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Title Business excellence models for Romanian SMEs

Authors Cezar Militaru

Adina Pavel

Affiliation ,,Dimitrie Cantemir" Christian University,

Faculty of International Economic Relations, Bucharest, Romania

"Dimitrie Cantemir" Christian University,

Faculty of Touristic and Commercial Management, Bucharest, Romania

Email caesarmil@yahoo.com

adyna_pavel@yahoo.com

Abstract The current business environment is characterized by a multitude of influence

factors within a global context that is continuously changing, in which all types of organizations operate. These factors are pressuring the businesses, forcing them to adapt to the constantly changing environment. Competition has become intense, and as a result, quality improvement has become one of

the keys to business survival and excellence.

Small and medium enterprises represent the solution for Romania to move more easily over the economic crisis and in the long term is the answer for economic sustainability. Improving quality should be one of the priority

strategic objectives for each SME.

Providing a model for assessing and improving process performance, based on a coherent system of performance indicators in accordance with the European model of quality management or other business excellence model

can be a real support for Romanian SMEs.

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