

## PARALLEL SESSION 6 – QUALITY HOPES

P6A – MSC and Ph.D. Presentations

P6B – Presentation of Mega Projects Based on Quality

P6C – Quality 5.0 for Platinum Society

P6D – Quality and New Leadership Concepts for Quality 4.0 Era

P6E – Quality for Smart Cities

## PARALLEL SESSION 7 – INNOVATION, QUALITY & AI

P7A - Innovations in Digitalization & AI

P7B – Lean innovations

P7C – Social innovations

P7D – Innovations and Sustainability

P7E – Innovations and Smart education

## Registration

### Important dates:

- Early registration and payment - stage 1 (25% discount): until December 15, 2019
- Early registration and payment - stage 2 (18% discount): until April 15, 2020
- Regular registration and payment: from April 16, 2020
- Cancellation with refund: May 15, 2020

TYPE / DEADLINE	until Dec 15, 2019	until Apr 15, 2020	from Apr 16, 2020
Participants	€590.00	€650.00	€790.00
Authors	€295.00	€295.00	€395.00
Groups (3 or more)	€445.00	€485.00	€590.00
Students*	€195.00	€215.00	€260.00
Gala dinner	€70.00	€70.00	€70.00

Domestic participants and from countries with GDP <US\$10,000 according to the [IMF](#)

TYPE / DEADLINE	until Dec 15, 2019	until Apr 15, 2020	from Apr 16, 2020
Participants	€350.00	€390.00	€470.00
Authors	€250.00	€250.00	€330.00
Groups (3 or more)	€260.00	€290.00	€350.00
Students*	€110.00	€125.00	€150.00
Gala dinner	€70.00	€70.00	€70.00

\* Students of Bachelor, Master and post-graduate studies, not older than 30.

## Invitation to submit papers

The Organizing Committee invites all interested authors to submit paper abstracts for the upcoming 64th EOQ Scientific Congress on Quality Standards. Authors submitting papers are entitled to a 50% discount on the regular registration fee.

<b>Abstract submission:</b>	<b>December 15, 2019</b>
Abstract acceptance notification:	<b>January 31, 2020</b>
Paper submission:	<b>April 15, 2020.</b>
Paper acceptance notification:	<b>May 10, 2020.</b>

**One author can submit one abstract / paper.**  
**Official language of the Congress is English.**

## Location and Accommodation

Hotel Hyatt Regency 5\*  
Milentija Popovica 5, 11000 Belgrade, Serbia  
Accommodation contact: +381 11 3011-182  
Email: [reserve.hrbelgrade@hyatt.com](mailto:reserve.hrbelgrade@hyatt.com)

## Congress Secretariat

BBN Congress Management d.o.o.  
Deligradska 9, 11000 Belgrade, Serbia  
Tel: +381 11 3629-405, 2682-318, 3629-402, 3629-403  
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[eoqcongress2020.srmek.org](http://eoqcongress2020.srmek.org)

*Quality moves  
the World!*

**64<sup>th</sup> EOQ Scientific Quality  
Congress 2020**

**Effective Education for Quality**

- Key Factor for Success -

**FIRST  
ANNOUNCEMENT**

June 16 - 17, 2020  
Hyatt Regency, Belgrade, Serbia



[eoqcongress2020.srmek.org](http://eoqcongress2020.srmek.org)

# 64<sup>th</sup> EOQ Scientific Quality Congress 2020

## Effective Education for Quality

- Key Factor for Success -

June 16 - 17, 2020, Hyatt Regency, Belgrade, Serbia

### Dear Friends and Colleagues!

#### Welcome to the 64th EOQ Scientific Congress on Quality Standards.

Following the UN Sustainable Development Goals (Agenda 2030) and a mission of the European Organization for Quality (EOQ), we are endeavouring to transfer the theory and practice of modern quality management to Serbia and other countries with less developed economies.

Among other reasons, less developed economies are a consequence of unapplied quality management system in practice.

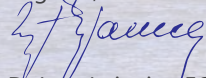
The key factors for understanding and successfully implementing quality management are the effective formal education within elementary schools, high schools and universities and training for specialists in the industry.

After researching the level of inclusion of quality standards in the education systems of different countries, we will determine where and how the best results are achieved.

