



QUALITY and DEPENDABILITY

PROCEEDINGS of the 11th International Conference



Sinaia, Romania
September 24th - 26th, 2008

The Romanian Society for Quality Assurance, professional, non-governmental and not-for-profit association from Romania, is actively involved in promoting the quality culture nationwide, by the means of conferences, seminars, forums, symposia.

The Conference on Quality and Dependability CCF 2008, organized by The Romanian Society for Quality Assurance at every 2 years, is part of the circuit of the successful international conferences, opinion unanimously expressed by the participants to the previous editions.

Every edition of the conference enjoys the presence of many officials and personalities, distinguished guests and well-known specialists nation- and worldwide, representatives of the business and academic environment.

The topics approached highlight new information, trends, ideas and concepts, which are essential for a market-driven functional economy.

CCF – A TRADITIONAL CONFERENCE

The first National Conference on Quality and Reliability (CCF '87), took place at Hotel 'Teleferic' from Poiana Brasov, in 1987, with the occasion of the organisation of the Central Reliability Group of MIET. It was then decided that this conference should become a tradition. Therefore, the second edition of the Conference took place at the premises of 'Minerva', 'Diana' and 'Afrodita' hotels from Baile Herculane, in 1988.

The Romanian Society for Quality Assurance took over this tradition, by organizing the third edition of the Conference at Hotel 'Roman' from Baile Herculane, in September 1996. The fifth edition was organized in the period 28th – 30th of October 1998, in Sinaia; the sixth edition of the Conference was organized in 1999, the 22nd – 24th of October, at Hotel 'Sport' from Poiana Brasov, and in 2000, between 27th – 29th of September, the seventh edition was organized, at Hotel 'Palace' from Sinaia. The eighth edition of the Conference, CCF 2002, was organized at the Casino from Sinaia, in the period 18th-20th of September 2002 and it enjoyed the presence of distinguished guests from abroad and well-known specialists from Romania.

The ninth edition of CCF was organised, between the 29th of September and the 1st of October 2004, at Hotel 'Mara' from Sinaia and in the period 27th-29th of September the jubilee edition (the tenth) of the Conference took place at Casino Sinaia.

THE EVENTS SCHEDULE AND USEFUL INFORMATION

- **Registration of the participants will be made starting from Tuesday, 23.09.2008, 16⁰⁰ hrs , in the lobby of Sinaia Hotel and from Wednesday, 24.09.2008, in the lobby of Cazino Sinaia**
- **Wednesday, 24.09.2008, from 9⁰⁰** – The reception and registration of the participants will be made at the CF 2008 Secretariat, in the lobby of the Cazino from Sinaia
- **Wednesday, 24.09.2008, from 18⁰⁰** – All the participants and their accompanying persons are invited to the **Welcome Cocktail** offered by the General Chairman of CCF 2008, at **Cazino Sinaia**
- **Thursday, 25.09.2008, 20⁰⁰ hrs** – All the participants and their accompanying persons are invited to **Gala Dinner** organized at **Cazino Sinaia**
- **24 – 26.09.2008** – The coffee and lunch breaks will be organized in the **central hall** of the **Cazino Sinaia**
- **24 – 26.09.2008** – CCF 2008 Secretariat will be open daily in the lobby of the Cazino Sinaia, between 8³⁰ - 17³⁰
- **The payment of the hotel accommodation** will be made to the representatives of ALCATOUR S.R.L – partner of The Romanian Society for Quality Assurance in the event organization.

COMMITTEES

HONORARY COMMITTEE:

Sergiu BABAN – General Manager of the DEPARTMENT FOR STANDARDIZATION AND METROLOGY OF THE REPUBLIC OF MOLDAVIA

Elena BOUTRIMOVA – Chief of Office for Eastern Europe and Central Asia, ITC UNCTAD/WTO

Tony DI PALMA – Managing Director of THE INTERNATIONAL CERTIFICATION NETWORK – IQNet

Sorin DIMITRIU – President of the CHAMBER OF COMMERCE AND INDUSTRY OF BUCHAREST

Ioan DUMITRACHE – President of the NATIONAL UNIVERSITY RESEARCH COUNCIL

Fănel IACOBESCU – President of the ROMANIAN ACCREDITATION ASSOCIATION - RENAR

Cristiana ION – Director of the Infrastructure of Quality and Environment Directorate, MINISTRY OF ECONOMY AND FINANCES

