

INFO/EVENT

- *CCF 2012 – A Jubilee Edition!*
- *The 13th International Conference „Quality and Dependability” – CCF 2012*
- *„Reinventing Business in a Changing World”, the International ASEBUSS Conference, 5th Edition*

QUALITY MANAGEMENT

- *EFQM Excellence Model – A Holistic Framework, developed by Organizations for Organizations, Interview of Mr. Gianluca Mulé*
- *Aurel Manolescu, Viorel Lefter, Cosmin Dobrin, Ergonomics and Total Quality Management. A New Paradigm (II)*

This paper approaches the term of quality as a concept that transcends or goes beyond the etymological sense, to become a modern vision of what it should be. Ergonomics, as a preventive or anticipatory discipline, aims numerous issues including organisational quality. The article presents changes in attitude in the fields of quality and ergonomics, as well as new challenges on issues of ergonomics and total quality integration. Significant are the features of modern total quality management and the key changes in ergonomics, through its moving forward to macro ergonomics or organisational ergonomics. The paper highlights issues regarding major conceptual and managerial progress marked by the new paradigm of integrating ergonomics and total quality, including also their management. This leads eventually to a new referential, considerably altered, submitted to explain the organisational performance or competitive success.

Keywords: ergonomics movement, quality movement, ergonomic culture, safety culture, quality culture, ergonomic management, total quality management; macro ergonomics or organisational ergonomics.

- *Ion Ioniță, Vadim Gordaș, Service Quality Management. Concepts, Working Models and Particularities of Implementation in the Context of ISO/IEC 20000:2011.*

In this article the authors aim to develop the concept of quality management for all types of services, which until the appearance of ISO/IEC 20000-1:2011, was applied only to IT services and did not represent a management system. The publication of standard allows us to extend the application of quality management in a coherent model to the entire service sector. For this purpose we will introduce the concepts of service quality management, the new requirements of ISO/IEC 20000:2011 and will analyze how these requirements can be applied at different stages of service lifecycle. We will also analyze impact of the service quality on the business performance. Due to the increase in share of services in the global economy and the increasing emphasis placed on efficiency and effectiveness, services quality management has the potential to become a key objective for all service providers, and especially for IT service providers, which were the initiators of the development of the new service quality management standard.

Keywords: service quality management, ISO 20000, service quality models, measurement of service quality.

- *Gábor Dimény, Considerations on Control of Quality Characteristics*

Usually, in case of the quality management systems the control of processes in order to reduce of quality characteristics variability arises as an important problem. In this context Statistical Process Control (SPC) plays an important role. The paper presents the basics about the SPC tools, techniques: monitoring and analysis of process stability; control charts and its application; quality related capability analysis of processes. Are approached the most frequently used control charts, are defined different process capability ratios, is presented the "n σ capability" principle, respectively some considerations related to the "Six Sigma" quality.

Keywords: quality management system, Statistical Process Control (SPC), quality control system, control chart, process capability ratio.

- Leonardo Voinescu, *The Internal Audit of the Management Systems according to the New Edition of ISO 19011:2011*

The new edition of ISO 19011 and the way the requirements implemented by it are presented added value to process of internal audit of the management systems in an organization.

Although several changes took place in the present edition of ISO 19011 this articles intends to detail only three of them, the most important in the opinion of the author, as follows: applying the principle of confidentiality when auditing internally, the independence of internal auditors and the notion of risk compared to the auditing activity.

Keywords: ISO 19011:2011, internal audit, management systems, confidentiality, transparency, audit risk.