A scientific aspect has been added to the EOQ Congress 2020, in order for event to achieve added value and attract authorities of the academic community worldwide related to quality management. Beside the usual topics, attention will also be drawn to Business Excellence, as well as Innovation.

There are many reasons to visit Belgrade and Serbia, which are awakening and in the process of catching up with the developed world after many political challenges.

Regards,



Dr Jovo Lojanica, FCQI CQP

President of the Organizing Committee

### Organizing Committee

President:

Dr Jovo Lojanica - President of SRMEK Association, Belgrade, Serbia

Members:

Patrick Mongillon - EOQ Board Ex. Vice President, Paris, France

Pedro Saraiva - APQ Vice President, Portugal

Prof. dr Negoslav Ostojic - European Peace and Development Center of the UN University for Peace, Belgrade, Serbia

Gianluca Mulé - EFQM Chief Operating Officer, Brussels, Belgium

Zoran Lekic - EOQ Honorary Member, Ljubljana, Slovenia

Olivera Ignjatovic - SRMEK Association, Kragujevac, Serbia

### Scientific Committee

President:

Dr Jovo Lojanica - President of SRMEK Association, Belgrade, Serbia

Members:

Dr An Kint - EOQ Vice President, Belgium

Dr Anni Koubek - Quality Austria, Vienna, Austria

Prof. dr Paulo Sampaio - University of Minho, Braga, Portugal

Prof. dr Slavko Arsovski - Faculty of Mechanical Engineering, Kragujevac, Serbia

### Honorary Committee

Prof. dr Noriaki Kano - The Tokyo University of Science, Tokyo, Japan

Torolf Paulshus - President of EOQ, Oslo, Norway

Russell Longmuir - EFQM Chief Executive Officer, Brussels, Belgium

Prof. dr Dragutin Zelenovic - Corresponding Member of The Serbian Academy of Sciences and Arts, Belgrade, Serbia

Dr Duan Yonggang - Secretary General, China Association for Quality (CAQ), Beijing, China

Prof. dr Vladimir Ivanovich Trukhachev - Rector of Stavropol State Agrarian University, Stavropol, Russia

Dr Azat Abdrakhmanov - President at Kazakh Organization for Quality, Almaty, Kazakhstan

Prof. dr Vadim Lapidus - Center Priority LLC, Nizhny Novgorod, Russia

Tani Järvinen - Finnish Quality Association CEO, Espoo, Finland

### Program

#### PLENARY: FROM NEW QUALITY CONCEPTS TO QUALITY SCIENCES

Research: Quality Teaching in European Universities

Research: Quality Teaching in European Elementary and Secondary Schools

#### PARALLEL SESSION 1 – QUALITY CONCEPTS APPROACHES & TOOLS

P1A – Future of Quality Education & Training

P1B – Challenges, New Ideas, and Concepts

P1C – Quality Models and Standards

P1D – Quality Techniques, Tools and Applications

P1E – Quality Research

#### PARALLEL SESSION 2 – CASE STUDIES RELATED TO QUALITY

P2A – Quality Stories in Industrial Organization

P2B – Quality Stories in Service Organization

P2C – Quality-Based Project Management

P2D – Quality Stories in Health and Care

P2E – Quality Stories in Educational and Knowledge Economy

#### PARALLEL SESSION 3 – THE QUALITY WORLD

P3A – EOQ

P3B – IAQ, International Academy for Quality

P3C – ASQ, American Society for Quality

P3D – CAQ, China Association for Quality

P3E – ANQ, Asian Network for Quality

#### PARALLEL SESSION 4 – BUSINESS EXCELLENCE & QUALITY

P4A - The new role of assessors with the EFQM Model 2020

P4B – New challenges and competencies for EFQM assessors

P4C – Assessors as new organizational coaches

P4D - EFQM model 2020: a new management guide and a modern diagnostic tool

P4E - EFQM Model 2020: embrace change, drive performance and evolve for the future

#### PLENARY: QUALITY FUTURE VS FUTURE QUALITY

#### PARALLEL SESSION 5 – QUALITY & CIRCULAR ECONOMY

P5A – Data-Driven Quality and Virtual Reality

P5B – Quality and Sustainability

P5C – Quality and Quality of Life

P5D – Reliable and Circular Economy

P5E – Quality and Business Models