

Introduction

This paper deals with the issue of quality in the supply chain and the effects that it has on company performance. There are highlighted specific aspects of quality management in services and methodologies for quality improvement in this kind of activities.

Evolution of Quality Management Systems

Table no. 1: Components of quality management in supply chain

Potential components ale SCQM	Authors
Customer focus, quality practices, supplier relations, leadership, HR practices, business results, safety	Foster (2008)
Externally focused process integration, management and strategy, communication and partnership, supply chain quality leadership, quality and supply chain practices	Robinson and Malhotra (2005)
Supplier selection, supplier development and supplier integration	Lo and Yeung (2006)
Focused on upstream quality management: supplier selection, supplier participation, supplier integration and decentralization of purchasing	Lo and Yeung (2006), Shin et al., (2000), Zu and Kaynak, (2012)
Upstream quality management practices and organizational quality practices: supplier participation in product design and Kaizen projects/workshops, quality-orientated supplier selection, and quality management practices	Lin et al., (2005)
Information architecture - enabler of supply chain quality control	Xu (2011)

Quality management in logistics activities

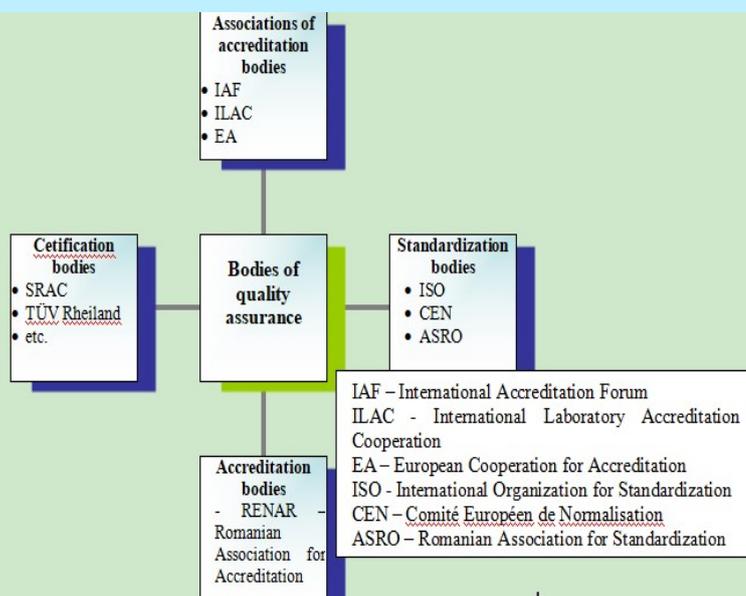


Figure no. 1: Bodies of quality assurance in Romania

Quality assessment and quantification in the supply chain

- Quality control practices are common in companies providing logistics activities as a preventive measure to guard against problems that could lead to increased operating costs and effect on the company's image.
- Whether the logistic service is perceived as being a high quality service, there are opportunities for customer loyalty for service.
- In Romanian companies operating in the logistics sector the most commonly used criteria in selecting suppliers are price, quality, on-time delivery, flexibility, geographic coverage, compliance with contracts.

Conclusions

- Quality of service has to exceed consumer expectations in order to services to be perceived as high quality. From their point of view there are important aspects such as compliance with program of deliveries, stock availability, product or service compliance, rapidity in solving requests.
- Existence of some clear procedures on requirements of processes within each department, as well as employees' responsibilities in achieving them can help in increasing customer satisfaction.
- Also, in the case of logistics services, it can be taken into consideration the need for compliance of some rules in providing services, according to some standards or specific rules.
- For example, in the case of rail transport, compliance of technological processes minimizes the duration of transport criterion taken into account in assessing the quality of service.

Selective references

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