Costin LIANU – General Manager of the General Directorate for Export Promotion in the MINISTRY OF ECONOMY AND FINANCES

Mircea MARTIȘ – General Manager of the ROMANIAN STANDARDS ASSOCIATION - ASRO

Marian Petre MILUȚ – President of the ROMANIAN UNION OF EMPLOYERS

Vlad OPREA – Mayor of SINAIA City

Ioan PITURESCU – President of the NATIONAL INSTITUTE FOR SMES

Victor SCHMIDT – Deputy General Manager, The General Directorate for Industrial Policy and Competition, MINISTRY OF ECONOMY AND FINANCE

Nicolae VASILE – Vice-President of the CHAMBER OF COMMERCE AND INDUSTRY BUCHAREST

Hans VERLINDEN – General Secretary of EUROCER-BUILDING

Rene WASMER – President of THE INTERNATIONAL CERTIFICATION NETWORK - IQNet

ORGANIZATION COMMITTEE:

Dan STOICHITOIU – President of the Romanian Society for Quality Assurance – **General**

Chairman of CCF 2008

Valerius STANCIU

Alexandru STAMATIU

Mihaela CRISTEA

Daniel LOLEA

SCIENTIFIC INTERNATIONAL COMMITTEE:

Ioan BACIVAROV – Professor at the POLITEHNICA University of Bucharest, Romania – **Chairman**

Abdessamad KOBİ – Professor at ISTIA, University of Angers, France – **Co-Chairman**

Bruno-Marie BECHARD – Professor the University of SHERBROOKE, Canada

Allan BROWN – Professor at the University of Perth, Australia

Michele CANO – Professor at the University of Paisley, United Kingdom

Remy GAUTIER – Professor at ENSAM, Paris, France

Fabrice GUERIN – Professor at the University of Angers, France

Amílcar GONCALVEZ – Professor at the University of Lisbon, Portugal

Michel IGNAT – Professor at the Polytechnic Institute of Grenoble, France

Socrates KAPLANIS – Professor at the University of Patras, Greece

Noriaki KANO – Professor at the University of Tokyo, Japan

Liviu MĂȘALAR – Professor at the University of Liege, Belgium

Mihai POPESCU – Professor at the POLITEHNICA University of Bucharest, Romania

Ajit K. VERMA – Professor at the Indian Institute of Technology Bombay, India

Enrico ZIO – Professor of the Milano Polytechnic University, Italy

Ton van der WIELE – Professor at the University of Rotterdam, The Netherlands

SECRETARIAT:

