

INFO/EVENT

- *ISO 10377:2013, A New Standard for Safer Consumer Products*
- *Jean-Claude Tourneur, Safer Products and the Same Rules for All*
- *Permanent Monitoring and Measurement of Customer Satisfaction – The Key to Success of an Organization*
- *SR EN 15224, a New Certification Standard*
- *Georgeta Bucşan, Family Education based on the Principles of Quality Management*

QUALITY MANAGEMENT

- *Lucica Brudiu, Mariana-Liliana Păcală, Abdel-Rahim Al Ali, Management Systems and Integration*

The authors propose a model of “standard of management systems integration”, applicable in all organizations, regardless the size or the type of activity, having the goal to integrate two or more management systems in one. The elements that compose this unique system are bound together tightly, creating a holistic ensemble of documents, organizational policies, procedures and processes. This determines the systematization of the processes and procedures into an integrated structure, causing the activities in the organization to run their course in an efficient way.

Keywords: integrated management system, integration of management systems, architecture of system integration.

- *Cezarina Adina Tofan, Quality Management in Higher Education Assessment*

At the beginning of the millennium, the higher education passes through a process of adaptation to the current needs of society, a process marked by globalization and unprecedented development of the information technologies.

Given by increasing the number of the students and the offer of specializations, the competitive inter-university system development and intensification of the international academic cooperation, it appears logical to implement a type of educational management to increase the services offer, their effectiveness in promoting the performance in the competitive conditions.

In this context, the quality is undoubtedly one of the most important requirements of any result of actions taken, and any activity for detecting the problems, to assess the influence and find solutions to solve them is, for any organization, the key of the progress.

The QUALITY term and the international symbol Q can be used in many different circumstances. Thus, it can be spoken by the quality of products, services, life, education, learning, vocational training, etc.

Keywords: information system, quality management, information, decision.

- *Nadia Belu, Abdel-Rahim Al Ali, Nancy Khassawneh, Application of Control Plan – a PPAP Tool in Automotive Industry Production*

“Production Part Approval Process”, known as “PPAP”, is a requirement of ISO/TS 16949 standard in the automotive industry. It is a methodology through which providers are required to demonstrate a proper understanding of all customer requirements and the ability to produce products that meet all the requirements imposed in the stipulated time and in a constant manner. This paper presents the importance of the Control Plan in the product development and staging, this being one of the tools on which PPAP methodology is based. Companies use Control Plans realized using the results from Failure Mode and Effects Analysis (FMEA) to evaluate a process or product for strengths and weaknesses and to prevent problems before they occur.

Keywords: PPAP, quality assurance, failure mode and effects analysis, control plan.

- *Mihaela Balmoş, Mihai Ioan Lazăr, Quality Risk Management in the Pharmaceutical Industry*

The GMP Guide (Good Manufacturing Practice for Medicinal Products), the 2009 edition published on the website of Pharmaceutical Inspection Convention – Pharmaceutical Inspection Co-Operation Scheme came with a novelty in the pharmaceutical industry – Annex 20 Quality Risk Management.

In Annex 20, corresponding to ICH Q9 guideline on Quality Risk Management, GMP guide provides guidance on a systematic approach to risk management as facilitating compliance with GMP and other quality requirements. It includes the principles for used and options for processes, methods and tools that can be used when applying a formal quality risk management approach.

The Quality Risk Management must be integrated in all activities/processes specific to the pharmaceutical industry and must be well documented. It can be integrated in industry and regulatory operations: for example in quality management. It can be integrated in industrial operations and activities: e.g. in research-development, production facilities, production equipment and utilities, manufacturing, quality control, in managing the raw materials and packaging materials, etc.

Keywords: Quality risk management, drug, technological process, GMP, pharmaceutical industry.

