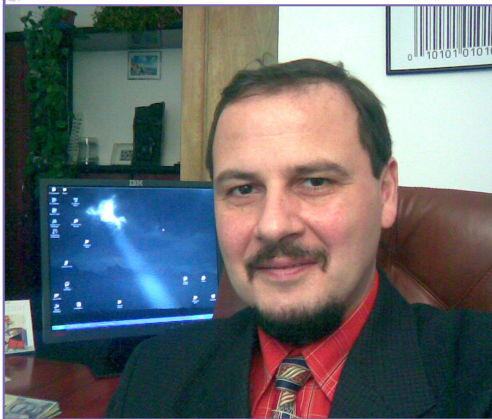


OPENING TOGETHER WINDOWS OF OPPORTUNITIES IN TIMES OF CRISES, BY ACCEPTING THE ONGOING CHALLENGES OF THE SUPPLY CHAIN MANAGEMENT AND BY ACTING TO MEET THE CUSTOMER CHALLENGE



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KNOWLEDGE HAS TO BE IMPROVED, CHALLENGED, AND INCREASED CONSTANTLY, OR IT VANISHES."
PETER DRUCKER

Abstract: In order to survive a global crisis environment, it is important to consider basic management principles, making use of the crisis as a window of opportunity, by an intelligent exploitation of advanced software solutions which are part of QBIT (Qualitative Business Incentive Team) portfolio. QBIT Services team complies with latest international business implementation practices and procedures for all level of technical support services and software development projects.

Keywords: business solutions, customer, supply chain management

We always take into account that whatever advice we intend to give, we have to be brief (Horace) and that an advice is judged by results, not by good intentions (Cicero). That is why, consequent on our way of building customer loyalty, we at QBIT are acting to respond to both the actual recession and continuous customer empowerment, by striving for co-operation and innovation in the distribution channel, considering together with our traditional partners the intelligent networks impact on business and the challenge of how to address knowledge management as an added capability within our customer enterprise application and using our service delivery model and collaborative technologies to deliver on the promise of our customer experience management.

To survive in such a global crisis environment it is important to consider such basic management principles, making use of the crisis as a window of opportunity, by an intelligent exploitation of advanced software solutions which are part of QBIT portfolio, QBIT having the capability of adequately meeting the customer challenge. Established in 1992, QBIT (Qualitative Business Incentive Team) offers a wide range of high quality solutions and services related to the Information Technology market. QBIT high ranked professional teams have enabled QBIT the ISO 9001/2000 certification. QBIT strategic orientation is to continue to develop itself as a leading Business Solutions Integrator on the Romanian market, offering professional services meant to maximize customer's return of investment and business benefits improvement.

QBIT Services team is trained to comply with latest international business implementation practices and procedures for all levels of technical support services and software development projects. QBIT Services certified team covers a broad range of platforms and applications promoted together with QBIT partners on the Romanian market.

The main accents of QBIT's offer are scalability, integration and flexibility. QBIT flexible solutions focus on measurable results, making it possible to achieve reduction in expenses and rise in revenues, considering accurate control and analysis and also quickly and cost-effectively adapting to the customer's changing needs.

As we all know that "conflict builds character and crisis defines it" (Steven Thulon), we must co-operate and innovate in this global crisis environment, knowing that "innovation is the specific instrument of entrepreneurship, the act that endows resources with a new capacity to create wealth" (Peter Drucker). And where else is such a place to co-operate and innovate as in the distribution channel, accepting the ongoing challenges of the supply chain management?