Tatiana CHIROȘCA

Carmen STRATI

Monica JITARU

Marius RAMARU

CCF 2008 AGENDA

WEDNESDAY, 24 September 2008

09³⁰ – 09⁴⁵

PLENARY OPENING SESSION

10¹⁵ – 11⁰⁰

SPECIAL SESSION: IN MEMORIAM J.M. JURAN

11⁰⁰ – 11³⁰

Coffee Break

11³⁰ – 13⁰⁰

PLENARY SESSION I: 20 YEARS ISO 9000: RETROSPECTIVE, EVOLUTIONS, PERSPECTIVES

13⁰⁰ – 14³⁰

Lunch Break

14³⁰ – 15³⁰

PLENARY SESSION II: DEPENDABILITY

15³⁰ – 16⁰⁰

Coffee Break

16⁰⁰ – 18⁰⁰

**PLENARY SESSION II: DEPENDABILITY
POSTER SESSION: DEPENDABILITY OF
SOCIO-TECHNICAL RESILIENT SYSTEMS**

18⁰⁰

Closing the debates

18⁰⁰

Welcome Cocktail

THURSDAY, 25 September 2008

9⁰⁰ – 11⁰⁰

PLENARY SESSION III: BUSINESS MANAGEMENT

11⁰⁰ – 11³⁰

Coffee Break

11³⁰ – 13⁰⁰

PLENARY SESSION III: BUSINESS MANAGEMENT

13⁰⁰ – 14³⁰

Lunch Break

14³⁰ – 16⁰⁰

**SECTION 1: MANAGEMENT
SYSTEMS**

**SECTION 2: PARTICULARITIES IN THE
APPLICATION OF MANAGEMENT
SYSTEMS**

15³⁰ – 16⁰⁰

Coffee Break

16⁰⁰ – 18⁰⁰

**SECTION 1: MANAGEMENT
SYSTEMS**

**SECTION 2: PARTICULARITIES IN THE
APPLICATION OF MANAGEMENT
SYSTEMS**

18⁰⁰

Closing the debates

20⁰⁰

Gala dinner

FRIDAY, 26 September 2008

9⁰⁰ – 11⁰⁰

**PLENARY SESSION IV:
EVOLUTIONS AND TRENDS IN
THE FIELD OF MANAGEMENT
SYSTEMS**

**SYMPOSIUM INIMM: RESEARCH –
DEVELOPMENT, DETERMINANT
CONCEPT FOR THE DEVELOPMENT
OF THE SME SECTOR IN ROMANIA**

11⁰⁰ – 11³⁰

Coffee Break

11³⁰ – 12³⁰

**PLENARY SESSION IV:
EVOLUTIONS AND TRENDS IN
THE FIELD OF MANAGEMENT
SYSTEMS**

**SYMPOSIUM INIMM: RESEARCH –
DEVELOPMENT, DETERMINANT
CONCEPT FOR THE DEVELOPMENT
OF THE SME SECTOR IN ROMANIA**

12³⁰ – 14⁰⁰

**FESTIVE SESSION: THE
ROMANIAN SOCIETY FOR
QUALITY ASSURANCE – 15
YEARS**

**SYMPOSIUM INIMM: RESEARCH –
DEVELOPMENT, DETERMINANT
CONCEPT FOR THE DEVELOPMENT
OF THE SME SECTOR IN ROMANIA**

14⁰⁰

CLOSING THE CCF 2008 DEBATES

Wednesday, 24 September 2008, 09³⁰

PLENARY OPENING SESSION

Chairman: **Dan STOICHIȚOIU – President of The Romanian Society for Quality Assurance**

09³⁰ Opening the debates of the Conference CCF 2008
Dan STOICHIȚOIU – President of the Romanian Society for Quality Assurance, General Chairman of CCF 2008

09⁴⁵ Welcoming and greetings

Wednesday, 24 September 2008, 10¹⁵

SPECIAL SESSION: IN MEMORIAM J.M. JURAN (1904 – 2008)

Chairman: **Dan STOICHIȚOIU – President of the Romanian Society for Quality Assurance**

10¹⁵ The message from the President of the Juran Institute Inc. USA – Joseph A. DEFEO

10²⁵ Joseph M Juran – A Man for the Quality History
Dan STOICHIȚOIU – The Romanian Society for Quality Assurance; Ioan C. BACIVAROV – „Politehnica” University of Bucharest - EUROQUALROM

10⁴⁵ J.M. Juran – a life dedicated to quality
Film dedicated to the great American quality ‘guru’ of Romanian origin

11⁰⁰ Coffee Break

Wednesday, 24 September 2008, 11³⁰

PLENARY SESSION I: 20 YEARS ISO 9000: RETROSPECTIVE, EVOLUTIONS, PERSPECTIVES

Chairmen: **Ioan BACIVAROV – „Politehnica” University of Bucharest**
Abdessamad KOBİ – Université d’Angers, France

11³⁰ ISO 9000 Standards– driver of the revolution in the quality field
Ioan C. BACIVAROV – „Politehnica” University of Bucharest – EUROQUALROM

11⁵⁰ The evolution of ISO 9000 Standards. Certification and the credibility of certifications
Dan STOICHIȚOIU – The Romanian Society for Quality Assurance, Bucharest

12¹⁰ The Audit– added value process
Cosmina Manuela BUȘUI – SRAC Auditor, Bucharest

12²⁵ From QMS Implementation towards Excellence
Irina SEVERIN, Monica Ileana CALOTĂ, Cristian POPESCU – National Agency for Community Programmes, Bucharest

