

# **Fifth International Working Conference**

## ***TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES***

**31<sup>st</sup> May – 4<sup>th</sup> June  
2009  
Belgrade  
SERBIA**

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*Fifth International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 31st May – 4th June, 2009, Belgrade, Serbia.*

**ACKNOWLEDGMENT**

The Mechanical Engineering Faculty, Laboratory for Production Metrology and TQM, Belgrade University, wishes to thank all the organizations and companies for their kind contributions and support in organizing the **5<sup>th</sup> International Working Conference "TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES"**. This traditionally Conference will be held as first part of INTERNATIONAL QUALITY CONVENTION, Belgrade - 2009. This Convention will be held between 31<sup>st</sup> May and 5<sup>th</sup> June, 2009 in Belgrade, Serbia.

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**Fifth International Working Conference**

**TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES**

**International Program Committee:**

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***Fifth International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 31st May – 4th June, 2009, Belgrade, Serbia.***

(Ser), Prof. Dr. C. Bouzakis (Gr), Prof. D. Brissaud (F), Dr. R. Bueno (Sp), Prof. Dr. P. Castka (NZ), (Miss) Dr. Eng. L. Catellani (I), Prof. Dr. E. Chlebus (Pl), Prof. Dr. K. Cho (K), Prof. Dr. G. Chryssolours (Gr), Prof. Dr. P. Cunha (Po), Prof. Dr. L. DeChiffre (Dk), B. Dimitrijević (Ca), Prof. Dr. N. Dragulanescu (Ro), Prof. Dr. J. Duflou (Be), Prof. Dr. F. Fang (Ch), (Mrs) Prof. Dr. A. Fisher (Is), Prof. Dr. M. Frota (Br), A. Gentili (I), Prof. Dr. I. Inasaki (J), Dr. R. Isaksson (S), M.Sc. M. Ivanović (Ser), Dr. L. Jalba (Ro), B. Jouslin (B), Prof. Dr. J. Jedrzejewski (Pl), Prof. Dr. Z. Katz (SA), Prof. Dr. F. Kimura (J), (Mrs) Prof. Dr. A. Kjellberg (S), (Mrs) Prof. Dr. Z. Konjovic (Ser), Prof. Dr. P. Kopacek (At), Prof. Dr. L. Krause (G), Prof. Dr. J. P. Kruth (Be), Prof. Dr. A. Kusiak (USA), Prof. Dr. P. Kuhlmann (At), Prof. Dr. S. Lu (USA), (Mrs) Ass. Prof. Dr. V. Marinkovic (Ser), (Mrs) Prof. Dr. N. Majkić-Singh (Ser), Prof. Dr. G. Maropoulos (UK), Prof. Dr. V. Milačić (Ser), Prof. Dr. A. Molina (Mx), Prof. Dr. P. Molnar (H), Prof. Dr. G. Morel (F), Prof. S. Naruo (J), Prof. Dr. S. Nof (USA), (Mrs) L. Nitu (Ro), S. Olivas (Sp), Prof. Dr. H. Panetto (Fr), Dr. G. Pegs (UK), (Mrs) Prof. Dr. S. Pejčić-Tarle (Ser), R. Peddle (UK), MSc. Z. Pendić (Ser), Prof. Dr. C. Periera (Br), (Mrs) Prof. Dr. L. Petrova-Galabova (Bu), (Mrs) Dr. M. Ronney (UK), S. Rosu (Ro), Prof. Dr. R. Roy (UK), Dr. I. Sheps (Is), (Miss) MSc. T. Sibalija (Ser), Prof. Dr. M. Sphitalini, Prof. Dr. M. Soković (Sl), Prof. Dr. D. Stanivuković (Ser), Prof. Dr. V. Stojiljkovic (Ser), Prof. Dr. S. Takata (J), Prof. Dr. T. Sorin (Ro), Prof. Dr. M. Taisch (I), Prof. Dr. R. Teti (I), Dr. P. Townsend (USA), Prof. Dr. M. Trajanovic (Ser), Prof. Dr. K. Ueda (J), Prof. Dr. G. Zhang (Ch), M.Sc. S. Živković (Ser), Prof. Dr. S. Yamada (J), (Mrs) Prof. Dr. G. Ušćebrka (Ser), Prof. Dr. F. Vernadat (Fr), Prof. Dr. E. Westkaemper (G).

**Sponsored by**

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**Co – sponsored by:**

Japanese Union of Scientist and Engineers (**JUSE**); Tokyo; Japan.

European Organization for Quality (**EOQ**); Brussels; Belgium.

European Foundation for Quality Management (**EFQM**); Brussels; Belgium.

American Society for Quality (**ASQ**); Milwaukee; USA

International Federation for Information Processing (**IFIP**); Laxenburg; Austria.

**WG 5.7** Integration and Production Management

International Measurement Confederation (**IMEKO**); Budapest; Hungary.

**TC 14** Measurement of Geometrical Quantities

International Federation of Automatic Control (**IFAC**); Laxenburg; Austria.

**TC 5. 1** Manufacturing Plant Control

**TC 5.2** Manufacturing Modelling for Management and Control

**TC 5.3** Enterprise Integration and Networking

**Organized by**

Mechanical Engineering Faculty, Laboratory for Production Metrology and TQM, Belgrade, Serbia.

**Co – organized by**

United Association of Serbia for Quality (YUSQ), Belgrade, Serbia.

## **CONFERENCE INFORMATION**

**DATE:** 31<sup>st</sup> May – 4<sup>th</sup> June, 2009.

**VENUE:** **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor), Cocktails / Refreshments: **Club CeNT** (first floor), Registration desk (first floor).

### **OFFICIAL LANGUAGE**

The official language of the Conference is English.

### **WEB- SITE & E – MAIL**

For further information please visit web-site: [www.mas.bg.ac.yu](http://www.mas.bg.ac.yu)

E - mail: [majnem@EUnet.rs](mailto:majnem@EUnet.rs)

### **IMPORTANT DATES**

Early Registration:	Before May 15th, 2009.
Late Registration:	After May 15th, 2009.
Welcome Cocktail:	May 31 <sup>st</sup> , 2009.
Opening Session:	June 1 <sup>st</sup> , 2009.
Opening Cocktail:	June 1 <sup>st</sup> , 2009.
Conference Dinner (informal):	June 2 <sup>nd</sup> , 2009.
Industrial visit:	June 3 <sup>rd</sup> , 2009.
Workshop 1 / RTD 1:	May 31 <sup>st</sup> , 2009.
Workshop 2 / RTD 2:	June 1 <sup>st</sup> , 2009.
Workshop 3 / RTD 3:	June 2 <sup>nd</sup> , 2009.
Workshop 4 / RTD 4:	June 2 <sup>nd</sup> , 2009.
Workshop 5 / RTD 5:	June 3 <sup>rd</sup> , 2009.
Workshop 6 / RTD 6:	June 4 <sup>th</sup> , 2009.
Closing Plenary Session:	June 4 <sup>th</sup> , 2009.
Farewell Cocktail:	June 4 <sup>th</sup> , 2009.

### **CONFERENCE (Registration Office)**

**Prof. Dr. Vidosav D. MAJSTOROVIĆ**

**Address: Mechanical Engineering Faculty, 27 mart 80  
11000 Beograd, SERBIA**

Tel. : + + 381 (0) 11 33 02 407

Fax: + + 381 (0) 11 33 70 364

E – mail: [majnem@EUnet.rs](mailto:majnem@EUnet.rs) .

