

Two Decades of Quality Management and Consumer Protection in Romania

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Abstract

The former socialist/ communist rule kept Romania isolated from the Western World for almost half a century (1945-1989). All about 7000 Romanian former state-owned companies (which were operational at the end of 1989) were obliged, by Law, starting the years '60, to organize their own so-called "CTC (Technical Quality Control) Department", in order to inspect the quality of their products. This practice - known outside Romania as "State Quality Control" - was imported from the former USSR and was based on the principles and structures (including even a central State body, IGSCCP, nicknamed "Quality Police"!) characterizing the so-called "passive-repressive approach" of Quality. In 1992, three years after the fall of dictatorship (in 1989), in Romania were published both the first Romanian edition of famous ISO 9001 standard (in 1987, when ISO published internationally this issue, the former Romanian dictatorship did not allow the issuing of a Romanian version!) and the first Consumer Protection Act in Romania's history. This paper introduces - from historical and professional insider's perspective - the most important facts, challenges, issues and outcomes of these very important events, two decades ago.

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