

# International Quality Congress

## Effective Education & Quality Management Program, June 29-30, 2021 - Belgrade

First day, June 29, 2021

Time	Author	Title of the paper
9 <sup>00</sup> AM (CEST) / 7 <sup>00</sup> AM (UTC)	<b>CONGRESS OPENING</b>	
	<b>Dr. Jovo Lojanica, President SRMEK</b>	<b>Welcome words</b>
	Artistic program	
	<b>Torolf Paulshus, President EOQ</b>	<b>Welcome words</b>
	<b>Dr. Paulo Sampaio</b>	<b>Quality Teaching in European Higher Education Institutions - Portugal</b>
	<b>Dr. Noriaki Kano</b>	<b>"Enhancing Teaching Quality begins with Feedback of Test Results to the Class; A Case Study: Teaching the Life Cycle of Attractive Quality in Kano Model" - Japan</b>
10 <sup>30</sup>	<b>Dr. Joseph A. DeFeo</b>	<b>Joseph M. Juran's Universal Principles and Today's Global Use - USA</b>
10 <sup>30</sup> -10 <sup>45</sup>	PAUSE	
10 <sup>45</sup>	<b>Dr. Patricia A. Adam</b>	<b>Practically best friends?! Agility and ISO 9001 - Germany</b>
	<b>WITH NEW QUALITY CONCEPTS TO FUTURE</b>	
	Beata Starzyńska, Agnieszka Kujawińska, Filip Górski, Paweł Buń	Virtual quality toolbox as an innovative solution supporting lifelong learning - Poland
	Melanie Wiener; Anni Koubek	Trend radar "Quality 2030" - Austria
	Narayanan Ramanathan	On Being a Quality Professional – India
	Azat Abdrakhmanov	Quality Kazakhstan Concept based on the Strategy "Kazakhstan-2050" - Kazakhstan
	Noordhoek Peter	Determining the added value of peer-based audits in associations through a semi-inductive approach – Netherlands
12 <sup>15</sup>	PAUSE for lunch	
12 <sup>15</sup> -13 <sup>00</sup>	PAUSE for lunch	
13 <sup>00</sup>	<b>FUTURE OF QUALITY EDUCATION &amp; TRAINING</b>	
	Vandenbrande Willy	Integration: The Key To Effective And Efficient Quality Education – Belgium
	Renata Nováková	Quality or quantity ? Harmonization of standards for evaluation of the quality of university education in the territory of the SR – Slovakia
	Grace Brannan; Thomas Alderson; James McQuiston; Corie Seelbach; Douglas Paulk; Katherine Foley; Joseph Cuppari	Educating Resident Physicians in Quality Improvement in the United States: A Community Training Hospital's Experience – USA
	Marilyn Dyason	Integrated learning strategies: new approaches to educating leaders in strategic quality management – UK, Ireland
	Jovan Filipovic	Terminology Standardization as the Foundation of Quality Infrastructure - Serbia
	John Dew	Approaches to Teaching Quality –USA
	Satish Kaul	How to increase the effectiveness&efficiency in underdeveloped countries - India
14 <sup>30</sup>		

14 <sup>30</sup> -14 <sup>45</sup>	PAUSE	
14 <sup>45</sup>	<b>CHALLENGES, NEW IDEAS AND CONCEPTS</b>	
	Bluvband Zigmund	Restaurant Bill Effect, or how to Lean on "Lean"?-Israel
	Pascale Morel	Quality control: let it go! - Belgium
	Vadim Lapidus	The role of quality, lean and productivity in models of business growth - Russia
	Ivan Korunoski; Mattias Skafar	Management System in Scientific Context Quality Management future concept of collaboration with External Providers in Big Science– Sweden
	Ilse Gilio	Beyond the borders of effective Quality Management – Belgium
	<b>QUALITY MODELS AND STANDARDS</b>	
	Piotr Rogala, Piotr Kafel	Management audits AND official controls - comparative analysis – Poland
	Shogo Kato; Satoko Tsuru; Makoto Ide; Akira Shindo; Naohisa Yahagi; Shu Yamada	Continuous Standardization of Rehabilitation after Cerebrovascular Diseases – Japan
	Osman Vural; Ioannis Anastasopoulos; David S. Nelson	Validating Examinations for Qualification and Competence Based Personnel Certification Schemes – USA
17 <sup>00</sup>	Lubov Kastorskaya; Elena Voinova	Methodology of company labour productivity prediction on the basis of growth potential assessment – Russia