12⁴⁰ The General Assembly CEN/CENELEC of 24 – 26 June 2008, Bucharest. Future Landscape of European Standardization
Mircea MARTIȘ – Romanian Standards Association (ASRO), Bucharest

13⁰⁰ Lunch Break

Wednesday, 24 September 2008, 14³⁰

PLENARY SESSION II: DEPENDABILITY

Chairmen: **Ioan C. BACIVAROV – „Politehnica” University of Bucharest**
Ajit K. VERMA - Indian Institute of Technology Bombay, India

14³⁰ Mechanical Behaviour of Electroplated Copper deposited on Thin Polymer Substrates.
Michel IGNAT – Polytechnic Institute of Grenoble, France, C. SEGUINEAU, X. LAFONTAN – Nova MEMS, Chouaf – Ecole Nationale Supérieure d’Electricité et Mécanique, Maroc, J.-M. DESMARRÉS – CNES, France

14⁴⁵ Bayesian Network for the Characterization of Faults in A Multivariate Process
Sylvain VERRON, Teodor ȚIPLICĂ, Abdessamad KOBİ – LASQUO/ISTIA, France

15⁰⁰ An Interdisciplinary Research Project Regarding Dependability of Socio-Technical Resilient Systems
Ioan C. BACIVAROV, Angelica BACIVAROV – “Politehnica” University of Bucharest

15¹⁵ Risk Assessment for Critical Infrastructures
Ioan C. BACIVAROV- „Politehnica” University of Bucharest – EUROQUALROM, Marian FIROIU, General Inspectorate of Romanian Police

15³⁰ Coffee Break

16⁰⁰ About Nano-reliability
Marius BĂZU, Lucian GĂLĂȚEANU, Virgil ILIAN – National Institute for Research and Development in Microtechnologies, Bucharest

16¹⁵ Nano-reliability: fault-tolerant architectures for nano-electronics
Virgil ILIAN, Marius BĂZU, Lucian GĂLĂȚEANU, V.L.M. ILIAN – National Institute for Research and Development in Microtechnologies, Bucharest

16³⁰ The Process Oriented Approach in Fault-tolerance Design
Ioana ARMAȘ –Hyperion University, Bucharest

16⁴⁵ RD-QOS: Resilience differentiated - quality of service
Constantin Alin COPACI – ANRCTI Bucharest, Luminița Dorina COPACI –Gorj Supreme Court

17⁰⁰ About the Necessity of Redefining the Time Quantum
Alexandru STAMATIU – Faculty of Building Services, UTCB Bucharest

17¹⁵ Multi-sensor Data Fusion Using Fuzzy Logic for Wireless Sensor Networks
Ajit K. VERMA, A. SRIVIDYA, P. MANJUNATHA – Reliability Engineering Indian Institute of Technology Bombay, India

17³⁰ Defect Diagnosis of Rolling Element Bearings using Morlet Wavelet Filter
A. SRIVIDYA, A. K. VERMA, B. SREEJITH - Indian Institute of Technology Bombay, Mumbai, India, S.V. LAKHA, Rotomech automation limited, Mumbai, India

17⁴⁵ Extending Health Considerations in Generation / Transmission Power System to Include Uncertainty Using Fuzzy Data
Ajit K. VERMA, A. SRIVIDYA - Indian Institute of Technology Bombay, Mumbai, India, M.V.BHATKAR - A.C.Patil College of Engineering, Navi Mumbai, India

18⁰⁰ Closing of the debates

Wednesday, 24 September 2008, 16⁰⁰

Poster session: THE EVALUATION OF DEPENDABILITY OF SOCIO-TECHNICAL RESILIENT SYSTEMS *

**Chairmen: Angelica BACIVAROV – „Politehnica” University of Bucharest
Marius BĂZU, IMT Bucharest**

Emerging Concepts in Dependability and Resilience

Ioan C. BACIVAROV, Angelica BACIVAROV – „Politehnica” University of Bucharest- EUROQUALROM

Classification of Human Risks with the Method Analytical Hierarchy Process

Dorra AYADI- ISGIS, Sfax –Tunis, Lotfi AZZABI - FSEGS, Sfax, Tunis, Abdessamad KOBİ, Christian ROBLED0 - LASQUO/ISTIA, Angers-France, Habib CHABCHOUB ISGIS, Sfax - Tunis

