

# CONTENTS

Vol. 18, No. 158 - June 2017

## QUALITY MANAGEMENT

- Carmina S. Nunes, *Social Responsibility and Ethical Decisions – A Presentation of Elements contained in ISO 26000:2010. Guidance on Social Responsibility* 42
- Doina Popescu, *Social Responsibility and Business Ethics II. Corporate Social Responsibility between Intent and Reality* 45
- Juan Miguel Cogollo Flórez, Myladis Cogollo Flórez, Andrea Lucia Flórez Rendón, *Estimating Process Capability Indices for Inaccurate and Non-Normal Data: A Systematic Literature Review* 50
- Ľubomír Ambriško, Daniela Marasová, *Evaluation the Quality of Rubber Composites using the DOE Method* 60
- Sultan Almarshad, Nadia Maher, *The Impact of Innovated Policies and Practices on the Quality of Higher Education Outcome: The Case of the Northern Border University* 64
- Mikhail Nikolaevich Dudin, Oksana Vladimirovna Sertakova, Evgenia Evgenevna Frolova, Julia Alexandrovna Artemieva, Marina Vladimirovna Galkina, *Development of Methodological Approaches to assessing the Quality of Healthcare Services* 71
- Bohuslava Mihalčová, Peter Gallo, Michal Pružinský, *Measurement of Company Performance in a Health Resort in Slovakia taken as an Example* 79
- Ningning Jing, Wenyi Cao, *The Roles and Prerequisite Knowledge of CQO in China* 85
- Richard Hannis Ansah, Shahryar Sorooshian, Shariman Bin Mustafa, Oluyinka Samson Oludapo, *Constructions Project Management Risks' Framework* 90
- Viorel Alexandru Turcu, *The Opportunity to evaluate Performance Indicators when implementing the Quality Management System within Reverse Logistics Organizational Activities* 96

## ENVIRONMENTAL MANAGEMENT

- Dominik Zimon, *The Impact of Implementation of the Requirements of the ISO 14001 Standard for Creating Sustainable Supply Chains* 99
- Remus-Ion Hornoiu, *Analysis of the Romanian Students studying Tourism Preferences regarding the Goods and Services Eco-sustainable offered by an Ecotourism Destination* 103

## FOOD SAFETY MANAGEMENT

- Bruno Francesco Nicolo', Anna Irene De Luca, Teodora Stillitano, Nathalie Iofrida, Giacomo Falcone, Giovanni Gulisano, *Environmental and Economic Sustainability Assessment of Navel Oranges from the Cultivation to the Packinghouse According to Environmental Product Declarations System* 108

## GENERAL MANAGEMENT

- Ion Verboncu, Valentin Vezetu, Adela Anca Fenichiu, *Managerial Design of a New Business* 113
- Vasile Deac, Cosmin Dobrin, Ruxandra Dinulescu, *Establishing Prices according to a Product's Life Cycle* 117
- Cori Gladisya Karno, Edi Purwanto, *The Effect of Cooperation and Innovation on Business Performance* 123