

ÎMBUNĂTĂȚIREA CALITĂȚII PRODUSELOR FURNIZORILOR DE TELECOMUNICAȚII: CHEIA – PE TERMEN LUNG – A CALITĂȚII RELAȚIILOR DINTRE CLIENT ȘI FURNIZOR

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Abstract: *A large part of maintaining a high standard of good services to general public is the success of telecommunications suppliers in providing quality products for the network. A supplier quality improvement (SQI) program to address this objective is presented. The paper describes the responsibilities of both customers and suppliers in the initiation and implementation of a supplier quality improvement program.*