Web – [www.mas.bg.ac.rs](http://www.mas.bg.ac.rs)

**CONFERENCE PLAN**

**31<sup>st</sup> May, 2009 / Sunday**

**17:00 – 18:30** Registration on reception desk (first floor – hall CeNT) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**18:30** Welcome Cocktail - **Club CeNT** (first level), Mechanical Engineering Faculty, Belgrade.

**19.00** Workshop 1 / Round Table Discussion 1: **The Importance of Process Management in Achieving High-Performance Organization (Danijela Savić-Lukić, ASQ (American Society for Quality) Certified Six Sigma Black Belt, DeltaM Group, Beograd, Serbia) – Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.**

**1<sup>st</sup> June, 2009 / Monday**

**08:00 – 16:30** Registration on reception desk (first floor – hall CeNT) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**09:00 – 10.30** *Opening Ceremony and Plenary Presentation – Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.*

**10:30 – 11:30** Cocktail - **Club CeNT** (first level), Mechanical Engineering Faculty, Belgrade.

**11:30 – 13:30** *Opening Plenary Session: **Business excellence models (applications and development trends) - Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.***

**13:30 – 15:00** Break

**15:00 – 16:30** *Parallel Sessions (3,4,5) - Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).*

IWC TQM 2009 / Session **3** - Hall CeNT (first floor) / **Young PhD researchers**  
IWC TQM 2009 / Session **4** – Hall 514 (5<sup>th</sup> floor) / **QM/TQM New Approaches**  
IWC TQM 2009 / Session **5** – Hall 518 (5<sup>th</sup> floor) / **TQM Assessment**

**16:30 – 17:00** Coffee break - **Club CeNT** (first level).

**17:00 – 18:30** *Parallel Sessions (6,7,8) - Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).*

IWC TQM 2009 / Session **6** - Hall CeNT (first floor) / Workshop 2 / Round Table Discussion 2 : **Organisational Excellence or/and Management Quality (Moderators: Dr Isaac Sheps, MSc Milan Ivanovic, Prof. Dr. Vidosav Majstorovic)**

IWC TQM 2009 / Session **7** – Hall 514 (5<sup>th</sup> floor) / **World Class Performances**  
IWC TQM 2009 / Session **8** – Hall 518 (5<sup>th</sup> floor) / **Business Process Improvement**

**2<sup>nd</sup> June, 2009 / Tuesday**

**08:00 – 16:30** Registration on reception desk (first floor – hall CeNT) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**09:00 – 10.30 Parallel Sessions (9,10,11) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

IWC TQM 2009 / Session **9** - Hall CeNT (first floor) / **3<sup>rd</sup> Balkan Conference on Quality / 4<sup>th</sup> Balkan Quality Forum - THE BALKAN AS A REGION OF QUALITY**

IWC TQM 2009 / Session **10** – Hall 514 (5<sup>th</sup> floor) / **Integrated Management Systems**

IWC TQM 2009 / Session **11**– Hall 518 (5<sup>th</sup> floor) / **TQM Tools and Techniques**

**10:30 – 11:00** Coffee break - **Club CeNT** (first level).

**11:00 – 13:00 Parallel Sessions (12,13,14) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

IWC TQM 2009 / Session **12** - Hall CeNT (first floor) / **Special Conference "Manufuture in Serbia 2009"**

IWC TQM 2009 / Session **13** – Hall 514 (5<sup>th</sup> floor) / **Six sigma Applications**

IWC TQM 2009 / Session **14**– Hall 518 (5<sup>th</sup> floor) / **QM in Higher Education**

**13:00 – 15:00** Break

**15:00 – 16:30 Parallel Sessions (15,16,17) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

IWC TQM 2009 / Session **15** - Hall CeNT (first floor) / **Workshops 3 / Round Table Discussion 3:**

*Fifth International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 31st May – 4th June, 2009, Belgrade, Serbia.*

- **Manufuture – Results and Future Trends (Dr. Augusta Maria Paci, Italy; Dr. Liviu Jalba, Romania).**
- **Rapid Technology Development – State of the art (Dipl.-Ing. Reiner Gotzen, Germany).**

IWC TQM 2009 / Session **16** – Hall 514 (5<sup>th</sup> floor) / **TQM Application**

IWC TQM 2009 / Session **17** – Hall 518 (5<sup>th</sup> floor) / **Knowledge Engineering and TQM**

**16:30 – 17:00** Coffee break - **Club CeNT** (first level).

**17:00 – 18:30 Parallel Sessions (18,19,20) - Mechanical Engineering Faculty,** str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

IWC TQM 2009 / Session **18** - Hall CeNT (first floor) / - **Workshops 4 / Round Table Discussion 4: Trends in CMM Developments – CZ Experiences (Michel Bujara, Mario Vizcaino-Hoppe, Roland Roth, Carl Zeiss, Oberkochen, Germany).**

IWC TQM 2009 / Session **19** – Hall 514 (5<sup>th</sup> floor) / **Robust Engineering**

**20:00** IWC TQM 2009 / Conference Dinner (informal).

**3<sup>rd</sup> June , 2009 / Wednesday**

**Industrial visit (Factory visit and excursion tour) – Carlsberg Srbija doo, Čelarevo** (Free of charge for participants of TQM Conference). For details please contact: [majnem@eunet.rs](mailto:majnem@eunet.rs) and [milena.matijevic@carlsberg.rs](mailto:milena.matijevic@carlsberg.rs)., as soon as possible, because number of participants are limited.

- **Session 20 - Workshops 5 / Round Table Discussion 5: EFQM BE Model – Challenges and Opportunities (Andreas I. Ioannides).** This workshop will be held in Carlsberg Srbija doo, Čelarevo.

**NOTE: In Belgrade will held ICQ 2009 Sessions !**

**4<sup>th</sup> June , 2009 / Thursday**

- **09:12.30** ICQ 2009 – Different sessions.

**12:30 – 14:00** - Hall CeNT (first floor)

- **Session 21 - Workshops 6 / Round Table Discussion 6: Excellence – Where we going ? (Prof. Dr. Ton van der Wiele, Steve Unwin)**

- **Closing Plenary Session and accept of IWC TQM / Convention Facts and Conclusions.**

**14:00** – Farewell Cocktails in **Club CeNT** (first level).



**5<sup>th</sup> IWC TQM 2009 - DETAILED PROGRAM**

**31<sup>st</sup> May, 2009 / Sunday**

**17:00 – 18:30** Registration on reception desk (first floor – hall CeNT) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**18:30** Welcome Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty, Belgrade.**

**19.00** Workshop 1 / Round Table Discussion 1: **The Importance of Process Management in Achieving High-Performance Organization (Danijela Savić-Lukić, ASQ (American Society for Quality) Certified Six Sigma Black Belt, DeltaM Group, Beograd, Serbia) – Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.**

**1<sup>st</sup> June, 2009 / Monday**

**08:00 – 16:30** Registration on reception desk (first floor – hall CeNT) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**09:00 – 10.30** *Opening Ceremony and Plenary Presentation – Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.*

- **Opening addresses**
- **Awards**
- **Opening Plenary Presentation – EVALUATION OF SERVICES THROUGH USER GENERATED CONTENT, Ton van der Wiele, Professor<sup>1</sup>, Jos van Iwaarden, PhD, Assistant Professor<sup>2</sup>, <sup>1</sup>Quality Management and Organizational Performance, Rotterdam School of Management, Erasmus University, Rotterdam, The Netherlands, <sup>2</sup> Rotterdam School of Management, Erasmus University, Rotterdam, The Netherlands.**

**10:30 – 11:30** Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty, Belgrade.**

**11:30 – 13:30** *Opening Plenary Session: **Business excellence models (applications and development trends) - Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.***

**Chairmen:**



**Prof. Dr. Ton van der Wiele**, Erasmus University Rotterdam, Rotterdam, The Netherlands.

**Prof. Dr. Herbert Osanna**, Vienna University of Technology, Vienna, Austria.

**Prof. Dr. Luca Cagnazzo**, Department of Industrial Engineering, University of Perugia, Perugia, Italy.

**Dr.-Ing. Peter-Frederik Brenner**, Chair Quality Management and Manufacturing Metrology (QFM), Erlangen Friedrich-Alexander-University Erlangen-Nuremberg, Germany.

