



CROATIAN QUALITY MANAGERS SOCIETY

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21st INTERNATIONAL SYMPOSIUM ON QUALITY „QUALITY – YESTERDAY, TODAY, TOMORROW“

Notification

March, 18th – 20th 2020
Croatia, Crikvenica, Hotel Omorika

THEMATIC AREAS

Papers should address the following thematic areas:

- Quality in public administration
- Quality – yesterday, today, tomorrow
- Quality as a strategy
- Quality and social responsibility
- Process and project management in theory and practice
- Quality and competitiveness
- Process environmental management
- Process risk management
- Managing for the sustained success
- Quality and logistic systems
- Quality in production and construction
- Quality in media
- Quality in health care
- Quality in tourism
- Quality in politics
- Quality in education and sports
- Quality and traffic systems
- Quality as a science
- Integrated management systems



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FOREWORD

Dear colleagues, members of the Croatian Quality Managers Society, scientists and professionals in the scope of management systems, dear friends, it is my pleasure to invite you to actively participate in the 21st International Symposium on Quality, under the working title QUALITY – YESTERDAY, TODAY, TOMORROW. The previous, 20th Symposium, was held under the same name, and we decided that all following symposiums would bear the same title.

In 23 years of its existence and work, the CQMS has successfully organized 21 international symposiums on quality. On this occasion, while looking into the future, it is appropriate to briefly review the past period and look at the development of quality as a concept, as a philosophy and as a science. Numerous changes in the context of quality have happened over the period: 1) quality has entered the education system, particularly higher education; 2) numerous organizations have implemented the quality management system in accordance with the requirements of international ISO standards; 3) significant changes with the effect of improvements have been seen in various sectors (health, retail, automobile industry, traffic and transport, production, services and others). In our opinion the most important achievements are the large number of educated quality experts in all professions and the fact that possibilities of choice for customers (users) are today much greater than ever.

One of the basic characteristics of the today's world is the permanence of change. Quality, in the broadest sense of the word, is a dynamic category, requiring continual improvements. Therefore, all of us, professionally and scientifically engaged in quality, face at least two complex tasks: 1) to understand the past of quality, admit mistakes and misconceptions, and 2) by developing quality as a resource, a strategy and a development concept, realize further improvements in all sectors and areas of work and life, in order to make the world a better place to live in for everyone. And there is a lot of opportunities for improvements. The biggest global problems are still waiting for good quality solutions: 1) unequal distribution of world wealth; 2) level of conflicts; 3) climatic changes; 4) big investments in arming and repressive apparatus; 5) mass migrations; 6) incurable deceases; 7) drastic differences in quality of life in different parts of the world.

To understand the historical development of quality through its stages: prehistory, history and modern history, but also to understand the phenomenon of quality today and to develop forecasts of future expectations, we need a tri-dimensional approach to the phenomenon of quality, through research and understanding of: 1) quality of the context, 2) quality of management systems and 3) quality of products and services. Quality today is marked by a series of important activities: 1) adopting quality management system standards, 2) intensive education, 3) development of quality infrastructure, 4) development of business excellence model, 5) certification in numerous business activity areas, 6) harmonization of structure of the management system standards, 7) modelling of integrated management systems, 8) researching the generic management system model, 9) high level of tolerance in practical solutions.

For developing projections for quality phenomenon tomorrow, we need research and understanding of strategic determinants: 1) standardization, 2) competitiveness, 3) solving global imbalances and 4) quality as a science. All this is in the context of developing a new system of values as a fundamental reform and the starting point of carrying out all other reforms in individual national economies and at the global level.

Quality as a phenomenon, seen in the broadest sense, cannot solve all problems at the global level, or at lower levels. However, it can show the way to continual improvement and in this way motivate every community to contribute to its own and to the global progress. Beside the objective criteria, a significant role in understanding quality belongs to subjective perception of individuals and collectives. This fact must not be neglected; the subjective perception will always be present to a greater or lesser extent. It is possible to bring closer the subjective and the objective dimensions by continuing with intensive education about quality at all levels.

The role of the quality phenomenon in its broadest sense throughout the human history is almost vital. As opposed to some other phenomena characteristic of individual stages in human civilization development, quality has continuity from prehistory to today; it continues today and will be its feature in the future. A higher level of materialization of quality management principles and quality at all levels would mean a significant positive move. The biggest obstacle blocking the way and preventing progress are the existing habits of people, wrong perceptions and prejudices, difficult to get rid of.

As always, by organizing the 21st International Symposium on Quality, the CQMS continues to make effort to gather a critical mass of knowledge and competence in the domain of management systems, in order to contribute to developing awareness of the need for a wider application of quality management principles in modelling a concept of development compatible with all economic systems. The so envisaged development enhances competitive ability of economy as a prerequisite for ensuring better quality of life for citizens, and this is the essence of politics of all democratic systems.

With this purpose in mind, we have organized the 21st International Symposium on Quality, and we invite you to exchange experiences and ideas relating to quality management system and other management systems, with the aim to find acceptable solutions for the sake of a better future.

The 21st symposium will take place in the Primorje - Gorski Kotar County, in the city of Crikvenica. The continuity of humans living in this area can be traced more than 3000 years back, witnessed by numerous archaeological discoveries.

Assist. Prof. Miroslav Drljača, Ph.D.
IAQ Associate Academician
President of the CQMS

INSTRUCTIONS FOR PREPARATION OF PAPERS:

Papers should be prepared using personal computers (MS Word, Times New Roman 12 pt) and sent by e-mail to: info.hdmk.hr

Papers may be prepared in the following languages: Croatian (Serbian, Bosnian, Montenegrin) English or Russian and they will be published in the Proceedings in these languages. Paper title, key words and abstracts of works written in Croatian (Serbian, Bosnian, Montenegrin) and Russian shall be translated in English.

