

SMEs' Perception on Quality Standards in Romania

Ileana ANDREICA, Felix ARION, Iulia MURESAN

Faculty of Horticulture, University of Agricultural Sciences and Veterinary Medicine,
3-5 Manastur Street, 400372, Cluj-Napoca, Romania; felixarion@usamvcluj.ro

SUMMARY

According to an anonymous survey (based on the fact that, in that way, the trust of the respondents will be increased conducted during August and September of 2009, on Romanian small and medium companies, by e-mail. The survey was. There was sent a higher number of questionnaires (100), the rate of answering being 60%, 10 of them not being taken into consideration, because of the incorrect way of filling in, so the final number of analyzed questionnaire was 50. Excel was used to analyze the data. Based on the analysis of the questionnaires (which, anyway is not entirely representative for Romanian actual state of fact), there are a few conclusions that could be mentioned:

- there is still a large need for implementing the quality standards on Romanian SMEs, less than a half have already implemented or are in the process of implementation;
- the process of implementation is seen as being a highly bureaucratic;
- the process of implementation is seen as being a highly time consuming;
- the process of implementation is seen as being costly one;
- implementation of quality standards is seen as improving the quality of products;
- implementation of quality standards is seen as improving the image of the company;
- implementation of quality standards is seen as improving the performance and productivity of company;
- implementation of quality standards is seen as improving the quality of products;
- training is highly necessary for correct and fast implementation of quality standards;
- there are both needs for in-class course and sector oriented classes;
- there are required practical training and day-by-day useful information, knowledge and know-how (terminology, glossary, handbook of procedures, audit) than general information (history, concepts and transition).

Keywords: survey, ISO 9000, expectation

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