**Dr. Isacc Sheps**, Chief Executive Officer, Carlsberg – UK, London, UK.

**Visiting Prof. Shinji NARUO**, The Univ. of Bucharest, Business and Administration Faculty, Romania.

**Steve Unwin**, Access to Excellence Co Ltd / Photonbooks.com, UK.

**Prof. Dr. Vojislav Stojiljković**, Faculty of Mechanical Engineering, Niš, Serbia.

**Prof. Dr. Vidosav D. Majstorović**, Faculty of Mechanical Engineering, Belgrade University, Belgrade, Serbia.

### Keynote Speakers:

**1. QUALITY MANAGEMENT INITIATIVES IN ORGANIZATIONS FOR INTERNATIONAL COOPERATION, Keynote paper, Ton van der Wiele, Professor<sup>1</sup>, Constantijn Heemskerk, Master of Science in Management Consultancy<sup>2</sup>, Jos van Iwaarden, PhD, Assistant Professor<sup>3</sup>, <sup>1</sup>Quality Management and Organizational Performance, Rotterdam School of Management, Erasmus University, Rotterdam, The Netherlands, <sup>2</sup>the Dutch Ministry of Finance, The Hague, <sup>3</sup>Rotterdam School of Management, Erasmus University, Rotterdam, The Netherlands.**

**2. INDUSTRIAL METROLOGY OF THE VIEWPOINT OF NANOTECHNOLOGY AND NANOMETROLOGY, Keynote paper, P. Herbert Osanna, M. Numan Durakbasa, Lukas Kräuter Vienna University of Technology – TU-Wien, Vienna, Austria.**

**3. A NEW REDUCTION-DEFECTS MODEL FOR SME'S BASED ON SIX SIGMA METHODOLOGY: A CASE STUDY, Keynote paper, Luca Cagnazzo<sup>1</sup>, Emanuele Luna<sup>2</sup>, Cristiano Brugnoli<sup>3</sup>, Paolo Taticchi<sup>4</sup>, Paolo Carbone<sup>5</sup>, <sup>1</sup>Department of Industrial Engineering, University of Perugia, Perugia, Italy, <sup>2</sup>Angelantoni Industrie SPA, <sup>3</sup>Angelantoni Industrie SPA, <sup>4</sup>Department of Industrial Engineering, University of Perugia, Perugia, Italy, <sup>5</sup>Department of Electronic Engineering, University of Perugia, Perugia, Italy.**

**4. SPECIFICATION OF INFORMATION SYSTEMS FOR DESIGN OF EXPERIMENTS ACCORDING TO A REFERENCE MODEL, Keynote paper, Dr.-Ing. Peter-Frederik Brenner, Chair Quality Management and Manufacturing Metrology (QFM), Erlangen Friedrich-Alexander-University Erlangen-Nuremberg, Germany.**

**5. From Product Quality to Organization Quality, Keynote paper, Sheps Isaac, PhD, Chief Executive Officer, Carlsberg – UK, London, UK.**

**6. IN-HOUSE VOCATIONAL EDUCATION SYSTEM OF THE MANUFACTURING COMPANY TOYOTA AND HITACHI, *Keynote paper, Prof. Shinji Naruo, The Bucharest University, Bucharest, Romania.***

**7. EXCELLENCE IN UNCERTAINTY, *Keynote paper, Steve Unwin, Access to Excellence Co Ltd / Photonbooks.com, UK.***

**8. THE EFQM EXCELLENCE MODEL IMPLEMENTATION IN WEST BALKANS, *Keynote paper, Prof. Dr. Vojislav Stojilković, Predrag Stoilković, Bratislav Stoilković, CIM College d.o.o Niš, Serbia.***

**9. RESEARCHES OF THE IMPACT QUALITY MANAGEMENT PRINCIPLES ON QUALITY MANAGEMENT PRACTICES IN SERBIA, *Keynote paper, Prof. Dr. Vidosav Majstorovic, Mechanical Engineering Faculty, Belgrade, Serbia.***

13:00 – 15:00 Break

**15:00 – 16:30 Parallel Sessions (3,4,5) - Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).**

**IWC TQM 2009 / Session 3 - Hall CeNT (first floor) / Young PhD researchers**

#### **Chairmen:**

**Michael Giebel**, University of Kassel, Germany.

**Milan Zdravković, Research Assistant**, Faculty of Mechanical Engineering, University of Niš, Serbia.

**Miloš Stojković**, Faculty of Mechanical Engineering, University of Niš, Laboratory for Intelligent Manufacturing Systems, Serbia.

**Dragan Čočkalo PhD, assistant professor**, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia.

**Abulgasem- Errabou**, Coventry University, UK.

**1. VALUE ADDED BY QUALITY MANAGEMENT - DEVELOPING A MODEL DESCRIBING THE MECHANISMS AND A PROCESS APPROACH FOR INTRODUCTION, *Introduction paper, Michael Giebel, University of Kassel, Germany.***

**2. CONCEPT OF SEMANTIC INFORMATION POOL FOR MANUFACTURING SUPPLY NETWORKS, *MSc. Milan Zdravković<sup>1</sup>, Prof. dr Hervé Panetto<sup>2</sup>, Prof. dr Miroslav Trajanović<sup>1</sup>, <sup>1</sup>Faculty of Mechanical Engineering, University of Niš, Innovation Center for Information Technologies, <sup>2</sup>Research Centre for Automatic Control (CRAN – UMR 7039), Nancy-Université, CNRS, France.***

**3. SEMANTIC INTERPRETATION OF GEOMETRICAL FEATURES, *Miloš Stojković<sup>1</sup>, Miodrag Manić<sup>1</sup>, Milan Trifunović<sup>1</sup>, Dragan Mišić<sup>1</sup>, <sup>1</sup>Faculty of Mechanical Engineering, University of Niš, Laboratory for Intelligent Manufacturing Systems, Serbia.***

- 4. THE MODEL FOR ASSURING SATISFACTION OF CUSTOMER REQUIREMENTS, *Dragan Ćockalo PhD, assistant professor, Dejan Đorđević PhD, professor, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia.***
- 5. QUALITY GAP OF SERVICES IN HIGHER EDUCATION FROM THE POINT VIEW OF STUDENTS, *Abulgasem- Errabou, Coventry University, UK.***

