

QUALITY-Access to Success, Vol. 13, No. 130/October 2012

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)*
- *Ion Ioniță, Vadim Gordaș, Service Quality Management. Concepts, Working Models and Particularities of Implementation in the Context of ISO/IEC 20000:2011.*
- *Gábor Dimény, Considerations on Control of Quality Characteristics*
- *Leonardo Voinescu, The Internal Audit of the Management Systems according to the New Edition of ISO 19011:2011*
- *Diana Maria Vrânceanu, The Price Role in Perception of Products Quality*
- *Vasile Deac, Mihai Vrîncuț, Qualitative Techniques for Project Management. III. Critical Chain – Modern Technique for Planning Projects (I)*
- *Doina Popescu, Ion Popa, Managing Organizational Change and Innovation IV. Success Factors in Change and Innovation*
- *Liliana Mihaela Moga, Value Based Farm Management Information Systems*
- *Alina-Cristina Voevozeanu (Spiridon), Dalina Dumitrescu, Quality and Performance of Enterprises from Transport Sector, at the Confluence between Market Rules and Regulation*

INFORMATION SECURITY MANAGEMENT

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