

**SUBMISSION OF PAPERS/PRESENTATIONS/
POSTERS AND INSTRUCTIONS FOR
AUTHORS AND PRESENTERS:**

Deadlines:

- Submission of summaries for papers/presentations/posters in English language by *February 6, 2011*.
- Notification of acceptance by *February 21, 2011*
- Submission of papers and presentations by *April 1, 2011*

Authors of posters should bring their posters with them to the venue (Conference Registration Desk).

Summaries, papers and presentations should be sent by e-mail to: radovi@hdkvaliteta.hr

Contact person:

Katarina Gaži Pavelić

E-mail: katarina@hdkvaliteta.hr

Mob: ++385 (0)99 6651 296

Detailed instructions for writing abstracts, presentations and posters can be found at the Conference website: www.hdkvaliteta.hr

Official languages: Croatian and English.

REGISTRATION FEE:

- Participant: € 280
- Author/Presenter (first author of an accepted paper/presentation/poster): € 140
- Groups (of 6 or more) are entitled to a discount; contact by e-mail to: reg@hdkvaliteta.hr
- Accompanying person (social events only): € 140
- *On-site registration:*
- Participant: € 320
- Author/Presenter: € 200

Registration fees are VAT-free.

The fee includes attendance at all sessions, a collection of abstracts, a collection of papers (on CD), printed material, refreshments during breaks, Welcome Drink on May 11, lunch on May 12 and 13, Gala Dinner on May 12, and excursion on May 13.

PLACE AND DATE:

*Hotel Punta*****, Vodice, Croatia, 12th to 14th May, 2011.

HOTEL BOOKING

Participants can book accommodation by filling in the *Hotel Punta***** form at www.hdkvaliteta.hr

ORGANISING COMMITTEE:

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Rosana Asić Pukljak, Dragutin Belošević, Dunja Čehajić Labaš, Božidar Ljubić, Nenad Nikolić, Siniša Prugovečki

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Dr. sc. Jadran Šundrica

**HRVATSKO DRUŠTVO ZA KVALITETU (HDK)
(CROATIAN SOCIETY FOR QUALITY)**

Berislavićeva 6

10000 Zagreb, Croatia

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**FIRST ANNOUNCEMENT AND CALL
FOR PAPERS**

**CROATIAN SOCIETY FOR
QUALITY**

invites you to the

**11th CROATIAN CONFERENCE
ON QUALITY**

and

**2nd SCIENTIFIC ASSEMBLY OF THE
CROATIAN SOCIETY FOR QUALITY**

**- an international professional and
scientific assembly -**

under the slogan:

**"Innovative application of
quality"**

**VODICE, CROATIA
12th - 14th May, 2011**





Dear colleagues, associates and friends,

The Croatian Society for Quality (HDK)

invites you to the

**11th CROATIAN CONFERENCE ON QUALITY
and
2nd SCIENTIFIC ASSEMBLY OF THE CROATIAN
SOCIETY FOR QUALITY**

- international professional and scientific assembly -

under the slogan:

“Innovative application of quality”

After the successfully organised 10th anniversary of the CROATIAN CONFERENCE ON QUALITY and the 1st Scientific Assembly of the Croatian Society for Quality held in May 2010, we are pleased to invite you to join us and to participate in the 11th CROATIAN CONFERENCE ON QUALITY and 2nd Scientific Assembly of the Croatian Society for Quality.

The approaching entry of the Republic of Croatia into the European Union, the constant changes within the environment, globalisation, open and competitive markets and the increasingly vocal demands of stakeholders, ask for innovative, efficient and speedy adjustments in the businesses of all participants in the market. The changes have touched the economy and all participants in the exchange of goods, as well as other areas of social life – public administration, education, health and areas of general welfare. Innovation and enriched innovative solutions, confirmed by users of services and products, are the prerequisite for change and survival.

HDK Managing Board

THEMATIC AREAS:

1. The Future of Quality

Quality systems and quality professionals (managers and auditors of quality) as catalysts of positive change and a link for business planning and profit; the implementation of quality in practice in achieving profitable growth, excellence and customer loyalty

2. Management-system standards

Practice in improving and implementing quality management systems in the organisation or institution: representation of quality tools in practice; the application (use) of ISO 9000 requirements; integrated systems; self-assessment; TQM

3. Quality and sustainable development

Practice and application of environmental management systems; green processes in the organisation (production, marketing, purchasing and logistics); social responsibility as part of quality management; application of ISO 26000 requirements in practice

4. Implementation of quality systems and safety in the production and distribution of food products and beverages

Practice and experience in implementing ISO 22000 and HACCP in industry and hospitality; a partnership of government, manufacturers and customers in relation to food safety; more efficient, but not more extensive inspection; customer training

5. Quality in healthcare

The practice and implementation of quality management in health institutions; integration of quality and GMP in the pharmaceutical industry

6. Quality in the economy

Quality management systems as tools for efficient organisation of business processes, measurement and analysis of results, and change management

7. Risk management and Quality

The practice of applying risk assessment methods; reducing risk by using quality tools; the role of quality in supply-chain safety (ISO 28000 series standards; information security in practice and implementation of ISO 27000 series standards

8. Quality infrastructure in the global market

Certification practice, accreditation, standardisation and metrology; the practice of demonstrating compliance, market surveillance and implementation of legal requirements; the work of calibration, testing and analytical laboratories (ISO 10012:2003, ISO/IEC 17025); the role of national and international professional organisations and associations in relation to quality; importance of national quality awards

9. The role of quality in public administration

Practice and implementation of quality systems in public administration; improving public services and customer satisfaction

10. Role of Quality in education

The practice and implementation of quality systems in educational institutions; application of the Law on Quality Assurance in Research and Higher Education; application of Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG); use of standards and guidelines

11. Knowledge management and human resource management in the economy

Application of knowledge management to increase effects; motivating employees for continuous improvement; stress-free introduction of changes; efficient use of time; managing interest groups; managing intellectual property.

AIM AND PURPOSE OF THE ASSEMBLY

For the successful acceptance of the challenges that are posed to organisations and institutions by constant social, economic and environmental changes, it seems that the simplest approaches – basic quality management and continuous improvement – are no longer sufficient. Success requires new ideas, different ways of thinking and the discovery of new, innovative ways to use proven quality tools.

The aim of the assembly is to consider, in a new way, the problems and challenges that we – professionals, experts and researchers from the relevant fields – face every day, and to try to find the best solutions for sustainability and the stability of our organizations and institutions.



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