

QUALITY ASSESSMENT FOR A COMPANY

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Abstract: *The competitive environment of modern society has laid down a set of very restrictive rules for all the firms that rise to the challenge; one of the most important problems that arises is the average quality met by a firm.*

The great demand of products and services that satisfy the demands forces firms to continuously improve the quality of all their activities in order to meet all the demands of the clients.

If non-quality appears – during a certain activity – the quality of the services or products offered by the firm may seriously compromise the reputation of the firm.

In order to avoid this phenomenon, it is compulsory to bring into practice, besides that the quality systems, a new method to determine the level of quality achieved, from the employee, the staff, the organizational subdivision and the firm's point of view.

Key words: quality, overall quality, quality assessment

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