



CROATIAN QUALITY MANAGERS SOCIETY

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19th INTERNATIONAL SYMPOSIUM ON QUALITY „QUALITY AS A CONCEPT OF DEVELOPMENT“

Notification

March, 21st – 23rd 2018

Croatia, National Park Plitvička jezera (*Plitvice Lakes*), Hotel Jezero (*Lake*)



Plitvice Lakes

THEMATIC AREAS

Papers should address the following thematic areas:

- Quality as a concept of development
- Quality as a strategy
- Quality and social responsibility
- ISO 9001:2015 and ISO 14001:2015 revisions
- Process and project management in theory and practice
- Quality and competitiveness
- Process environmental management
- Process risk management
- Managing for the sustained success
- Quality in public sector and accredited organisations
- Quality in production and construction
- Quality in media
- Quality in health and 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 management systems field, dear friends, it is my pleasure to invite you to actively participate in the 19th International Symposium on Quality, under the working title *QUALITY AS A CONCEPT OF DEVELOPMENT*.

In constant search of new strategies, which will ensure sustainable development in the long term, managers at all levels, regardless if in organizations or in local and regional self-government units, and even at the government level, model concepts of development, respecting their specificities. Notwithstanding the fact that preparations for the 19th international symposium on quality begin in the period of economic growth, both in Croatia and the EU states, the need for design and implementation of a new concept of development does not cease. On the contrary, the period of economic growth and prosperity is the right time for thinking about the future.

Croatian economy has been recording a GDP growth for a while. The greatest generator of GDP growth in the second quarter of 2017 is personal consumption, while other components of GDP (industrial production, export, investments) show a more modest growth rate. The unemployment rate has also been decreasing, and the number of the employed has been increasing due to opening of new work places. The 2017 results of tourism are the best ever, both in number of visits and overnight stays and tourism revenues. Some of the so called structural reforms have been started, such as tax reform and education system reform. Development of infrastructure is in full swing (airports, road infrastructure, sea ports, etc.). Leaving of young and educated people to economically more developed countries and concerns about absolute decline of the population are Croatia's problems, equally as in numerous other EU countries. Solving these problems requires political consensus and a new concept of development.

The EU also records a GDP growth. Price of oil in the world market is stable at a relatively low level. The EU enlargement process is in a kind of crisis. Brexit and a two-speed EU are topics engaging significant resources. The problem of large number of immigrants seeking asylum in developed countries of the EU is still present. The issue of terrorism is present in Europe, but also at the global level.

A process of new geopolitical division of the world is underway at the global level. The war in Syria and Iraq has not completely ended. North Korea develops nuclear and hydrogen weapons causing a serious global crisis. Extreme weather conditions occur in many parts of the world. Probably caused by climate changes, they result in significant damage to economies of the regions and countries where they occur and cause human casualties.

Such context requires careful thinking and risk management. All countries and supranational economic and political integrations look for new solutions and possibilities of growth and development. In our opinion, one of possible concepts of development is "quality", meaning that "quality" in itself represents a concept of development for any organization, local and regional self-government, and even the government. The working title of this symposium is derived from this idea: *QUALITY AS A CONCEPT OF DEVELOPMENT*.

As always, the CQMS continues to make every effort to gather a critical mass of knowledge and competence in the domain of management systems, so that we can give, through theory and practical experience, our contribution to development of awareness of the need to model a concept of development compatible with all economic systems, in which "quality" would be the trigger of development and the guarantee of its sustainability. The so envisaged development enhances competitive ability of economy as a prerequisite for ensuring a better citizens' quality of life, the essence of politics of all democratic systems.

The CQMS invites you, as scientists and professionals, to together contribute to the idea of quality as a concept of development. With that purpose we have started organizing the 19th international symposium on quality, and invite all of you to exchange experience and ideas with the aim to find acceptable solutions for a better future.

Through presentation of scientific and expert papers from the scope of management systems by scientists and professionals from the country and from abroad, we want to point out that a more significant promotion of quality as a development concept in all organizations and sectors may considerably contribute to development of competitiveness of economy at the global level, thereby also to the people's quality of life. Quality as a concept of development is compatible with all economic systems of democratic societies. Therefore, in our opinion, it deserves a scientific and professional discussion at this symposium.

After several years, we are again in the Plitvice Lakes National Park, located in two counties, 91% in Lika-Senj County and 9% in Karlovac County, a natural pearl of the Republic of Croatia, in 1979 registered in UNESCO's World Heritage List. We look forward to seeing you, symposium participants from some fifteen countries of the world, who will, with your partaking, make a contribution to considerations of quality as a concept of development and present positive examples from your own surroundings.