- Diana Maria Vrânceanu, *The Price Role in Perception of Products Quality*

The knowledge of consumer perceptions of quality is a key element in understanding how people form their expectations on products' performances. The difficulties in quality evaluations are generated by the informational asymmetry process conforming with which the customer has, prior to the purchase, very little information about the objective quality, comparing to the seller. Also, the first one often lacks the necessary competence in quality evaluation and therefore he bases on a series of cues from which he infer the quality of products such as: brand, price, country of origin, store image or warranties. The price becomes more important in suggesting quality, depending on the availability of other cues, on the type of product, on customer's characteristics or on the situational factors. Some studies show that there are often significant differences between the perceived quality and the objective one. Price quality inference is based on the belief that a high quality product requires higher costs. Such an association should not be speculated by the sellers to initiate unethical practices.

Keywords: price, perceived quality, extrinsic cues, country of origin, cognitive dissonance.

- Vasile Deac, Mihai Vrîncuț, *Qualitative Techniques for Project Management. III.a. Critical Chain – Modern Technique for Planning Projects*

This article explores in detail the phenomena that consume safety time which project teams assign to their tasks, phenomena we just mentioned in the previous article. A detailed presentation of their operating mechanisms is useful in understanding how the critical chain planning technique addresses these problems, which frequently manifest in projects planned by critical path. We also take a look at the ways by which project teams create their safety times and conclude with an introductory presentation on the technique which is the subject for the present and the next article.

Keywords: project management, time reserves for project tasks, phenomena that consume safety time, critical chain planning.

- Doina Popescu, Ion Popa, *Managing Organizational Change and Innovation IV. Success Factors in Change and Innovation*

This paper presents the key success factors in organizational change. Philips Electronics and Procter and Gamble are analyzed in terms of the profound and sustained organizational change process that they have undergone, listing the key factors of change, such as the role of the change initiator, the formulation and sharing of the vision, the implementation of the most effective methods of mobilization, the transformation of employees in champions of change and sources of innovation, the cohesion, the removal of hazards and traps.

Keywords: key factors in change, innovation, change initiator, change champions, leadership style, commitment.

- Liliana Mihaela Moga, *Value Based Farm Management Information Systems*

The advanced information systems addressed to the farmers' information needs may lead to the improvement of farms management and may contribute to transforming agriculture from subsistence one in an efficient economic activity. This paper proposes the development of management information systems accessible to small and medium farms, which, at the same time, satisfy their informational needs. The research is focused on the definition of the specifications for the information system by taking into account the viewpoints of all the stakeholders involved in using, developing, and in the acceptance rate increase of information technologies in agriculture.

Keywords: farms, farms management, information systems, utility, functions, politics for regional development.

- Alina-Cristina Voevozeanu (Spiridon), Dalina Dumitrescu, *Quality and Performance of Enterprises from Transport Sector, at the Confluence between Market Rules and Regulation*

The paper aims is to highlight which are the main legal restrictions facing haulage companies in their efforts to improve quality and performance of its services.

The analysed area is defined by presenting the evolution of road transport market characterized by indicators as volume of services, number of company operating in transport sector and the number of transport licenses required.

Based on the conclusions of a survey performed by the National Union of Romanian Road Hauliers (NURRH) the paper demonstrates that transport companies would experience a revival of its performance only if, together with measures involving additional costs – designed to enhance the quality and the control – the Government would take legislative initiatives that would influence positively their resources and the quality of their services.

Keywords: legal restrictions, road transport companies, license, costs.

INFORMATION SECURITY MANAGEMENT

- Ionuț Anica-Popa, *Standards in IT Governance*

The developments from information and communication technology (ICT) from last two decades have determined that ICT to be used more and more in organizations, consequently, nowadays the organizations are "fully depended" by ICT, the organizations want that their information systems to include as many as possible features in order to provide the necessary support for processes and activities from organization inside. The standards and good practices guides adopted in last years have as main objective the efficient usage of IT resources and significantly reducing of the probability of appearance for major categories of IT risks. In the first part of the paper are presented three of the most used standards in IT governance: COBIT, ITIL and ISO/IEC 20000/27000, after that will be discussed significant issues which must be taken into consideration where the process of implementation of IT governance standards at organizational level is started.

Keywords: IT governance, COBIT, ITIL, ISO/IEC.