**IWC TQM 2009 / Session 4 – Hall 514 (5<sup>th</sup> floor) / QM/TQM New Approaches**

**Chairmen:**

**Prof. Dr. Ing. Nicolae Dragulanescu**, "Polytechnica" University of Bucharest, Romania.

**MSc. Milan Ivanović**, Lloyd's Register d.o.o. Belgrade, Serbia.

**Ola Busari**, Development Bank of Southern Africa, Midrand, South Africa.

**Rajit Vidyarthi**, ABV-Indian Institute of Information Technology & Management, Gwalior, India.

**Azemina Klobodanović, B.Sc.**, University of Zenica, Institute of Metallurgy "Kemal Kapetanović", Zenica, B&H.

- 1. FROM VICIOUS CYCLES TO VIRTUOUS CYCLES IN QUALITY MANAGEMENT, *Introduction paper, Prof. Dr. Ing. Nicolae Dragulanescu, "Polytechnica" University of Bucharest, Romania.***
- 2. MANAGEMENT QUALITY, *MSc. Milan Ivanović<sup>1</sup>, Prof. Dr. Vidosav D. Majstorović<sup>2</sup>, <sup>1</sup>Lloyd's Register d.o.o. Belgrade, <sup>2</sup>Mechanical Engineering Faculty, Belgrade, Serbia.***
- 3. ENTRENCHING A QUALITY CULTURE: A MULTI-STAKEHOLDER POLICY FRAMEWORK FOR MANAGING QUALITY, *Ola Busari, Development Bank of Southern Africa, Midrand, South Africa.***
- 4. STRATEGIC FRAMEWORK FOR IMPLEMENTING TQS IN SERVICE ORGANIZATIONS, *Rajit Vidyarthi, Chandra Sekhar Dronavajjala, Dr. Deepali Singh, ABV-Indian Institute of Information Technology & Management, Gwalior, India.***
- 5. EFQM-MODEL FOR EXCELLENCE AND BUSINESS EXCELLENCE AWARDS, *Azemina Klobodanović, B.Sc., University of Zenica, Institute of Metallurgy "Kemal Kapetanović", Zenica, B&H.***

**IWC TQM 2009 / Session 5 – Hall 518 (5<sup>th</sup> floor) / QM/TQM Assessment**

**Chairmen:**

**Raimondas Paskevicius**, Vilnius Business College, Lithuania.

**Prof. Dr. Hayat**, Dean Faculty of La, commerce & Business Bahauddin Zakariya University, Multan, Pakistan.

**Vesna Spasojević Brkić, PhD., Assistant Professor**, Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia.

*Fifth International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 31st May – 4th June, 2009, Belgrade, Serbia.*

**Prof. Dr Živan Živković**, University of Belgrade, Technical Faculty in Bor, Bor, Serbia.

**Dr. Marko D. Mirkovich**, Bauxite mines, s.c. Quality and Information Centre, Niksic, Montenegro.

**1. ASSESSMENT OF COMPANY MANAGEMENT FROM THE INNOVATIVE APPROACH**, **Introduction paper**, **Raimondas Paskevicius**, Vilnius Business College, Lithuania.

**2. CRITICAL TOTAL QUALITY MANAGEMENT FACTORS AND FINANCIAL PERFORMANCE OF THE FIRM**, **Prof. Dr. Hayat**, M. Awan<sup>1</sup>, Dr. Ishaq Bhatt<sup>2</sup>, Dr. M. Azeem Qureshi<sup>3</sup>, Khuram Shahzad Bukhari<sup>4</sup>, <sup>1</sup>Dean Faculty of La, commerce & Business Bahauddin Zakariya University, Multan, Pakistan, <sup>2</sup>Department of Economics and Finance La Trobe University, Melbourne Australia, <sup>3</sup>Institute of Management Sciences Bahauddin Zakariya University, Multan, Pakistan, <sup>4</sup>Institute of Management Sciences Bahauddin Zakariya University, Multan, Pakistan.

**3. CONFIRMATORY FACTOR ANALYSIS OF QUALITY MANAGEMENT - EVIDENCE FROM SERBIAN INDUSTRIAL COMPANIES**, **Vesna Spasojević Brkić, PhD., Assistant Professor**, Milivoj Klarin, PhD., Full Professor, Vojkan Lučanin, PhD., Full Professor, Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia.

**4. THE INFLUENCE OF TQM PRACTICE TO EMPLOYEES' SATISFACTION AND LOYALTY**, **Prof. Dr Živan Živković**, Dr Ivan Mihajlović, Isidora Djutić, University of Belgrade, Technical Faculty in Bor, Bor, Serbia.

**5. LOGICAL AGGREGATION AS CONSISTENT TOOL THE QUALITY EVALUATION**, **Dr. Marko D. Mirkovich<sup>1</sup>**, Dr. Dragan G. Radojević<sup>2</sup>, Dr. Vidosav D. Majstorovich<sup>3</sup>, Dr. Janko J. Hodolic<sup>4</sup>, <sup>1</sup>Bauxite mines, s.c. Quality and Information Centre, Niksic <sup>2</sup>, Montenegro, Institute "Mihajlo Pupin" Belgrade <sup>3</sup>Mechanical Engineering Faculty, Belgrade <sup>4</sup>FTS, Production Mechanical Engineering Institute, Novi Sad. Serbia.

**16:30 – 17:00** Coffee break - **Club CeNT** (first level).

**17:00 – 18:30** Parallel Sessions (6,7,8) - **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

**IWC TQM 2009 / Session 6** - Hall CeNT (first floor) / **Workshop 2 / Round Table Discussion 2 : Organizational Excellence or/and Management Quality** (Moderators: **Dr Isaac Sheps, MSc Milan Ivanovic, Prof. Dr. Vidosav Majstorovic**)

**IWC TQM 2009 / Session 7** – Hall 514 (5<sup>th</sup> floor) / **World Class Performances**

**Chairmen:**

**Alessandro Brun**, Department of Management, Economics and Industrial Engineering – Politecnico di Milano, Milan, Italy.

**Andreas I. Ioannides**, V. President, Cyprus Association for Quality, Nicosia, Cyprus.

**Dipl. Ing. Simone Smolinska**, Quality system & Continuous Improvement manager, Le Belier East Europe, Hungary.

**Zoran Pendić**, EUROSISTEMS, Belgrade, Serbia.

**Dr Igor Svetel**, Inovation Center, Mechanical Engineering Faculty, Belgrade, Serbia.

**1. ALIGNMENT BETWEEN A FIRM'S QUALITY MANAGEMENT SYSTEM AND ITS STRATEGIC OBJECTIVES, Introduction paer, Alessandro Brun<sup>1</sup>, Matteo Savino<sup>2</sup>, <sup>1</sup> Department of Management, Economics and Industrial Engineering – Politecnico di Milano, Milan, Italy, <sup>2</sup>Department Engineering – Università degli Studi del Sannio, Benevento, Italy.**

**2. POLICY AND STRATEGY WITHIN BUSINESS EXCELLENCE MODELS TODAY'S CHALLENGES AND OPPORTUNITIES, Andreas I. Ioannides, V. President, Cyprus Association for Quality, Nicosia, Cyprus.**

**3. „WHEN SOUL AND POSSIBILITY MEET EACH OTHER'S” (EXAMPLES OF BREAKTHROUGH MANAGEMENT IN A FOUNDRY), Dipl. Ing. Simone Smolinska, Quality system & Continuous Improvement manager, Le Belier East Europe, Hungary.**

**4. A METRICS FOR EVALUATION OF ECO-PRODUCT DEVELOPMENT PROCESS, Zoran Pendić<sup>1</sup>, Prof. Dr. Vidosav Majstorović<sup>2</sup>, <sup>1</sup>EUROSISTEMS, Belgrade, <sup>2</sup>Mechanical Engineering Faculty, Belgrade University, Serbia.**

**5. OPEN STANDARDS BASED BUILDING INFORMATION MODELING: TOWARDS QUALITY ASSURANCE IN ARCHITECTURE, ENGINEERING AND CONSTRUCTION, Dr Igor Svetel<sup>1</sup>, Mr Milica Pejanović<sup>2</sup>, <sup>1</sup>Inovation Center, Mechanical Engineering Faculty, <sup>2</sup> Faculty of Architecture, Belgrade, Serbia.**

**IWC TQM 2009 / Session 8 – Hall 518 (5<sup>th</sup> floor) / Business Process Improvement**

#### **Chairmen:**

**J. Rauchenberger**, Department for Production Quality and Metrology Fraunhofer Institute for Production Technology IPT, Aachen, Germany.