Reliability Modelling of a Complex System Considering Human Factor

Angelica BACIVAROV, G. PETRICA - „Politehnica” University of Bucharest

Analysis of the Survivability of Information Systems

Ioan-Cosmin MIHAI – Police Academy, Bucharest, Ioan C. BACIVAROV – “Politehnica” University of Bucharest

Decisional Strategies and Algorithms

Costel CIUCHI – General Directorate for IT, Government of Romania, Angelica BACIVAROV, Ioan C. BACIVAROV, G. PETRICA - “Politehnica” University of Bucharest

Reliability of Optical Communication Systems. On Transmission Quality Evaluation

Ioan C. BACIVAROV, Angelica BACIVAROV – “Politehnica” University of Bucharest – EUROQUALROM, Fabrice GUERIN – University of Angers - LASQUO, France

Micro-biosensors – new opportunities for the environmental and food safety management

Lucian GĂLĂȚEANU, Marius BĂZU, Virgil ILIAN – National Institute for Research and Development in Microtechnologies, , Jana PETRE – ECOIND, Bucharest

An European Micro-systems Reliability Service Cluster

Marius BĂZU, Lucian GĂLĂȚEANU, Virgil ILIAN – National Institute for Research and Development in Microtechnologies, Bucharest

Ensuring the Resilience against Denial of Service Attacks in Ad-hoc Networks

Constantin Alin COPACI – ANRCTI Bucharest, Luminița Dorina COPACI –Gorj Supreme Court

* The papers of this session will be introduced by brief presentations made by the authors/coordinators of the session

18⁰⁰ Closing the debates

Thursday, 25 September 2008, 9⁰⁰

PLENARY SESSION III: BUSINESS MANAGEMENT

**Chairmen: Tony DI PALMA – IQNet, Switzerland
Alex STOICHIȚOIU – SRAC, Bucharest**

9⁰⁰ Social Accountability – the third pillar to sustainable success
Tony DI PALMA – IQNet, Switzerland

9³⁰ Business Social Compliance Initiative (BSCI) – a new instrument for the ethical business management
Alex STOICHIȚOIU – SRAC, Bucharest

9⁵⁰ Integration of the Quality Management System with the Social Accountability Management System and the Occupational Health and Safety Management System according to the Requirements of ISO 9001, SA 8000 and OHSAS 18001
Romeo DENUNTZIO – SRAC, Bucharest

10²⁰ Corporate Social Responsibility in the Process of Europeanization and Globalization. Opportunities and Constraints for the Romanian Economy
Steluța NISIPEANU – National Research and Development Institute on Occupational Safety, Bucharest

10⁴⁰ Importance of the Evaluation of Customer Satisfaction Level
Andrei Octavian PARASCHIVESCU – „George Bacovia” University, Bacău

11⁰⁰ Coffee Break

11³⁰ Implementation and Certification of the Information Security Management System – a must for success in any business
Ioan POPA – SRAC, Bucharest

11⁵⁰ Application of Six Sigma and Promethee Multi-criteria Method to Select the Product System
Lotfi AZZABI – Institut Supérieur de Gestion de Gabes, Tunisia, Dorra AYADI – Institut Supérieur de Gestion Industrielle de Sfax, Tunisia, Abdessamad KOBİ, Christian ROBLED0 – LASQUO/ ISTIA, France, Younes BOUJELBENE – Faculte des Sciences Economiques et Gestions de Sfax, Tunisia

12¹⁰ Risk Management as A Catalyst for Integrated Management Systems
Liliana NIȚU – ARC, Bucharest, Lucian Daniel NIȚU – ROCERT, Bucharest, Gheorghe SOLOMON – „Politehnica” University, Bucharest

12³⁰ Marketing and Financial Knowledge
Constantin CODERIE, Mircea UDRESCU – University ARTIFEX, Bucharest

13⁰⁰ Lunch Break

Thursday, 25 September 2008, 14³⁰

SECȚIUNEA 1: MANAGEMENT SYSTEMS

Chairmen: **Mihai POPESCU – „Politehnica” University of Bucharest**
Daniela MOLDOVAN –APA R.A. Company, Braşov