## Second day, June 30, 2021

Time	Author	Title of the paper
9 <sup>00</sup>	<b>CONTINUATION OF THE CONGRESS</b>	
	<b>Ulf Gustavsson, SG EOQ Cornelia Butnaru, EOQ Operation and Quality manager</b>	<b>EOQ training programs – A unique way to develop future managers - Belgium</b>
	<b>Claes Berlin</b>	<b>Transformation into Processes and Transition into Digitalization in Business Operation - Sweden</b>
	<b>Christianna Hayes</b>	<b>How the Adult Brain Learns: Maximizing the Effectiveness of Learning - USA</b>
10 <sup>40</sup>	<b>Dr. Lars Sörqvist</b>	<b>Linking Quality to Sustainability - Sweden</b>
	<b>Dr. Kazuyuki Suzuki</b>	<b>Promoting Problem Solving Education for Children - from an Experience in Japan - Japan</b>
10 <sup>40</sup> -10 <sup>55</sup>	PAUSE	
10 <sup>55</sup>	<b>QUALITY TECHNIQUES, TOOLS AND APPLICATIONS</b>	
	Matthew Barsalou	From Subjective to Objective: Turning an Ishikawa Diagram into an Action Plan - Bahrain
	Dean Rakic	Step forward in data handling, analysis, and reporting with Blockchain based interoperability - Serbia
	Larissa Camargo; Rafaela Guasti; Brenda Araujo	Fuel consumption of VLI's locomotives in another railway - Brazil
	Anil Sachdev	Integrating TQM, TPM and TPS for effective business results - India
	Mahmoud Hammoud	Model-Driven Multivariate Control Charts: How to Predict Quality when the Quality Data is not there (yet) – JMP Europe
12 <sup>30</sup>	Andrej Trebar; Zoran Lekic	New role for quality managers – Slovenia

12 <sup>30</sup> -13 <sup>15</sup>	PAUSE for lunch	
13 <sup>15</sup>	Anja Novak; Maja Kaker	Quality management system in nursing care at the general hospital Jesenice - Slovenia
	Fumiko Ogawa; Hironobu Kawamura; Ken Nishina	Applying Process Capability Indices to Geometrical Product Specification - Comparative Case Study of the Method based on ISO 22514 and Other Methods - Japan
	Denis Shpotya; Alexey Romanov	Combining model-based systems engineering tools into a methodological approach for the development of space instruments: theory and application experience in industry and education - Russia
	Georgios Anastasopoulos; Prasanth Ramakrishnan; Ioannis Anastasopoulos	Quality Characteristics of Testing Laboratories Management Systems – Challenges and Opportunities for Improvement – USA
	<b>EOQ/ EFQM / QIA / CAQ presentations</b>	
	European Organization for Quality - Ulf Gustavsson, Secretary General EOQ	
	European Foundation for Quality Management - Gianluca Mulè, Chief Operating Officer	
14 <sup>45</sup>	Quality Innovation Award - Juha Ylä-Autio, CEO	
	China Association for Quality	
14 <sup>45</sup> -15 <sup>00</sup>	PAUSE	
15 <sup>00</sup>	<b>QUALITY STORIES IN INDUSTRIAL ORGANIZATION</b>	
	Alexander Grachev; Galina Tiuleneva; Dmitry Tsvirkunov	National project of productivity improvement on principles of quality and lean production – Russia
	Hoeborn Gabriele; Bredtmann Jennifer	Quality Story in an Industrial Organization – Sustainable Change Management – Germany
	<b>QUALITY STORIES IN SERVICE ORGANIZATION</b>	
	Dr. Annabella Palladas; Dr. Angela Bourbouli	“Sneaking” Quality Principles, Approaches and Tools in a “Training the Trainers” Program for public administration employees, in Greece, and reaping the results – Greece
	Marwan AlZaabi; Shamma Lootah; Dhabya Alfalsi	The role of catalyst in the UAE government excellence model – UAE
	Mariona Benedé Suárez, Natalia Amat-Lefort, Marta Mas-Machuca, Frederic Marimon	Preferences and motivations of Airbnb vs. Hotel users: a quality factor approach – Spain
	Tzvetelin Gueorguiev; Boris Sakakushev	The Case of Implementing ISO 21001 at the University of Ruse – Bulgaria
	<b>QUALITY STORIES IN HEALTH AND CARE</b>	
	Sunil Thawani	Gift of Quality to United Nations Sustainable Development Goals - UAE
Yang Yingrui Yang; Xia Mengting Xia	Construction of Intelligent Health Management Model for patients with Diabetic Retinopathy in the region – China	
17 <sup>15</sup>	Ryoko Shimono; Rie Akinaga; Kazunori Hase	Development of Competence Management System for Quality Assurance in Clinical Laboratory Test - Japan
17 <sup>15</sup> -17 <sup>30</sup>	Artistic program	
17 <sup>30</sup> -17 <sup>40</sup>	<b>CONGRESS CLOSING</b>	