutes an essential component of the Lean Production System. Thus, a dynamic upstream leveling of the material flow, without excess inventory and replenishment breaks, is ensured; a system that adjusts itself automatically. Below follows a presentation of this system and its main rules.

Keywords: pull, inventory, automating the inventory replenishment cycle.

- Juozas Ruževičius, *Commodity Science as a Predecessor of the Quality Management Sciences*

Abstract: In this paper are studied the evolution, content and perspective of commodity science, as a science and education subject. There are also analysed the aspects of quality experts' and quality managers' formation in Lithuanian universities, business schools and colleges. This article was written using scientific, normative and legal literature, systemising the good practices of Western countries' universities', commodity and quality related international organisations' and the results of author's performed systematic researches of commodities and services quality problems. The author formulates the insights for the future development of commodity science and quality management as a science and education subject.

Keywords: commodity science, IGWT, sustained commodity science, merceologia, quality management, quality expert, quality manager, attractive quality, education.

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

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 (TPM), synthetic yield coefficient (CRS), 5 „S“ of TPM, self-maintenance.

ENVIRONMENTAL MANAGEMENT

- Florina Bran, Carmen Valentina Radulescu, Ildiko Ioan, *Crisis and Change – the Ecological Component of Restoration Strategies*

Abstract: Environmental protection supposes radical change of corporate and individual behaviors. As any change, it is unlikely to be easily accepted, even if its need is recognized. Irreducible situations, crises type ones, could be considered, from this

perspective, an opportunity. In the paper we develop two arguments for supporting this statement. The first is based on two energy industry disasters, while the second explores the implications of financial crisis in strategic planning at global level. Ecological crises lead to sector changes, strongly anchored in the technical dimension, while financial crises have the potential to create premises for structural changes, including the ones for the emergence of eco-economy.

Keywords: change, ecological crisis, financial crisis, environmental protection.

FOOD SAFETY MANAGEMENT

- Lelia Voinea, *Research Regarding the Quality Perception of new Consumer Generation from Romania for Ecological Foodstuffs*

Abstract: In preventing disease and maintaining health, the quality of food is what matters essentially. Thus, the concept of food quality is complex, absorbing, encompassing over time a series of situations: technical quality, nutritional quality, sensorial quality, hygienic and sanitary quality.

Considering students as the most important exponents of new consumer generation, I realized a research on a sample of 355 students from Academy of Economic Studies from Bucharest, in order to highlight their food quality perception. The research has been objectified on ecological foodstuff, because nowadays a growth of consumer interest for these products it is distinguished. The ecological foodstuffs considered in antithesis with conventional foodstuff, are able to satisfy the consumer demands for naturally, authenticity and innocuity.

Keywords: quality, new consumer, quality perception, ecologic food.

ENERGY MANAGEMENT

- Leonida Brindus Stanoiu, *Standards for Energy Management Systems*

Abstract: For the last ten years in countries like Denmark, Sweden and Ireland a worldwide scale standards, where the requirements concerning the energy management system were defined, have been developed. This process was generalized at the international level by CEN, in Europe, where in the year 2009 the international standard EN 16001 was created and published. ISO proposed a similar project and consequently in 2011 it is going to publish the international standard ISO 50001 bearing the same name as that of EN 16001 standard.

This material proposes to review the main standards referring to the energy management systems in Europe, laying emphasis on their necessity and on the elements that underline these standards.

An additional attention is granted to these aspects in connection with the international standards EN 16001 and ISO 50001.

Keywords: energy management systems, EN 16001, ISO 50001.

- Stefan Ungureanu, *Principles and Guidelines for Implementing an Energy Management System according to SR EN 16001:2009*

Abstract: The purpose of this paper is to outline the basic principles and guidelines for implementing an efficiently energy management system (EMS), in accordance with the requirements of SR EN 16001:2009.

General considerations are presented on the standard application, an overview of the main differences and commonalities between the SR EN 16001:2009 and EN ISO 14001:2005. Next are some advantages of applying SR EN 16001 and fundamental principles that should be taken into account in the implementation, maintenance and continuous improvement of an EMS. It is detailed the model of the energy management system based on the PDCA methodology and management commitment to continuously improve of energy efficiency.

The article shows a range of possible methodologies and approaches that could be used both for identification and analysis of energy issues, to establish objectives and targets to reduce energy consumption and to develop and operate an effective and documented energy management system.

Keywords: energy management system, SR EN 16001:2009, continuously improvement, PDCA.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

- Roland Iosif Moraru, Gabriel Bujor Babut, *The Safety Climate: Conceptual Attributes, Relative Priorities and Internal Consistency*

Abstract: In the day-to-day activity of any enterprise, the clearness of the message delivered to employees, regarding the priority ranking, depends on how the top level managers is negotiating the output – related policies and procedures, when these are in direct conflict with occupational health and safety requirements. More specifically, if productivity is favoured as a high level priority, the workers will adapt their behavior, with a detrimental safety effect. The situational features triggering the compromise between „words“ and „deeds“ are revealing to the worker a discrepancy between espoused and enacted priorities which, in turn, is a support in emphasizing their perceptions regarding the global organizational climate. The main objective of the present paper is related to the authors intention to offer to the Romanian Health and Safety professionals a perspective on the safety climate notion, emphasizing certain related conceptual issues, with a view to mitigate some existing equivocallities and to stimulate the development the safety culture, the participatory and proactive occupational risk management. Within this context, we tried to illustrate and clarify some specific features allowing the differentiation of shared perceptions of the safety climate, with respect to other organizational perception categories.

Keywords: safety climate, worker perception, organization, shared knowledge, internal consistency.

MANAGER'S LIBRARY

- Pro Universitaria House of Publishing, Gabriel I. Nastase, *The Implications of Scientific Research, Technological Development and Innovation in the Security System*
- ISO, ITC, *Building Linkages for Export Success*