

SISTEMUL DE MANAGEMENT AL CALITĂȚII, FACTOR DE ASIGURARE A CALITĂȚII SERVICIILOR

QUALITY MANAGEMENT SYSTEM, SERVICE QUALITY FACTOR

Ec. Georgică CORNU
IZOMETAL MAGELLAN din Timișoara

Abstract: The main intention of this paper is to define concepts such as quality, total quality, quality management and total quality management in the companies of the group Izometal-Confort Timisoara. At the same time we described the basic elements of quality standards accepted in Romania for the certification of the quality management system ISO 9001:2008, and implemented in the aforementioned group of companies.

Within the end of the paper we made a presentation of the basic elements of quality assurance systems and certification of products, of existing services and processes of quality assurance systems and certification of products, of existing services and processes in the group of companies Izometal-Comfort Timisoara.

Keywords: quality standard, control, management.