Authors shall give the following data: name and surname, profession and title, name, place and country of the company or institution in which they are employed, and their e-mail address.

Instructions for preparation of papers, in Croatian and English, can be found on the web page: www.hdmk.hr

PROCEEDINGS PUBLISHER:

Croatian Quality Managers Society, Radoslava Cimermana 36a, Zagreb, Croatia.

All wanted to participate in the Symposium with a written paper, a presentation or a poster are invited to submit the title and the abstract of their paper not later than **15th NOVEMBER 2019**, to the e-mail address: info@hdmk.hr

Finished manuscripts should be received not later than **15th DECEMBER 2019**, and after a positive review and preparation they will be published in the Symposium Proceedings and on a CD. The Proceedings and the CD will be published with the ISSN number issued by the Croatian National and University Library. All published papers will have the CIP cataloguing in the publication and the JEL classification – Journal of Economics Literature, EconLit, Pittsburg, USA, CAB Abstracts and/or Global Health Databases and CiteFactor.

REGISTRATION/PARTICIPATION FEE:

Symposium fee (full time) is HRK 1,500.00 or EUR 200. One day fee is HRK 1,000.00 or EUR 135. It includes: printed Proceedings Book, Proceedings on a CD, welcome drink, coffee breaks, excursion (sightseeing of Crikvenica) and a joint dinner.

For registration fee paid until **December, 15th 2019** the organizer approves the **15%** discount. Retired CQMS members do not pay registration fees.

The organiser is not in the VAT system and VAT is not calculated on the fee amount.

Payment to the giro account of the CQMS, Radoslava Cimermana 36a, 10000 Zagreb, Croatia: **SWIFT ZBAHR 2X IBAN HR0623600001101505393**.

THE CITY OF CRIKVENICA:

The Symposium is held in the city of Crikvenica, in the Primorje – Gorski Kotar County: <http://www.crikvenica.hr/>

HOTEL:

The Symposium is held in the **Omorika** hotel. Participants may book the hotel using the form to be found on the web page: www.hdmk.hr. Information on the hotel complex and the hotel may be found here: <https://www.jadran-crikvenica.hr/en/hotel-omorika-crikvenica>

HOW TO GET TO CRIKVENICA:

By airplane: Zračna luka Rijeka (Rijeka Airport) <http://www.rijeka-airport.hr/> 20 km distance from the Crikvenica city centre; Zagreb Airport (<http://www.zagreb-airport.hr/>) 124 km by highway A1 from Zagreba (Lučko) – Karlovac – Bosiljevo and A6 Bosiljevo – Rijeka – Exit Oštrovica.

By car: by highway A1 iz Zagreba (Lučko) – Karlovac – Bosiljevo and A6 Bosiljevo – Exit Oštrovica. Pay toll Zagreb (Lučko) – Oštrovica 61,00 HRK or approx. 8,25 EUR.

By bus: Zagreb Bus Terminal to Crikvenica <http://www.akz.hr/>

By train: Zagreb (Central Station) to Rijeka <https://prodaja.hzpp.hr/>

ALL INFORMATION CONTACT:

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21st INTERNATIONAL SYMPOSIUM ON QUALITY „QUALITY – YESTERDAY, TODAY, TOMORROW“

Crikvenica, Croatia, March 18th – 20th, 2020

Hotel Omorika

PROGRAM

Wednesday: 18.3.2020.		
15:00 – 21:00	Registration of participants	Hotel Omorika, Reception desk
17:00 – 18:30	Panel discussion: “Quality in public administration”.	Hotel Omorika
18:45 – 19:15	Meeting of the MSEECQI Steering Committee – Middle and South East European Countries Quality Initiative	Hotel Omorika
19:15 – 20:00	Book promotion	Hotel Omorika
20:00 – 23:00	Welcome drink Music program	Hotel Omorika
Thursday: 19.3.2020.		
08:00 – 09:30	Breakfast Registration of participants	Hotel Omorika, Restaurant Hotel Omorika, Reception
09:30 – 10:30	Symposium opening ceremony Award ceremony Dr.sc. Josip Čiček, for Best student paper	Hotel Omorika
10:30 – 11:00	Coffee break	Hotel Omorika
11:00 – 12:30	Presentation of papers (Plenary session)	Hotel Omorika Plenary hall
12:30 – 13:00	Coffee break	Hotel Omorika
13:00 – 14:30	Presentation of papers (Session 1)	Hotel Omorika Plenary hall
	Presentation of papers (Session 2)	Hotel Omorika
14:30 – 15:30	Free time for preparing for a trip	
15:30 – 19:00	Excursion tour – sightseeing of Crikvenica City (professional guidance in English and Croatian)	Departure Hotel Reception
19:00 – 24:00	Joint dinner with Music Promotion of new generation of EOQ Quality Managers	Hotel Omorika Restaurant
Friday: 20.3.2020.		
08:00 – 09:15	Breakfast Registration of participants	Hotel Omorika, Restaurant Hotel Omorika, Reception
09:15 – 10:45	Presentation of papers (Session 1)	Hotel Omorika Plenary hall
	Presentation of papers (Session 2)	Hotel Omorika
10:45 – 11:15	Coffee break	Hotel Omorika
11:15 – 13:00	Presentation of papers (Section 1)	Hotel Omorika Plenary hall
	Presentation of papers (Section 2)	Hotel Omorika
13:00 – 13:15	Closing of the Symposium	Hotel Omorika Plenary hall

Presentation of papers in plenary session will be simultaneously translated from English to Croatian and from Croatian to English. Presentations last for maximum 15 minutes.