

ÎMBUNĂTĂȚIREA RELAȚIILOR ÎNTRE CLIEȚI ȘI FURNIZORI UTILIZÂND PRINCIPIILE CALITĂȚII TOTALE

IMPROVING RELATIONS BETWEEN CLIENTS AND SUPPLIERS USING THE TOTAL QUALITY PRINCIPLES

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Abstract: Process activities are accompanied by risk and uncertainty, and organizations undertake a rigorous risk analysis to successfully accomplish their goals and lead the process to a more efficient and stable one. In the effort made by organizations to achieve their performance, they have had to withstand the macro-trends generated by the intense globalization of the world. Changes taking place economically, politically and socially provide an environment of uncertainty and risk, and organizations are required to adopt different strategies, to bribe with vast knowledge to cope with this unstable environment (Karadsheh, 2008). In this context, risk management has become a key factor in minimizing the likelihood of the impact of threats on a process or product and the main objective of this paper is to improve the reliability of products by applying the FMEA method in the automotive industry as part of the incoming inspection process.

Keywords: Total Quality, Risk evaluation, Automotive industry