- Cezar Simion-Melinte, *Quality Management in Construction V. Problems with the Quality of the Works and their Causes*

The article presents a number of issues relating to quality workmanship and special causes of non-quality generators resulting from a survey based on a questionnaire, in which they were found all organizations have a direct or indirect involvement in this issue: construction companies, universities, research institutes in the field, non-governmental organizations (employers' associations, trade unions) and public authorities. Following investigations have outlined the most important steps to address quality of execution issues: allocation of resources appropriate to the nature and volume of work performed, linking firm-level staff motivation/project with quality workmanship and taking some time realistic execution of works.

Keywords: quality, execution, construction works, causes.

- Vasile Deac, Mihai Vrîncuț, *Qualitative Techniques for Project Management V.b. Study on the Compatibility of MS Project with the Critical Chain Philosophy (I)*

This article continues the analysis of the main project management software that currently exist in Romania, in order to determine to what extent these tools provide or enable planning under the new critical chain methodology. We begin by analyzing the compatibility of MS Project with the planning philosophy based on critical chain, showing to what extent this software possesses tools and elements compatible with the new planning method.

Keywords: critical chain, theory of constraints, project management software tools, project planning.

- Elena Bogan, *The Impact of International and European Marketing on the Tourism Services Sector in Romania*

In the contemporary society, the service sectors became one of the major engines of economic growth, increasingly contributing to the competitiveness of the entire economy. In the former socialist countries, and therefore in Romania as well, this sector is not however sufficiently strong and prepared for becoming competitive at European and international level. Despite the obvious economic progresses, there are numerous difficulties that some elements of the services face (telecommunications, tourism, financial-banking and insurance) caused by limited resources and inefficient promotion. Many internal deficiencies relating to the quality of the means of communication, telecommunications, quality of tourism services and employee professionalism are elements with negative impact on the Romanian tourism. The application of the marketing mix did not lead, hence, to particular performances even though it should have significantly contributed to a better perception of Romania on the European and global markets. The constraints were and are given by the economic deficiencies which do not allow marketing components to follow their normal course, according to the market economy. Romania does not have, yet, a real functional market economy,

because the reform system either was not coherent and continuous.

Keywords: international marketing, marketing mix, tourism services.

- Christian Cavazzoni, Francesca Ceccacci, *Businesses and the Strategic Problem: Technology and Resourced Based Theory. Considerations on the Fundamentals of Competitive Advantage*

In an increasingly complex economic system, at the mercy of a constantly evolving environment that transmits signals and constraints, often conflicting and difficult to rationalize, with these short reflections we have tried to provide some insights that contribute to relocate the firm at the centre of the paradigm of business Studies. The debate that at the end of the last century has characterized the study of business strategies is, in our opinion, an analysis model still current that contributes significantly to highlight the role of corporate assets and technology in achieving an enduring competitive advantage. The firm can, and must, therefore, find first in itself the strength to cope with an environment consisting of few opportunities and many risks in order to acquire or maintain a position in the market that can guarantee a durable development perspective.

These considerations constitute the starting point of the work that seeks to help, according to a mainly theoretical approach, to define the role of corporate assets and, in particular, of technology in the positioning of the enterprise in the referring markets. The analysis of technology interacts, in fact, with the analysis of the industrial sector and competition: the relationship between technology and strategic analysis represents a two-way process, although separate, in which the enterprise must proceed by reconciling two phenomena constituted by the effect of technological changes in the management and the competitive position of the enterprise, and the opportunities giving by scientific progress.

By analyzing the literature, this work examines the theoretical contributions related to the Resource Based View and to the technology by outlining the factors and the endogenous processes of enterprises that show causation with the competitive advantage.

Keywords: competitive advantage, firm's resources, resource-based view (RBV), technology, competences.

- Gabriel I. Năstase, *General Aspects of Project Quality Management*

The paper discusses some general aspects of project quality management, focusing on the three main components steps: Project Quality Planning, Project Quality Assurance and Project Quality Control.

Keywords: management system, quality management, project quality management, quality planning, quality assurance, quality control.

