

# CONTENTS

Vol. 18, No. 157 - April 2017

## QUALITY MANAGEMENT

- Carmen Păunescu, *The Importance of Certification of Organizations' Management Systems to ISO Standards* 45
- Doina Popescu, *Social Responsibility and Business Ethics I. Companies' Sustainable Development in the New Socio-Economic Context* 50
- Airin Lidwina Jaury Jauw, Edi Purwanto, *Moderation Effects of Cultural Dimensions on the Relationship between E-Service Quality and Satisfaction with Online Purchase* 55
- Visveshwar N, Vishal V, Vishal Venkatesh, R Vimal Samsingh, Pragadish Karthik, *Application of Quality Tools in a Plastic Based Production Industry to achieve the Continuous Improvement Cycle* 61
- Dalilis Escobar Rivera, Alexandra Simon Villar, Jorge Isvel Salzar Marrero, *Auditors Selection and Audit Team Formation in Integrated Audits* 65
- Ardeshir Bazrkar, Soleyman Iranzadeh, *Prioritization of Lean Six Sigma Improvement Projects using Data Envelopment Analysis Cross Efficiency Model* 72
- Juozas Ruževičius, Justina Valiukaite, *Quality of Life and Quality of Work Life Balance: Case Study of Public and Private Sectors of Lithuania* 77
- Ekaterina Valerievna Agamirova, Elizaveta Valerievna Agamirova, Olga Yevgeniena Lebedeva, Kostyantyn Anatol'evich Lebedev, Sergey Viktorovich Ilkevich, *Methodology of Estimation of Quality of Tourist Product* 82
- Nina Golowko, Jan Kopia, Wiebke Geldmacher, Ulrike S. Förster-Pastor, *Comparative Study on Quality Management at German Private Universities* 85
- Rakshita R. Hebbar, Asish Oommen Mathew, *Impact of Quality Culture on Total Quality Management Practices and Quality Performance – A Case Study* 95

## ENVIRONMENTAL MANAGEMENT

- Gianluca Felicetti, *Destination Management Organization Activities of National Park of Sibillini Mountain, Italy as Competitive Tourism Advantage* 101

## FOOD SAFETY MANAGEMENT

- Teodora Stillitano, Anna Irene De Luca, Nathalie Iofrida, Giacomo Falcone, Emanuele Spada, Giovanni Gulisano, *Economic Analysis of Olive Oil Production Systems in Southern Italy* 107

## GENERAL MANAGEMENT

- Alexandru Giura, Mariana Vasile, *Organizational Entropy and Creative Potential* 113
- Tatjana Boshkov, Ljubomir Drakulevski, *Strategic and Finance Management – Determining Factors for the Success of the Companies in the Business World* 119
- Shahryar Sorooshian, *Adaptation of a Business Performance Measurement System for Malaysian Smaller Enterprises* 124
- Gennady Vladimirovich Nikitenko, Olga Sergeyevna Zvyagintseva, Ekatherine Gennadievna Sergienko, Olga Nikolaevna Babkina, Ludmila Igorevna Chernikova, *Development of Human Resources of the Organization with the Help of Team-Building Model* 132