**Prof. Dr. Lidia Galabova**, Technical University of Sofia, Faculty of Management, Bulgaria.

**Prof. Dr. Mirko Sokovic**, University of Ljubljana, Faculty of Mechanical Engineering, Slovenia.

**M.Sc Tatjana V. ŠIBALIJA**, Faculty of Mechanical Engineering, University of Belgrade, Serbia.

**Aleksandra Stefanović**, Dipl. Eng. El., YUSQ, Belgrade, Serbia.



- 1. APPLICATION OF A MATURITY MODEL AS FRAMEWORK FOR PROCESS IMPROVEMENT, Introduction paper,** J. Rauchenberger<sup>1</sup>, B. Spiegelberger<sup>2</sup>, R. Stetter<sup>3</sup>, R. Schmitt<sup>1</sup>, <sup>1</sup>Department for Production Quality and Metrology Fraunhofer Institute for Production Technology IPT, Aachen, Germany, <sup>2</sup>Institute of information technology in mechanical engineering, Dept. of Mechanical Engineering, Technical University Munich, Munich, Germany, <sup>3</sup>ITQ GmbH, Munich, Germany.
- 2. RESEARCH OF THE PROCESSES STATES,** Dr. Lidia Galabova<sup>1</sup>, Prof. DSc. Geoprgy Tasev<sup>2</sup>, <sup>1</sup>Technical University of Sofia, Faculty of Management, Bulgaria, <sup>2</sup>Chairmen of Union of Quality Experts in Bulgaria, Bulgaria.
- 3. SEVEN QUALITY TOOLS IN CONTINUOUS IMPROVEMENT PROCESS,** Mirko Sokovic<sup>1</sup>, Dusko Pavletic<sup>2</sup>, <sup>1</sup>University of Ljubljana, Faculty of Mechanical Engineering, Slovenia, <sup>2</sup>University of Rijeka, Faculty of Engineering, Croatia.
- 4. SPC AND PROCESS CAPABILITY ANALYSIS – CASE STUDY,** M.Sc Tatjana V. ŠIBALIJA, Prof.PhD Vidosav D. MAJSTOROVIĆ, Faculty of Mechanical Engineering, University of Belgrade, Serbia.
- 5. STANDARDS IN SOFTWARE PRODUCTION AREA TREND OR REAL REQUIREMENT,** Aleksandra Stefanović, Dipl. Eng. El., YUSQ, Belgrade, Serbia.

**2<sup>nd</sup> June, 2009 / Tuesday**

**08:00 – 16:30** Registration on reception desk (**first floor – hall CeNT**) in **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade.

**09:00 – 10.30 Parallel Sessions (9,10,11) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (**first floor**), Hall 514 (**5<sup>th</sup> floor**), Hall 518 (**5<sup>th</sup> floor**).

**IWC TQM 2009 / Session 9 - Hall CeNT (first floor) / 3<sup>rd</sup> Balkan Conference on Quality / 4<sup>th</sup> Balkan Quality Forum - THE BALKAN AS A REGION OF QUALITY**

**Conference chairs: Liliana Nitu, Vidosav Majstorovic, Lidia Galabova, Angeli Ioannis.**

**Chairmen:**

**Math. Ec. Liliana Nitu**, Romanian Association for Quality - ARC, Bucharest, Romania.

**Prof. Dr. Lidia Galabova**, Technical University of Sofia, Bulgaria.

**Frota, Mauricio Nogueira, PhD**, Postgraduate Metrology Program Metrology for Quality and Innovation Catholic University of Rio de Janeiro, Brazil.

**Dr. Angeli Ioannis**, Cyprus University of Technology, Nicosia, Cyprus.

**Prof. Dr. Snežana Pejčić-Tarle**, Faculty of Transport and Traffic Engineering, Belgrade, Serbia.

**Ege İZGİ ÇAKI**, Turkish Standards Institution, Human Resources Director, Ankara,

Turkey.

- 1. COMBINED AUDIT – A PRACTICAL APPROACH, Introduction paper, Math. Ec. Liliana Nitu,** Eng. Lucian Daniel Nitu, Prof. PhD. Eng. Gheorghe Solomon, Romanian Association for Quality -ARC, Romanian Society for Certification – ROCERT, Politehnica University Bucharest, Romania.
- 2. APPLICATION OF SIPOC DIAGRAM IN SIX SIGMA QUALITY IMPROVEMENT APPROACH, MSc. Boyka Nenkova,** Dr. Lidia Galabova, Risk Engineering Ltd., Bulgaria, Technical University of Sofia, Bulgaria.
- 3. AN OVERVIEW OF THE QUALITY INFRASTRUCTURE IN SERBIA, Frola, Mauricio Nogueira, PhD<sup>1</sup>,** Racine, Jean-Louis, PhD<sup>2</sup>, Majstorović, D. Vidosav, PhD<sup>3</sup>, <sup>1</sup>Postgraduate Metrology Program Metrology for Quality and Innovation Catholic University of Rio de Janeiro, Brazil, <sup>2</sup>Private and Financial Sector Development Europe and Central Asia Region, The World Bank, <sup>3</sup>Production Engineering Department, University of Belgrade, Serbia.
- 4. “QUALITY, ENVIRONMENTAL AND FOOD SAFETY MANAGEMENT SYSTEMS; SIMILARITIES AND DEFICIENCIES. A CASE STUDY OF THREE NATIONAL SURVEYS IN CYPRUS”, Dr. Angeli Ioannis<sup>1</sup>,** Nasia Apostolou<sup>2</sup>, Maria Pouvali<sup>3</sup>, Andria Olympiou<sup>4</sup>, <sup>1</sup>Cyprus University of Technology, <sup>2</sup>University of Edinburgh, <sup>3</sup>University of Glamorgan, <sup>4</sup>Agriculture University of Athens, Greece.
- 5. QI in HE – Case study form Serbia, Prof. Dr. Snežana Pejčić-Tarle,** Faculty of Transport and Traffic Engineering, Belgrade, Serbia.
- 6. LEGAL APPLICATIONS THAT ARE SUPPORTING AND IMPROVING QUALITY SYSTEMS OF HEALTH CARE SERVICE IN TURKEY, Ege İZGİ ÇAKI,** Turkish Standards Institution, Human Resources Director, Ankara, Turkey.

