**REFERENCES AND BIBLOGRAPHY**

Bisignani, G. & Peters, J. (2005) *Change is in the air. In Economists,* 19-21. New York: Contoso

Press

Bhangal, Sham; Jankowski, & Tomasz (2003). *Foundation Web Design:* Essential HTML

Boston: Proseware, Inc.

Burns, Joe; Growney, Andree S. (2001). *JavaScript Goodies.* Los Angeles: Pearson Education.

Cameron, S. & Probert, P. (1994). *Advanced Guided Vehicles, Aspects of the Oxford AGV*

*project.* World Scientific, London

Cedar A. (1986). *Methods for creating bus timetables.* Transportation Research Part A, 21A (1),

59-83. Chicago: Adventure work press.

Cedar A, Golany B., & Tal O., (2001). *Creating bus Timetables with maximum*

*Synchronization.* Transport Research Part A, 35, 913-928. Hong Kong

Cedar A, (2002) *Public Transport Timetabling and Vehicle Scheduling.*

Advanced Methods for Transit Operations and Service Planning. Hong- Kong.

Dasai, T. (2002). *Current State of and issues concerning Mobile Electronic Payment and mobile*

*e- ticketing* [Online]. Available from :http://wwwecom.ip/ecom

e/latest/ecomjournalno4/wg13 e04.html[Accessed December 10, 2005]

Fisher, L., Coogan, M.A and MarketSense (2002) TCRP Report 83: *Strategies for Improving*

*Public Transportation.* Federal Transit Adminisstration, Washington.

Gao. Z., Sun. H. and Shan. L. (2003) *A continuous equilibrium network design model and*

*algorithm for transit systems.* Transportation Research Part B, Article in Press.

Grilber A (1993) *The rise and face of infrastructure*. Physics-verlag Heidberg.

Van der Heijden, R & Marchau, V, (1995). *Technology Assessment vehicle Guidance in Road*

*Traffic Towards a research Agenda.* Proc. Of the 2nd World Congress on ITS 1995,

Yokohama

Hollier R.H, (1987) *Automatic guided Vehicle system.* Springer-verlag, London.

Hall, RW (1995) *The architecture of Transport system*. Transport research vol. 3. Pp 129-142.

Chicago: Elsevier science Ltd.

Palma, A, &Lindsey, R., (2001). *Optimal timetables for public transportation.*

Transportation Research Part B, 35, 789-813. New York: Greenwood press.

Park, Y., & Song, S., (1997). *Vehicle scheduling problems with time–varying speed. Computers*

*and Industrial Engineering,* 33 (3-4), 853-856.

Stevens, W.B (1994). *Use of system Characteristics to define concepts for automated highway*

*system.* Transportation research records 1453. pp 36-45, Washington DC.

Turban, E, King, D., Lee, J., Warkentin, M & Chung, H.M. (2002) Electronic Commerce: *A*

*Managerial Perspective.* New Jersey: Prentice Hall.

Wren, A., & Wren, D., (1995). *A genetic algorithm for public transport driver scheduling*

Computers and Operations Research, 22(1), 101 – 110. Washington DC.

Bank, J., (2000), *Total Quality Management (2nd Ed),* Harlow: Prentice Hall

Bovee, C. L.; Thill, J. V.; Mescon, M. H. (2005), *Excellence in Business*, Revised Edition, New

Jersey: *Pearson/ Prentice Hall*

Dinu, V.(2005): *Insurance of the Quality of Service in Tourism*, in Amfiteatru Economic Journal,

no. 18

Draica, C. (2003), *Turismul internaţional, Practici de elaborare şi distribuţie a produsului turistic*,

Ed. All Beck, Bucureşti

Evans, J.E., (2008), *Quality & Performance Excellence,* Management, Organization and

Strategy. 5th ed. South-Western U.K: Cengage Learning.

Fuller, J. şi Matzler, K., (2008), *Customer delight and market segmentation: An application of the*

*three-factor theory of customer satisfaction on life style groups*, in International Journal of

Tourism Management, 29(10), pp. 116-226.

Heras-Saizarbitoria, I., Casadesús, M., Marimón, F., (2011), *The impact of ISO 9001 standard*

*and the EFQM model: The view of the assessors*, in Total Quality Management &

Business Excellence, 22(2), pp. 197–218.

Hongyi, S., (2000), *Total quality management, ISO 9000 certification and performance*

*improvement,* in International Journal of Quality & Reliability Management, 17(2), pp.168

– 179

International Standards Office, (2008), *ISO 9001 - Quality management systems. Requirements.*

Geneva: ISO

Maxim, E. (2007), *Calitatea şi managementul calităţii*, Ed. Sedcom Libris, Iaşi, p.10.

Muhcină, S., Popovici, V., (2008). *Logistics and Supply Chain Management in Tourism,* in

Amfiteatru Economic Journal, no. X (24), pp. 122-132

Olaru, M.; Păunescu, C.; Cherciu O. (2007), *Developing an Organization Maturity Assessment*

*Tool to Enhance its Performance*, in Special Issue of Review of Management and

Economic Engineering, Editor-in-chief: Ioan Abrudan, Universitatea Tehnică din Cluj-

Napoca, 6(6): 102 -107

Parasuraman, A., Zeithmal, W.A. and Berry, L., (1985), *A conceptual model of service quality*

*and its implications for future research*, in Journal of Marketing, , vol. 49, no. 4

Pascale, R., Athos, A., (1981), *The Art of Japanese Management*, London: Penguin Books

Paunescu, C., (2008), *Strategic Maturity Level Assessment. A Study of 900 Organizations in*

*Romania, in Journal of Quality. Access to Success*, no. 93, vol.2, ArsAcademica

Bucharest

Piskar, F., (2009), *The Impact of the Quality Management System ISO 9000 on Customer*

*Satisfaction on Slovenian Companies*, Available online at http://www.fmkp.

si/zalozba/ISSN/1581-6311/5\_045-061.pdf