- 14³⁰ Integration of Management Systems
Firică POPA – SRAC, Bucharest
- 14⁴⁵ Quality – Environment – Occupational Health and Safety – Food Safety Integrated Systemic Approach for the Operators of Water Supply Services
Daniela MOLDOVAN –APA R.A. Company, Braşov
- 15⁰⁰ Integration of Total Productive Maintenance with Total Quality Management, Foundation for World-class Manufacturing
Constantin MILITARU, Daniel GEORGESCU – „Politehnica” University, Bucharest
- 15¹⁵ Statistical Methods used in Quality Management of the Electrical Energy
Petruţa MIHAI, Mihaela MATEI, Claudia L. POPESCU, Mihai O. POPESCU – „Politehnica” University, Bucharest
- 15³⁰ **Coffee Break**
- 16⁰⁰ Among the Main Processes regarding Quality Management System of Private Life (SMQVP)
George MANDICESCU – ASOQ Ploieşti, Victor VOEVODSCHI – SRAC, Bucharest
- 16²⁰ The Contribution of the BS OHSAS 18001:2007 to the Compliance with the EU Directives and National Legislation.
Steluţa NISIPEANU, Raluca STEPA – National Research and Development Institute on Occupational Safety, Bucharest
- 16⁴⁰ Risk Management in Complex High Functional Importance Systems
Florentina LINCA, Angelica BACIVAROV, Ioan BACIVAROV – „Politehnica” University, Bucharest - EUROQUALROM

Poster Session: MANAGEMENT SYSTEMS *

Chairman: Constantin MILITARU - „Politehnica” University, Bucharest

The Improvement of Environmental Performances by Implementing Parallel Methods of Evaluation of the Impact Associated to Environmental Aspects
Daniela MOLDOVAN –APA R.A Company, Braşov

Quality Cost, Models and Use. Case study at the companies installed in the North - West of Morocco
Raouia EL AYADI, Amin LAGLAOUI, Said BARRIJAL –ABDELMALEK ESSAADI University, Maroc, Abdessamad KOBİ, Christian ROBLEDO – ISTIA-LASQUO University of Angers, France

From an Employees' Concept of Satisfaction to the Construction of a Measurement
Remy GAUTIER, Stephanie IBANEZ, David OUAHNOUNA – ENSAM Paris, France

Model for the Implementation of A Project Risk Analysis Method in Companies
Remy GAUTIER, Vanessa VERDOUX – ENSAM Paris, France

Service Quality Analysis of „E-ticketing” Services by UK's Low Cost Airlines
Michele CANO, Athanassios KOUROUKLIS, Gaurav KHURANA – University of Paisley, UK

* The papers of this session will be introduced by brief presentations made by the authors/coordinators of the session

18⁰⁰ **Closing of the debates**

Thursday, 25 September 2008, 14³⁰

SECTION 2: PARTICULARITIES IN THE APPLICATION OF MANAGEMENT SYSTEMS

Chairmen: **Maria ROTARU – Piteşti City Hall**
Elena NECULA – SRAC, Bucharest

- 14³⁰ Process Innovation – organization improvement and performance increasing method. Case study: test process innovation in the test desks areas for electric equipments functional tests
Irina TIHAN – ICPE SAERP S.A., Bucharest
- 14⁵⁰ Project Management Applied to the Implementation of a Quality Management System in the Leather and Footwear Industry
Elena NECULA – SRAC, Bucharest
- 15¹⁰ Addressing the Integrated Management System (IMS) non-conformities, identified within Piteşti City Hall
Tudor PENDIU, Iosiv CERBUREANU, Maria ROTARU – Piteşti City Hall
- 15³⁰ **Coffee Break**
- 16⁰⁰ Intelligent Measurement System for Water Supply and Waste Water Parameters for the Integrated Water Management - SIMPADA
Ecaterina POPESCU, Veronica CRAIU, Florentina BADEA – INCDMF, Bucharest
- 16²⁰ The Taguchi Method - Control Method in the Optimization of Quality Costs
Victor ANDREI – CCA TehnoREX S.R.L., Bucharest
- 16⁴⁰ Comparative Methods in Environmental Aspects' Evaluation
Mădălina Silvia IGNATOV – SMART QUALITY CONSULTING S.R.L., Bucharest, Valeriu PANAITESCU – „Politehnica” University, Bucharest

