

INCREASING SERVICES QUALITY THROUGH ENVIRONMENTAL PERFORMANCE MANAGEMENT

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ABSTRACT: The qualitative dimension of the service companies' activities also refers to their impact over the environment. This aspect is meant to contribute to a sustainable economic growth, based on high economic performances, but also on obeying the environment protection and preservation requirements. Offering services in harmony with the sustainable development principles requires the companies to be concerned with monitoring and controlling the impact of their activities over the environment by adopting an adequate system of eco-management.

Through a comparative approach, the article underlines the characteristics of two of the most used environmental management systems, promoted by the European Union's legislation, ISO 14001 and EMAS, which must be adopted by the service companies in Romania in order to be compatible with the environmental acquis' regulations.

Key words: environmental performance, services quality ,sustainable development

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