IWC TQM 2009 / Session 10 – Hall 514 (5<sup>th</sup> floor) / Integrated Management Systems

#### Chairmen:

**Ass. Prof. Dr. Valentina Marinkovic,** Quality Department, "ZDRAVLJE-Actavis", Leskovac, Serbia.

**Mrs. Iveta Mezinska,** Lecturer, Institute of Quality Engineering, Riga Technical University, Latvia.

**Dr. Ayman H. Al-Momani,** Civil Engineering Department, Mu'tah University, Jordan.

**Assist. Prof. Anastasiya Marcheva, PhD,** D. Tsenov Academy of Economics, Svishtov, Bulgaria.

**Andrea Suchankova, MSc.,** Slovak Institute of Metrology, Bratislava, Slovakia.

- 1. INTEGRATED MANAGEMENT SYSTEMS IN THE PHARMACEUTICAL COMPANY “ZDRAVLJE - ACTAVIS”, Introduction paper, Ass. Prof. Dr. Valentina Marinkovic,** Quality Department, 'ZDRAVLJE- Actavis', Leskovac, Serbia.



**2. DESIGNING OF INTEGRATED QUALITY MANAGEMENT SYSTEM IN BUILDING MATERIALS PRODUCTION COMPANIES**, *Mrs. Iveta Mezinska, Lecturer<sup>1</sup>*, Mr. Gundars Mezinskis, Prof., Dr.hab.sc.ing.<sup>2</sup>, <sup>1</sup>Institute of Quality Engineering, Riga Technical University, Latvia, <sup>2</sup>Institute of Silicate Materials, Riga Technical University, Latvia.

**3. Quality Cost requirements and their economic impact**, *Dr. Ayman H. Al-Momani*, Civil Engineering Department, Mu'tah University, Jordan.

**4. TOTAL QUALITY & PEOPLE CAPABILITY MANAGEMENT**, *P. P. Sukumaran<sup>1</sup>*, *Assist. Prof. Anastasiya Marcheva, PhD<sup>2</sup>*, <sup>1</sup>Executive Director-Business Operations, Best & Crompton Engg. Limited, Chennai, India, <sup>2</sup>D. Tsenov Academy of Economics, Svishtov, Bulgaria.

**5. MID DIRECTIVE AND THEIR APPLICATION IN SLOVAKIA – THE BEST PRACTICE**, *Andrea Suchankova, MSc., Project Manager<sup>1</sup>*, Dr. Ivan Mikulecky, Senior Metrologist<sup>1</sup>, Prof. Dr. Vidosav Majstorovic<sup>2</sup>, <sup>1</sup>Slovak Institute of Metrology, Bratislava, Slovakia, <sup>2</sup>Mechanical Engineering Faculty, Belgrade, Serbia.

**6. APPLICATIONS OF MDD DIRECTIVE IN SLOVAKIA – SOME EXPERIENCES**, *Andrea Suchankova, MSc., Project Manager<sup>1</sup>*, Dr. Ivan Mikulecky, Senior Metrologist<sup>1</sup>, Prof. Dr. Vidosav Majstorovic<sup>2</sup>, <sup>1</sup>Slovak Institute of Metrology, Bratislava, Slovakia, <sup>2</sup>Mechanical Engineering Faculty, Belgrade, Serbia.

**IWC TQM 2009 / Session 11 – Hall 518 (5<sup>th</sup> floor) / TQM Tools and Techniques**

**Chairmen:**

*C. Hammers*, Laboratory for Machine Tools and Production Engineering WZL, RWTH Aachen University, Germany.

*P. Beaujean*, Laboratory for Machine Tools and Production Engineering WZL, RWTH Aachen University, Germany.

*Prof. Dr. João C. O. Matias*, University of Beira Interior, Department of Electromechanical Engineering, Portugal.

*Prof. Dr. Sorin-George Toma*, Faculty of Administration and Business, University of Bucharest, Romania.

*Marko JOVANOVIĆ, Dipl. Mech. Eng.*, YUSQ, Belgrade, Serbia.

**1. IMPROVING THE PRODUCT DEVELOPMENT PROCESS WITH INFORMATION FLOW ORIENTED QUALITY GATES**, **Introduction paper**, *C. Hammers, Prof. R. Schmitt*, Laboratory for Machine Tools and Production Engineering WZL, RWTH Aachen University, Germany.

**2. SELF-OPTIMIZING PRODUCTION – IMPLICATIONS FOR QUALITY MANAGEMENT**, *P. Beaujean, D. Kristes, Prof. R. Schmitt*, Laboratory for Machine Tools and Production Engineering WZL, RWTH Aachen University, Germany.

**3. THE CONTRIBUTION OF THE MAINTENANCE FUNCTION FOR THE**

**TOTAL QUALITY SUCCESS**, Prof. Dr. João C. O. Matias, Prof. Dr. Carlos M. P. Cabrita, University of Beira Interior, Department of Electromechanical Engineering, Portugal.

**4. LEARNING, A KEY DRIVER OF TOYOTA MOTOR CORPORATION**, Prof. Dr. Sorin-George Toma, Faculty of Administration and Business, University of Bucharest, Romania.

**5. USING SIX SIGMA MEASUREMENT AND ANALYSIS TOOLS IN CMMI**, Marko JOVANOVIĆ, Dipl. Mech. Eng., YUSQ, Belgrade, Serbia.

**10:30 – 11:00** Coffee break - **Club CeNT** (first level).

**11:00 – 12:30 Parallel Sessions (12,13,14) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

**IWC TQM 2009 / Session 12 - Hall CeNT (first floor) / Special Conference "Manufuture in Serbia 2009"**

**Conference chairs:** Prof. Dr. Vidosav Mjastorovic, Dr. Augusta Maria Paci, Dr. Liviu Jalba.

**Chairmen:**

**Dr. Augusta Maria Paci**, Consiglio Nazionale delle Ricerche, Roma, Italy.

**Dipl.-Ing. Reiner Götzen**, microTEC Gesellschaft für Mikrotechnologie mbH, Germany.

**Dr. Liviu Jalba**, Microelectronica, Bucurest, Romania.

**M.Sc. Tatjana V. ŠIBALIJA**, Faculty of Mechanical Engineering, University of Belgrade, Serbia.

**Srdan Živković**, M.Sc, Military Technical Institute, Belgrade, Serbia.

**1. STRATEGIC STUDIES TOWARDS INDUSTRIAL TRANSFORMATION, Introduction paper, Dr. Augusta Maria Paci**, Consiglio Nazionale delle Ricerche, Roma, Italy.

**2. POLYMER BASED MCROSYSTEMS IN PARALLEL BATCH PRODUCTION, Dipl.-Ing. Reiner Götzen**, M.Sc. Jan Götzen, microTEC Gesellschaft für Mikrotechnologie mbH, Germany.

**3. West Balkan Manufuture Initiative – Some practical results, Dr. Liviu Jalba**, Microelectronica, Bucurest, Romania.

**4. ADVANCED QUALITY IMPROVEMENT INITIATIVES: THE BEST PRACTICE FROM SERBIA, M.Sc Tatjana V. ŠIBALIJA**, Prof. Dr. Vidosav D. MAJSTOROVIĆ, Faculty of Mechanical Engineering, University of Belgrade, Serbia.