Assistant Prof. Miroslav Drljača, Ph.D.
President of the CQMS

INSTRUCTIONS FOR PREPARATION OF PAPERS:

Papers shall 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 **1st DECEMBER 2017**, to the e-mail address: info@hdmk.hr

Finished manuscripts should be received not later than **5th JANUARY 2018**, 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 ISBN 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.

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 (lake tour) and a joint dinner.

For registration fee paid until **January, 15th 2018** the organizer approves the **10%** 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 HR062360001101505393.**

NATIONAL PARK PLITVICE LAKES:

The Symposium is held in the National Park Plitvička jezera (Plitvice Lakes), in the Lika-Senj County. More information about National Park you can find here: <http://www.np-plitvicka-jezera.hr/>

HOTEL:

The Symposium is held in the JEZERO 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: <http://www.np-plitvicka-jezera.hr/hr/planirajte-svoj-posjet/smjestaj/hotel-jezero,29.html>

HOW TO GET TO NATIONAL PARK PLITVICE LAKES:

By airplane: Zračna luka Zagreb (Zagreb Airport) <http://www.zagreb-airport.hr/putnici/informacije-o-letovima/dolasci/27> 160 km distance from the Airport by highway to Karlovac (E65), after that by Lička motorway, state road D1, Duga Resa – Slunj – Plitvička jezera. Organizer recommended that direction about 140 km/2 hours drive (Zagreb – Karlovac by highway (exit the highway), after exit the highway direction: Karlovac – Duga Resa – Slunj – Plitvička jezera by Lička motorway.

By car: Highway A1 from Zagreb (Lučko). Exits: Ogulin (87 km) or Otočac (138 km). Pay toll Zagreb (Lučko) to Karlovac 39 km is 31,00 HRK or about 4,50 EUR; Zagreb (Lučko) – Ogulin 87 km is 70,00 HRK or about 9,50 EUR; Zagreb (Lučko) to Otočca 138 km is 110,00 HRK or about 15,00 EUR, one direction.

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

ALL INFORMATION CONTACT:

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**19th INTERNATIONAL SYMPOSIUM ON QUALITY
„QUALITY AS A CONCEPT OF DEVELOPMENT“**

Plitvička jezera, Croatia, March 21st – 23rd, 2018
Hotel Jezero

PROGRAM

Wednesday: 21.3.2018.		
15:00 – 21:00	Registration of participants	Hotel Jezero, Reception desk
17:00 – 18:30	Panel discussion: “Quality as a Concept of Development”.	Hotel Jezero Hall Flora
18:45 – 19:15	Meeting of the MSEECQI Steering Committee – Middle and South East European Countries Quality Initiative	Hotel Jezero Hall Flora
19:15 – 20:00	Book promotion:	Hotel Jezero Hall Flora
20:00 – 23:00	Welcome drink Promotion and award of new generation of EOQ managers and auditors	Hotel Jezero Winter Garden, downstairs
Thursday: 22.3.2018.		
08:00 – 09:30	Breakfast Registration of participants	Hotel Jezero, Restaurant Hotel Jezero, Reception
09:30 – 10:30	Symposium opening ceremony	Hotel Jezero, Congress Hall
10:30 – 11:00	Coffee break	Hotel Jezero, Winter Garden
11:00 – 12:00	Presentation of papers (Plenary session)	Hotel Jezero, Congress Hall
12:00 – 12:15	Coffee break	Hotel Jezero, Winter Garden
12:15 – 13:15	Presentation of papers (Session 1)	Hotel Jezero, Congress Hall
	Presentation of papers (Session 2)	Hotel Jezero, Hall Flora
13:15 – 14:00	Free time for preparing for a trip	
14:00 – 18:00	Excursion lake tour (professional guidance in English and Croatian)	Departure Hotel Jezero, Reception
19:00 – 24:00	Joint dinner in “Lička kuća” restaurant with Music	Lička kuća
Friday: 23.3.2018.		
08:00 – 09:15	Breakfast Registration of participants	Hotel Jezero, Restaurant Hotel Jezero, Reception
09:15 – 10:45	Presentation of papers (Session 1)	Hotel Jezero, Congress Hall
	Presentation of papers (Session 2)	Hotel Jezero, hall Flora
10:45 – 11:15	Coffee break	Hotel Jezero, Winter Garden
11:15 – 13:00	Presentation of papers (Section 1)	Hotel Jezero, Congress Hall
	Presentation of papers (Section 2)	Hotel Jezero, hall Flora
13:00 – 13:15	Closing of the Symposium	Hotel Jezero, Congress Hall

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