- Ibrahim Al Ali, *Optimizing Aircraft Arrival and Departure Sequencing using Branch and Bound Algorithm (II)*

With the increasing use of the air transportation, the capacity of many major airports is being exceeded at congested periods. This causes delays for incoming or outgoing flights. The topic of the paper is the optimizing aircraft sequencing of both arrival and departure on a single runway using Branch and Bound Algorithm.

The article is structured in two parts, the second part containing the implementation of the Branch and Bound Algorithm and conclusions.

Keywords: optimizing, aircraft sequencing problem, mathematical modeling, branch and bound algorithm.

ENVIRONMENTAL MANAGEMENT

- Luigi Cembalo, Teresa Del Giudice, Francesco Caracciolo, *CO₂ Emission in the Fresh Vegetables Chains: a Meta-Analysis*

The increased environmental awareness is affecting the food supply chain since food system emissions represents a big share (from 19% to 29%) of total greenhouse gas emissions. Carbon emissions reduction target represents a global challenge gaining the headlines around the world and pushing academic scientists to discuss actively possible technical innovations, economic consequences and environmental benefits. However, carbon footprint estimates largely differ across the literature, even though

they refer to the same food product, involving the same production processes. The present paper addresses explicitly the latter drawback, implementing a meta-analysis focused on fresh vegetables chain. The objective is assessing the uncertainty of "Carbon footprint" estimates, seeking a meaningful statistical description of the findings of a vast collection of studies. Our results show the large estimates variability across empirical studies and how these estimates largely depend by certain study-specific characteristics, like methodology adopted.

Keywords: carbon footprint, fresh vegetables chain, meta-analysis.

- Madalina Dociu, Ionut Ratezanu, *Urban Space and Urban Modernization Benefits*

Global issues on the environmental quality worldwide has generated a new alarm on the involvement of this segment, and the awareness of the population on addressing these problems. Excessive population growth and expansion of urban areas at the expense of rural space requires a thorough analysis enabling adoption of optimal measures for the effective management of these areas.

Keywords: urban space, pollution, urban modernization, environment.

FOOD SAFETY MANAGEMENT

- Flavio Boccia, Pasquale Sarnacchiaro, *The Italian Consumer and Genetically Modified Food*

Recently consumer's behaviour towards food products has been increasingly influenced by quality and safety and, in that context, genetically modified organisms have taken particular significance: they can be defined as organisms in which the DNA has been altered in a way that does not occur naturally. Moreover, food safety has been the object of increasing attention in recent years as a major consumer concern, because it affects purchasing behaviours. So, the consumption of genetically modified foods appears to be the cause of particular doubts and hesitations among consumers, above all in a particular European country such as Italy. In the present research a survey to analyze the consumption of genetically modified foods among Italian people is presented. Objectives: to explore genetically modified food's consumption among Italian people and, then, to suggest a statistical model to explain purchasing behaviours in the specific Italian market.

Keywords: genetically modified food, consumer, structural equation model, formative measurement model.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

- Gabriel Bujor Băbuț, Roland Iosif Moraru, *Management of Prevention and Protection Service Contracts Supplied by an External Provider*

In Romania, the absence of a structured administration of the preparation and execution of prevention and protection service contracts has often led to the emergence of conflicting situations arising from the absence, presence or misinterpretation of some contractual clauses situation due, in particular, to a variety not necessarily of the structure, but as of documents content (contract, appendices, addenda) on which is carried the contracting of these services. From this perspective, based on detailed analysis of prevention and protection services features, of contractual clauses that provide these services by an external provider, in this paper are identified and defined the principles and elements of a management system of prevention and protection services contracts. The goal of this theoretical and practical approach aims to establish operational procedures and tools to streamline the processes of preparation, execution and monitoring of service contracts in the field of occupational prevention and protection, with beneficial effects on all stakeholders involved in the management of occupational safety and health at company level.

Keywords: management, service contract, prevention, protection, occupational safety and health.