

Considerations about “RESOURCE” Criterion from the Model EFQM of Quality Management

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Abstract: The European Model for Quality Management is composed by nine criteria, grouped in two big categories: factors and results. The first criteria group is represented by causal factors, which effects are materialized by means of the second criteria group. The criteria are interrelated and in concordance with the model as whole. Every criteria is composed by many subcriteria, each of them treating different diagnostic areas. In this paper we will analyze the „Processes” criteria.