**5. MEASURING OF WING'S ANGULAR POSITION, Srdan Živković**, M.Sc, Military Technical Institute, Belgrade, Serbia.

**IWC TQM 2009 / Session 13 – Hall 514 (5<sup>th</sup> floor) / Six sigma - Applications**

**Chairmen:**

**Jose-Alberto Eguren**, Engineering school of Mondragon Unibertsitatea, Mechanical and Manufacturing Department, Mondragón, Spain

**Prof. Dr. Mirko Sokovic**, University of Ljubljana, Faculty of Mechanical Engineering, Slovenia.

**M.Sc Abel Ribeiro de Jesus**, Federal University at Bahia State, Brazil.

**Danijela Savić-Lukić**, ASQ (American Society for Quality) Certified Six Sigma Black Belt, DeltaM Group, Beograd, Serbia.

**Alessandro Brun**, Department of Management, Economics and Industrial Engineering - Politecnico di Milano, Milan, Italy.

**1. DEVELOPMENT OF A 6 SIGMA BASED CONTINUOUS IMPROVEMENT MODEL FOR MATURE SECTORS, Introduction paper, Jose-Alberto Eguren<sup>1</sup>, Aitor Goti<sup>1</sup>, Victoria Rodríguez<sup>1</sup> Lourdes Pozueta<sup>4</sup>, <sup>1,2,3</sup>Engineering school of Mondragon Unibertsitatea, Mechanical and Manufacturing Department, Mondragon Unibertsitatea, Mondragón, Spain, <sup>4</sup>Avancex, Zarautz, Spain.**

**2. IDENTIFYING AND SELECTING SIX SIGMA PROJECTS, Matej Hohnjec<sup>1</sup>, Mirko Sokovic<sup>2</sup>, Dusko Pavletic<sup>3</sup>, <sup>1</sup> Six Sigma Akademija Matej Hohnjec s.p., Slovenia, <sup>2</sup> University of Ljubljana, Faculty of Mechanical Engineering, Slovenia, <sup>3</sup> University of Rijeka, Faculty of Engineering, Croatia.**

**3. TEN YEARS OF TQM AND FIVE YEARS OF SIX SIGMA PROGRAM IN A METALLURGICAL COPPER PLANT, M.Sc Abel Ribeiro de Jesus, Dr. Herman Lepikson, Federal University at Bahia State, Brazil.**

**4. Design of Experiment Case Study: Use of Response Surface Methodology in Optimization of Attachment Process in Laser Assembly, Danijela Savić-Lukić, ASQ (American Society for Quality) Certified Six Sigma Black Belt, DeltaM Group, Beograd, Serbia.**

**5. IS YOUR NON-PROFIT ORGANIZATION READY TO IMPLEMENT SIX SIGMA?, Alessandro Brun, Xixi Fan, Department of Management, Economics and Industrial Engineering - Politecnico di Milano, Milan, Italy.**

**IWC TQM 2009 / Session 14 – Hall 518 (5<sup>th</sup> floor) / QM in Higher Education**

**Chairmen:**

**Prof.Dr.Ing. Nicolae Dragulanescu**, "Polytechnica" University of Bucharest, Romania.

**Dr. Laura Catellani**, University Quality Service (SQuA), Politecnico di Milano, Italy.

**Prof. Dr. Sherif El-Araby**, Egypt.

**Prof. Dr. D. Jovanoski**, University of Ss. Cyril and Methodius, Faculty of Mechanical Engineering, Skopje, R. Macedonia.

**Professor SCD. (Econ), Helena Vladimirovna Martyakova**, Institute of Industrial Economics of the National Academy of Sciences of Ukraine, Donetsk National Technical University, Donetsk, Ukraine.

**1. QUALITY ASSURANCE IN EDUCATION – SLOGANS, MYTHS AND GOOD PRACTICES, Introduction paper, Prof.Dr.Ing. Nicolae Dragulanescu**, "Polytechnica" University of Bucharest, Romania.

**2. Using a Dissimilarity Index for Analysing Student Ratings of University Courses, Dr. Laura Catellani**, University Quality Service (SQuA), Politecnico di Milano, Italy.

**3. TOWARDS A FRAMEWORK FOR THE IMPLEMENTATION OF TQM IN INSTITUTIONS OF HIGHER EDUCATION A CASE STUDY IN A UNIVERSITY IN EGYPT, Nada M. Ragab, Riham A. Hassan, and Sherif El-Araby**, Egypt.

**4. QUALITY MANAGEMENT IN THE UNIVERSITIES - AN EXAMPLE FROM MACEDONIA, Dr. R. Minovski, Dr. D. Jovanoski, Dr. B. Jovanoski**, University of Ss. Cyril and Methodius, Faculty of Mechanical Engineering, Skopje, R. Macedonia.

**5. INTERACTION OF LABOUR MARKETS AND EDUCATION IN THE SYSTEM OF MANAGEMENT OF ITS QUALITY, Professor SCD. (Econ), Helena Vladimirovna Martyakova**, Institute of Industrial Economics of the National Academy of Sciences of Ukraine, Donetsk National Technical University, Donetsk, Ukraine.

**13:30 – 15:00** Break

**15:00 – 16:30 Parallel Sessions (15,16,17) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

**IWC TQM 2009 / Session 15 - Hall CeNT (first floor) / - Workshops 3 / Round Table Discussion 3:**

- **Manufacture – Results and Future Trends (Dr. Augusta Maria Paci, Italy; Dr. Liviu Jalba, Romania).**
- **Rapid Technology Development – State of the art (Dipl.-Ing. Reiner Gotzen, Germany).**

**IWC TQM 2009 / Session 16 – Hall 514 (5<sup>th</sup> floor) / TQM Application**

#### **Chairmen:**

**Prof. Dr. Peter Kuhlant**, Institute for Management Science, Vienna University of Technology, Vienna, Austria.

**Prof. Dr. Dragana Grubišić**, Ekonomski fakultet Split, Croatia.

**Prof. Dr. Lidia Galabova**, Technical University of Sofia, Faculty of Management, Bulgaria.

**Prof. Ing. Edita Hekelová, PhD.**, Slovak University of Technology, Bratislava, Slovakia.

**Ing. Monika Fedorčáková**, Department of Management and Economics, Faculty of Engineering, Technical University of Košice, Košice, Slovakia.

**1. IMPORTANCE OF TQM-METHODS IN THE AREA OF INDUSTRIAL SERVICES – AN EMPIRICAL SURVEY IN THE AUSTRIAN MACHINERY AND PLANT ENGINEERING INDUSTRY, Introduction paper**, Armin Rosteck, **Peter Kuhlant**, Wilfried Sihn, Institute for Management Science, Vienna University of Technology, Vienna, Austria.

**2. COMPANY COMPETENCE FOR TQM IMPLEMENTATION – THE EXAMPLE OF COMPANIES IN CROATIAN ELECTRICAL ENERGY SECTOR**, Marija Šiško Kuliš, Ph. D.<sup>1</sup>, **Dragana Grubišić, Ph. D.**<sup>2</sup>, Ante Rozga, Ph. D.<sup>2</sup>, <sup>1</sup> HEP-Proizvodnja d.o.o., <sup>2</sup>Ekonomski fakultet Split, Croatia.

**3. QUALITY MANAGEMENT SUCCESS APPROACHES**, Prof. DSc. Geoprgy Tasev<sup>1</sup>, **Dr. Lidia Galabova**<sup>2</sup>, <sup>1</sup>Chairmen of Union of Quality Experts in Bulgaria, Bulgaria, <sup>2</sup>Technical University of Sofia, Faculty of Management, Bulgaria.

**4. IMPORTANCE OF HUMAN FACTOR IN TQM**, **Prof. Ing. Edita Hekelová, PhD.**, Slovak University of Technology, Bratislava, Slovakia.

