

Romania's Organisations are Needing the Best Practices and the Credibility of National/ European Awards for Quality or Excellence

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Abstract

The European Foundation for Quality Management, EFQM, was founded in October 1989 when the CEO/Presidents of 67 European companies subscribed to its Policy Document and declared their commitment to achieving EFQM mission and vision. In 2000, the <Joseph M. Juran> Romanian Quality Award was launched in Bucharest, under the administration of the “<Joseph M. Juran> Romanian Quality Award” Foundation (established formally in February 1999, through a project developed by the first author and financed by EC). In February 2001, the first winners of <Joseph M. Juran> Romanian Quality Award were presented to the public. All winners received also a message signed by Joseph M. Juran. The <Joseph M. Juran> Romanian Quality Award (JMJ-RQA)– whose criteria are representing the “Romanian Model for Excellence” – was intended to represent the highest Romania's recognition, at national level, of managerial competence. It is based on the former EFQM European Model for Excellence, i.e. on the European Quality Award criteria, applied in Europe till 1999, as the European model of Total Quality Management (TQM). During years 2001-2009, the JMJ-RQA was won by 32 different organisations based in Romania. Unfortunately, for many new reasons, after 2009 and till today, it was not more possible to organise thr JMJRQA competitions. In addition, during years 2002-2006, no Romanian candidate organisation was found enough able to earn the EFQM Award for Excellence. However, some hopes to overcome these challenges were later generated by the founding in 2017 of the new association TEAM 4 EXCELLENCE, in Constanța, managed by the second author. This paper introduces - from historical and professional insider's perspective - the most important facts, challenges, issues and outcomes of these surprising Romanian evolutions, during over 28 years of EFQM operation.

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