# Editorial

In volume 12 number 1 the fourteen papers have been selected for publishing. On behalf of editors' board I thank to authors of the papers for their positive contribution and to reviewers for useful and timely comments on the papers submitted to this issue.

Adriana Vallejo, Efstathios Stefos and Adrián Narváez (2018) presented study that analyzes the service quality in universities based on users' level of satisfaction of the service provided in the city of Cuenca, Ecuador. The methodology combines a descriptive and a multidimensional statistical analysis, the former demonstrates the frequencies and the percentages of the variables under study while the latter is used to show the group classification of the people under study.

Jean-Claude Malela-Majika, Busanga Jerome Kanyama and Eeva Maria Rapoo (2018) in their paper, consider how to improve the Shewhart-type $\bar{X}$ control scheme using supplementary 2-of-(h+1) and 1-of-1 or 2-of-(h+1) runs-rules (where $h \geq 1$) for non-normal data. The proposed control schemes are designed using the Burr type XII probability distribution function (pdf) because of its properties and suitability for general industrial applications.

Anna Makarova, Nataliya Tarasova, Valery Meshalkin, Igor Kukushkin, Evgeniya Kudryavtseva, Rafael Kantyukov and Elena Reshetova (2018) analysd the existing trends in business processes, authors applied the methodology for system analysis of large bodies of data and used their own heuristic approximation algorithm for the treatment of accumulated data. This algorithm gives us the unique possibility of evaluating the performance of both individual chemical companies in the framework of the Responsible Care® program and the Russian chemical industry as a whole.

Taposh Kumar, Kapuria and C. L. Karmaker (2018) focuses on the application of AHP based QFD approach on a manufacturing company to improve its quality of product & improving the level of customer satisfaction. The paper shows how customer requirements can be identified and used them to prioritize the design requirements for improving quality of jute yarn. Here, AHP is integrated into house of quality (HOQ) that can be guide for overcoming the pitfalls of traditional QFD.

Ardeshir Bazrkar, Solyeman Iranzadeh and Naser Feghhi Farahmand (2018) presented study to identify the strategic process among the bank facility processes to use it in lean six sigma methodology in order to improve process performance and efficiency using a combination of cross-efficiency and extended balanced scorecard methods.

Talknice Saungweme and Nicholas M. Odhiambo (2018) examined the evolution of government debt, both domestic and foreign, in Zimbabwe from 1980 to 2015. At the centre of the discussions are the public-debt structural reforms and frameworks, debt trends and the associated debt-management challenges over the review period.

Natalia Vasilyeva, Natalia Koteleva and Pavel Ivanov (2018) presented methodology to process production information that permits the process personnel to use its potential in a more rational way to control the process. An approach has been reviewed to studying metallurgical processes using the analysis of indirect indicators of process management, namely the spectral density and auto-correlation function of main process parameters.

Anuj Singla, Inderpreet Singh Ahuja and Amanpreet Singh Sethi (2018) analyzed the significance of various Technology Push (TP) strategies affecting sustainable development in Indian manufacturing organizations. An extensive survey of 92 companies has been executed

for the present context. The study examines the use of Multiple-Attribute Decision Making (MADM) and Multi-Criteria Decision Making (MCDM) method for evaluation of substantial TP strategies.

Chijioke Nwachukwu, Helena Chladkova and Olatunji Fadeyi (2018) examined the link between strategy formulation process and innovation performance indicators in microfinance banks in Nigeria (MFBs). The authors used exploratory factor analysis and Cronbach's alpha to test for the validity and reliability of the questionnaires.

Eugenia Pedro, Luis Mendes and Luís Lourenço (2018) presented research that study the relationship between perceived quality (PQ) and satisfaction in Higher education, and especially to identify if these variables could differ between groups of students exposed to different teaching methods.

Ekaterina Viktorovna, Troshkova and Violetta Levshina Levshina (2018) presented research determined by a low innovative activity of complex economic entities. Due to the implementation of a new version of the international standard ISO 9001:2015, it is required to both adjust documentation and make new strategic decisions regarding the changes in internal and external environment.

Marco Antonio Argoti and Andrés Carrión García (2018) presented a new approach that facilitates the estimation of the bias severity, this approach consists of a closed-form equation that eases the calculations of the ARL-bias parameters and of a graphical method that permits assessing a p-Chart´s ARL-bias severity level according to the severity zone in which its n and p values fall into.

Ana Carolina Martins Rosa and Evandro Eduardo Broday (2018) presented a review of literature, to identify the improvements acquired from the application of the Lean Six Sigma methodology in the industrial and service sectors in different countries.

Filipe Carvalho, Gilberto Santos and Joaquim Gonçalves (2018) presenred study with aim to determine the nature of the content that is disclosed on the corporate website and the profile of the certified Portuguese organizations which disclose information on SD, that is, about Integrated Management Systems (IMS), Corporate Sustainability (CS) and Corporate Social Responsibility (CSR).

This year policy will be focused on original research paper in improvement of the quality and impact of our Journal in order to get listed at SCIe.

*Co-Editor in chief*