**5. METHODS USED TO IMPLEMENT OF CUSTOMERS NEEDS INTO BUDINSESS ACTIVITIES**, **Ing. Monika Fedorčáková**, Ing. Peter Poór, Department of Management and Economics, Faculty of Engineering, Technical University of Košice, Košice, Slovakia.

**IWC TQM 2009 / Session 17 – Hall 518 (5<sup>th</sup> floor) / Knowledge Engineering and TQM**

#### **Chairmen:**

**Dr. Sebastian Marius ROSU**, Special Telecommunications Service, Information Technology Department, Bucharest, University "Politehnica" of Bucharest, Romania.

**Steve Unwin**, Access to Excellence Co Ltd / Photonbooks.com, UK.

**Mario Vizcaino-Hoppe**, Oberkochen, Germany.

**Luminita ROSU**, University "Politehnica" of Bucharest, PREMINV Research Center, Information Technology Department, Bucharest, Romania.

**Prof.dr.sc. Marko Bešker**, EOQ manager and auditor, Zagreb, Croatia.

**1. KNOWLEDGE TRANSFER & CAPITALIZATION TO SUPPORT KAPPS DEVELOPMENT FOR AN EFFECTIVE KNOWLEDGE MANAGEMENT IN SMEs, Introduction paper**, Sebastian Marius ROSU<sup>(1&2)</sup>, George DRAGOI<sup>(2)</sup>, Marius GURAN<sup>(2)</sup>, Luminita ROSU<sup>(2)</sup>, <sup>(1)</sup>Special Telecommunications Service, Information Technology Department, Bucharest, <sup>(2)</sup>University "Politehnica" of Bucharest, PREMINV Research Center, Romania.

**2. EXCELLENCE IN UK – APPLICATIONS TRENDS**, Steve Unwin, Access to Excellence Co Ltd / Photonbooks.com, UK.



**3. METROLOGY AND VISUALISATION FOR MICROMANUFACTURING**, Mario Vizcaino-Hoppe, Roland Roth, Oberkochen, Germany.

**4. A BUSINESS PROCESS MANAGEMENT APPROACH IN VIRTUAL ENTERPRISE**, George DRAGOI<sup>(1)</sup>, Sebastian Marius ROSU<sup>(1&2)</sup>, Costel Emil COTET<sup>(1)</sup>, Constantin Radu PARPALA<sup>(1)</sup>, Luminita ROSU<sup>(1)</sup>, <sup>(1)</sup>University "Politehnica" of Bucharest, PREMINV Research Center, <sup>(2)</sup>Special Telecommunications Service, Information Technology Department, Bucharest, Romania.

**5. RISKS IN DIAGNOSTICS AND TREATMENT OF INTERNAL MEDICINE DISEASES**, Dr.sc. Josip Čiček, M.D, EOQ manager and auditor, Prof.dr.sc. Marko Bešker, EOQ manager and auditor, Zagreb, Croatia.

**16:30 – 17:00** Coffee break - **Club CeNT** (first level).

**17:00 – 18:30 Parallel Sessions (18,19,20) - Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall CeNT (first floor), Hall 514 (5<sup>th</sup> floor), Hall 518 (5<sup>th</sup> floor).

IWC TQM 2009 / Session **18** - Hall CeNT (first floor) / - Workshops 4 / Round Table Discussion 4: Trends in CMM Developments – CZ Experiences (**Michel Bujara, Mario Vizcaino-Hoppe, Roland Roth, Carl Zeiss, Oberkochen, Germany**).

IWC TQM 2009 / Session **19** – Hall 514 (5<sup>th</sup> floor) / **Robust Engineering**

#### **Chairmen:**

**Dr Danijela Tadić**, The Faculty of Mechanical Engineering, University of Kragujevac.

**Svetlana Stevovic, PhD.C.E.**, Faculty of construction management, University Union, Belgrade, Serbia.

**Dr. Predrag Popović**, Institute of Nuclear Sciences VINČA, Belgrade, Serbia.

**Dr. Pat Townsend**, MIT, USA.

**Zhuchenko Oleksiy**, National Technical University of Ukraine «Kyiv Polytechnic Institute», Kyiv, Ukraine.

**1. IMPROVEMENT OF QUALITY TOOLS AND METHODS BY APPLYING FUZZY SETS THEORY**, Invitation paper, Dr Danijela Tadić<sup>1</sup>, Dr Svetlana Stevović<sup>2</sup>, Dr Dragan Milanović<sup>3</sup>, <sup>1</sup>The Faculty of Mechanical Engineering, University of Kragujevac, <sup>2</sup>The Faculty of Construction Management, University Union, Belgrade, <sup>3</sup>The Faculty of Mechanical Engineering, University of Belgrade, Serbia.

**2. METHODOLOGICAL APPROACH TO TECHNICAL AND ENVIRONMENTAL QUALITY MANAGEMENT**, Invitation paper, Svetlana Stevovic, PhD.C.E.<sup>1</sup>, Predrag Popovic, PhD.M.E.<sup>2</sup>, <sup>1</sup>Faculty of construction management, University

*Fifth International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 31st May – 4th June, 2009, Belgrade, Serbia.*

Union, Belgrade, Serbia, <sup>2</sup>Institute of Nuclear Sciences "VINCA" Belgrade, Serbia.

**3. RISK ASSESSMENT IN THE SAFETY IMPROVEMENT PROCESS IN AREAS WITH POTENTIALLY EXPLOSIVE ATMOSPHERES**, Invitation paper, Predrag Popović, Ljubiša Kovačević, Miroslav Tufegdžić, Institute of Nuclear Sciences VINČA, Belgrade, Serbia.

**4. The Convergence / Divergence of Quality**, Dr. Pat Townsend, MIT, USA.

**5. SYNTHESIS AND INVESTIGATION OF THE ROBUST CONTROL SYSTEM WITH  $H_{\infty}$  CONTROLLER IN ORDER TO SUPPORT THE PRESCRIBED TEMPERATURE CONDITIONS OF A GLASS-FURNACE**, Tsapar Vitaly, Zhuchenko Oleksiy, National Technical University of Ukraine «Kyiv Polytechnic Institute», Kyiv, Ukraine.

**20:00** IWC TQM 2009 / Conference Dinner (informal).

**3<sup>rd</sup> June , 2009 / Wednesday**

**Industrial visit (Factory visit and excursion tour) – Carlsberg Srbija doo, Čelarevo** (Free of charge for participants of TQM Conference). For details please contact: [majnem@eunet.rs](mailto:majnem@eunet.rs) and [milena.matijevic@carlsberg.rs](mailto:milena.matijevic@carlsberg.rs), as soon as possible, because number of participants are limited.

- Session **20** - Workshops 5 / Round Table Discussion 5: **EFQM BE Model – Challenges and Opportunities (Andreas I. Ioannides)**. This workshop will be held in Carlsberg Srbija doo, Čelarevo.

**4<sup>th</sup> June , 2009 / Thursday**

- **09:12.30** ICQ 2009 – Different sessions.

**12:30 – 14:00** - Hall CeNT (first floor)

- Session **21** - Workshops 6 / Round Table Discussion 6: **Excellence – Where we going ? (Prof. Dr. Ton van der Wiele, Steve Unwin)**  
- Closing Plenary Session and accept of IWC TQM / Convention Declaration

**14:00** – Farewell Cocktails in **Club CeNT** (first level).

**Welcome in Belgrade on 5th IWC TQM 2009 !**