Poster Session: PARTICULARITIES IN THE APPLICATION OF MANAGEMENT SYSTEMS*

Chairman: Ioana ARMAŞ – Universitatea Hyperion, Bucharest

Improvement of Quality Management System Performances by Using the Statistical Techniques in Controlling the Quality of the Water Treatment Process for Free Residual Chlorine
Daniela MOLDOVAN –APA R.A. Company, Braşov

The Excellence Management and the Quality Culture within the Public Institutions
Andrei Octavian PARASCHIVESCU – „George Bacovia” University, Bacău

Comparative Multi-criteria Evaluation of the University Institutions – practices, methods, criteria, results, limits
Nicolae George DRĂGULĂNESCU – „Politehnica” University, Bucharest

Environmental Performance into Thermo-electric Power Plants
Mădălina Silvia IGNATOV – SMART QUALITY CONSULTING S.R.L., Bucharest, Valeriu PANAITESCU – „Politehnica” University, Bucharest

Competitive intelligence and benchmarking models in higher education
Maria Cristina MENDONÇA – University of Coimbra, Portugal

Quality Management in Australian Organizations. A Longitudinal Approach
Ton van der WIELE – Erasmus University of Rotterdam, Netherlands, Alan BROWN – Edith Cowan University, Perth, Australia

* The papers of this session will be introduced by brief presentations made by the authors/coordinators of the session

18⁰⁰ **Closing the debates**

Friday, 26 September 2008, 9⁰⁰

**PLENARY SESSION IV: EVOLUTIONS AND TRENDS IN THE FIELD OF
MANAGEMENT SYSTEMS**

**Chairmen: Ioan C. BACIVAROV – „Politehnica” University Bucharest
Michel IGNAT – INP Grenoble, France**

- 9⁰⁰ The Role of IQNet in the Global Certification Market
René WASMER – IQNet, Switzerland
- 9³⁰ TQM Religion
Veronel ANTONESCU, Florin Teodor TĂNĂSESCU, Valerius Mihail STANCIU, Gheorghe ȘTEFĂNESCU, Leonida Brânduș STĂNOIU – Electro-technical Romanian Committee, Bucharest
- 9⁵⁰ Quality – Safety Management System in Maritime Companies
Raouia EL AYADI, Amin LAGLAOUI, Said BARRIJAL – ABDELMALEK ESSAADI University, Maroc, Abdelhak SOUAL – Compagnie Maritime Casablanca, Maroc, Abdelgheni CHERKAOUI – Ecole Mohammadia D’Ingenieur Rabat, Maroc, Abdessamad KOBİ – LASQUO/ISTIA, France
- 10¹⁰ EMAS – Instrument for the Sustainable Development. SRAC – in support of EMAS registration
Felicia IOANA – Ministry of Environment and Sustainable Development, Bucharest, Elena ZINCA - SRAC, Bucharest
- 10⁴⁰ Book Release
„Reliability Management” - Authors: Viorel Gh. VODĂ; Emil PETRESCU
- 11⁰⁰ Coffee Break**
- 11³⁰ Waste Management System into Thermal Power Plants
Ovidiu ȚUȚUIANU, Constantin MOLDOVEANU, Victor URSIANU, Aurelian VASILE – NOVA INDUSTRIAL S.A., Bucharest
- 12⁰⁰ ECOSENSE – A new approach in environmental modelling
Mădălina Silvia IGNATOV – SMART QUALITY CONSULTING S.R.L., Bucharest, Valeriu PANAITESCU – „Politehnica” University, Bucharest

Friday, 26 September 2008, 12³⁰

**FESTIVE SESSION: THE ROMANIAN SOCIETY FOR QUALITY ASSURANCE –
15 YEARS**

Friday, 26 September 2008, 9⁰⁰

**INIMM SYMPOSIUM (The National Institute for SMEs) – the 7th Edition:
RESEARCH – DEVELOPMENT, DETERMINANT CONCEPT FOR THE
DEVELOPMENT OF THE SME SECTOR IN ROMANIA**

14⁰⁰ CLOSING THE CCF 2008 DEBATES