

## ASIGURAREA CALITĂȚII – QUALITY ASSURANCE

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# Quality Award Models versus Self-Assessment. A Comparative Study

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## **Abstract**

This paper analyses the correlation between the self-assessment and the quality award models. During this analysis, the author answers to the following questions: Why has self-assessment become popular?, Why are companies implementing self-assessment?, Is there a gap between ISO certification and TQM?, and How has self-assessment goals to be changed to bridge the gap?

**Keywords:** Quality; Quality award models; Self-assessment; ISO certification, TQM, Comparative study.

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# Statistical Multivariate Process Control based on FNAD Methodology

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## Abstract

In this paper several aspects concerning the use of the FNAD (Filtrage Numérique et Analyse Discriminante) methodology in the statistical multivariate process control are presented. The main aspects of the Discriminated Analyze and general notions of Numerical Filtering of signals are described. The necessity of data filtering and the way the type and the parameters of the used numerical filter were chosen are described, too. As an application, the influence of the filtering of three non-correlated or correlated variables in the process of discrimination, are presented. The advantages of this new methodology are finally analyzed.

**Keywords:** Quality, Quality control, Statistical Multivariate Process Control, Discriminated Analyze, Numerical Filtering, FNAD method.

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# Investigations Regarding Thin Films and Coatings Used in Microelectronic Devices

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## Abstract

Micro-tensile experiments are useful to determine the mechanical response of thin films and coatings used in most microelectronic devices. Tensile tests were performed on specimens consisting in electroplated thin copper films and structures, deposited on polyimide type substrates. Two aspects of reliability issues have been addressed on this sort of film on substrate systems: -one corresponds to the degradation of a film on a substrate, when submitted to several cyclic mechanical solicitations; the other one, -corresponds to the effect produced by geometrical and material discontinuities at the interfaces, on the local stress fields. In our case at the contours of the copper structures in contact with their polyimide substrate.

**Keywords:** Reliability, Tensile tests, Thin films, Coatings, Microelectronic devices.

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# A Study Concerning Service Quality in a Hospital Environment

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## Abstract

This paper presents the results of a study into the culture and practices of hand hygiene in controlling crossinfection in Scottish hospitals and the role of Service Quality. The results and the implications for patient healthcare are reviewed and presented.

**Keywords:** Quality, Service Quality, Hospitals, Health Care, Cross-infection, Hand Hygiene.

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# Microsisteme electromecanice (MEMS) și fiabilitate

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## Abstract

MEMS components by their very nature have different and unique failure mechanisms than their macroscopic counterparts. In MEMS, there are several failure mechanisms that have been found to be the primary sources of failure within devices. In comparison to electronic circuits, these failure mechanisms are neither well understood nor easy to accelerate for life testing. The main reason for the lack of success in commercialization of MEMS cannot be attributed to the advance of micro technology but to packaging techniques used in production of MEMS devices. This paper is intended to inform the non-MEMS technologists, researchers and decision makers about some MEMS actual problems.

**Keywords:** MEMS, reliability, failure mechanisms, failure modes, degradation modes, packaging.

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# **Managementul organizațiilor și responsabilitatea socială corporativă**

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## **Abstract**

Appreciation of the overall performance of organizations cannot distinguish nor ignore the economic and social achievements. Performance is not an objective measure, an attribute of a phenomenon measured independently of observer, but is built by actors in relation to the type of activity and the targets. This paper discusses the concept of corporate social responsibility and analyses the correlations between the managerial politics of organization and the social responsibility practice. Several perceptions regarding the evolutions of social responsibility are critically analyzed.

**Keywords:** Management, organization, corporate social responsibility, performance.

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