

## **QUALITY-access to success, nr. 123 (4-August)/2011**

### **INFO/EVENT**

- *ISO launches ISO 50001 Energy Management Standard*
- *ISO 50001 Energy Management Standard impacts the Bottom Line*

### **IMPACT**

- *Georgeta Bucsan, Manager-on-driftage.ro 3. Survivors of the Depression – arrived at Shore*

### **QUALITY MANAGEMENT**

- *Emilia Brad, Metrics to Assess Process Effectiveness in the Context of Quality Management Systems*
- *Diana Pitic, Mihai Dragomir, The Contribution of Quality Management Systems in the Orientation towards Excellence of Romanian SMEs*
- *Numan M. Durakbasa, Gökçen Bas, Herbert P. Osanna, Jorge Martin Bauer, Sustainable Management Systems of Quality, Energy and Environment in Industry*
- *Doina Constantinescu, Razvan Constantinescu, A Proper Management System for Sustainable Development of Economic Organizations*
- *Ion Naftanaila, Adina Andreea Ohota, Le\_AN\_A and... Master Manole – LEAN Manufacturing Evolution. Operational Stability – The Foundation of Efforts to Improve*
- *Vasile Deac, Gheorghe Carstea, Alin Ionut Dumitrescu Dragan, Strategy and Competitive Advantage IV. Strategic Analysis of the Competition*
- *Alina Filip, Contribution of Internal Marketing to increasing Employee Satisfaction, improving Service Quality and strengthening Business Relationships*
- *Lelia Voinea, Mutations in new Consumer buying Behaviour*

### **ENVIRONMENTAL MANAGEMENT**

- *Andreea Mitroi, Ana-Maria Grigore, Specific Methods of Environmental Management Accounting I. Material Flow Balance*

### **ENERGY MANAGEMENT**

- *Stefan Ungureanu, Case Study on the Management of an Organization's Energy Issues (II)*

### **FOOD SAFETY MANAGEMENT**

- *Floarea Serbancea, Teodora Casulschi, Computerized monitoring of HACCP System from the Dairy Industry*

### **OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT**

- *Roland Iosif Moraru, Gabriel Bujor Babut, Ethics and Stakeholder Involvement in Occupational Risk Management (II)*

occupational health and safety management in Romania.

### **MANAGER'S LIBRARY**

- *AGIR House of Publishing, Ovidiu Tutuianu, Environmental Performance Evaluation and Reporting. Environmental Indicators*