

The 6<sup>th</sup> International Working Conference

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

**6<sup>th</sup> – 10<sup>th</sup> June  
2011  
Belgrade  
SERBIA**

Main patron



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*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**ACKNOWLEDGMENT**

The Belgrade University, Mechanical Engineering Faculty, Laboratory for Production Metrology and TQM, wishes to thank all authors, participants, institutions, associations, organizations and companies for their kind contributions and support in organizing the **6<sup>th</sup> International Working Conference "TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES"**. This traditionally Conference will be held as a part of INTERNATIONAL QUALITY CONVENTION, Belgrade - 2011. This Convention will be held between 6<sup>th</sup> – 11<sup>th</sup> June, 2011 in Belgrade, Serbia.

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*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**The 6th International Working Conference - TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES**

**International Program Committee:**

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

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

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

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**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  
*Australian Organization for Quality Inc. (AQA)*, Blackwood, Australia  
*Asia Pacific Quality Organization (APQO)*, Rizal, Philippines

**Organized by**

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

**Technical organized by**

United Association of Serbia for Quality (**UASQ**), Belgrade, Serbia.

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**CONFERENCE INFORMATION**

**DATE:** 6<sup>th</sup> – 11<sup>th</sup> June, 2011.

**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.rs](http://www.mas.bg.ac.rs) or [www.jusk.org](http://www.jusk.org)

E - mail: [vidosav.majstorovic@sbb.rs](mailto:vidosav.majstorovic@sbb.rs) or [jusk@eunet.rs](mailto:jusk@eunet.rs)

**IMPORTANT DATES**

Early Registration:	Before May 15th, 2011.
Late Registration:	After May 15th, 2011.
Welcome Cocktail:	June 6 <sup>th</sup> , 2011.
Opening Session:	June 7 <sup>th</sup> , 2011.
Opening Cocktail:	June 7 <sup>th</sup> , 2011.
Conference Dinner (informal):	June 7 <sup>th</sup> , 2011.
Excursion tour:	June 9 <sup>th</sup> , 2011.
Workshop 1 / RTD 1:	June 6 <sup>th</sup> , 2011.
Special Conference:	June 8 <sup>th</sup> , 2011.
Closing Plenary Session:	June 10 <sup>th</sup> , 2011.
Farewell Cocktail:	June 10 <sup>th</sup> , 2011.

**CONFERENCE (Registration Office)**

**Prof. Dr. Vidosav D. MAJSTOROVIĆ**

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11020 Beograd, PF 35, SERBIA**

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**Web – [www.mas.bg.ac.rs](http://www.mas.bg.ac.rs) or [www.jusk.org](http://www.jusk.org)**

**The 6<sup>th</sup> IWC TQM CONFERENCE PLAN**

**6<sup>th</sup> June, 2011 / Monday**

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

**18:00** Welcome Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty, Belgrade.**

**19.00** Workshop 1 / Round Table Discussion 1: **ISO 9001:2015 ? – What are happen ! (Dr. Isaac Sheps, Prof. Dr. S. Karapetrovic, Prof. Dr. M. Casadesús, Prof. Dr. S. Toma, Prof. Dr. V. Majstorovic, ... ) – Mechanical Engineering Faculty – Hall CeNT / Sponsored by Galenika Pharmaceutical Company.**

(Note: Please ask, as soon as possible [jusk@eunet.rs](mailto:jusk@eunet.rs) for detailed information. Number of participants are limited).

**7<sup>th</sup> June, 2011 / Tuesday**

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

**10:00 – 11.00** *Opening Ceremony and Plenary Presentation – Hall CeNT* (first floor) - **Mechanical Engineering Faculty, Belgrade.**

**11:00 – 11:30** Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty, Belgrade.**

**11:30 – 13:30** *Opening Plenary Session: Advanced Quality Approaches - 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 2011 / Session **3** - Hall CeNT (first floor) / *Young PhD researchers*

IWC TQM 2011 / Session **4** – Hall 514 (5<sup>th</sup> floor) / *Robust engineering / Part 1*

IWC TQM 2011 / Session **5** – Hall 518 (5<sup>th</sup> floor) / *Quality Management and Integrated Management Systems / Part 1*

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, 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 2011 / Session **6** - Hall CeNT (first floor) / **Organizational Excellence and Breakthrough management**

IWC TQM 2011 / Session **7** – Hall 514 (5<sup>th</sup> floor) / **Robust engineering / Part 2**

IWC TQM 2011 / Session **8** – Hall 518 (5<sup>th</sup> floor) / **Quality Management and Integrated Management Systems / Part 2**

20:30 IWC TQM 2011 / **Conference Dinner** (informal).

**8<sup>th</sup> June, 2011 / Wednesday**

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 2011 / Session **9** - Hall CeNT (first floor) / **4<sup>th</sup> Balkan Conference on Quality / 5<sup>th</sup> Balkan Quality Forum - THE BALKAN AS A REGION OF QUALITY**

ICQ 2011 / Session **10** – Hall 514 (5<sup>th</sup> floor) / **UASQ STC for Quality models in health care / Part 1 – 8<sup>th</sup> Annual Conference**

IWC TQM 2011 / Session **11**– Hall 518 (5<sup>th</sup> floor) / **Advanced Quality Approaches/World Class Performance**

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 2011 / Session **12** - Hall CeNT (first floor) / **Business Process Improvement**

ICQ 2011 / Session **13** – Hall 514 (5<sup>th</sup> floor) / **UASQ STC for Quality models in health care / Part 2 – 8<sup>th</sup> Annual Conference**

IWC TQM 2011 / Session **14**– Hall 518 (5<sup>th</sup> floor) / **Quality of the Public Services**

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**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 2011 / Session **15** - Hall CeNT (first floor) / **Special Conference "Manufuture in Serbia 2011"** / Manufuture Village Workshop - **The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value**

ICQ 2011 / Session **16** – Hall 514 (5<sup>th</sup> floor) / **UASQ STC for Quality models in health care / Part 3 – 8<sup>th</sup> Annual Conference**

IWC TQM 2011 / Session **17** – Hall 518 (5<sup>th</sup> floor) / **Business Excellence Models (Applications and Development Trends)/Part 1**

**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 2011 / Session **18** - Hall CeNT (first floor) / **Special Conference "Manufuture in Serbia 2011"** / Manufuture Village Workshop - **The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value**

ICQ 2011 / Session **19** – Hall 514 (5<sup>th</sup> floor) / **UASQ STC for Quality models in health care / Part 3 – 8<sup>th</sup> Annual Conference**

IWC TQM 2011 / Session **20** – Hall 518 (5<sup>th</sup> floor) / **Business Excellence Models (Applications and Development Trends)/Part 2**

**9<sup>th</sup> June, 2011 / Thursday**

**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 (21,22,23) - 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 2011 / Session **21** - Hall CeNT (first floor) / **Digital Manufacturing/Part 1**

IWC TQM 2011 / Session **22** – Hall 514 (5<sup>th</sup> floor) / **Quality in Higher Education/Part 1**

IWC TQM 2011 / Session **23** – Hall 518 (5<sup>th</sup> floor) / **Intelligent Quality**

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

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**11:00 – 13:00 Parallel Sessions (24,25,26) - 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 2011 / Session **24** - Hall CeNT (first floor) / **Digital Manufacturing/Part 2**

IWC TQM 2011 / Session **25** – Hall 514 (5<sup>th</sup> floor) / **Quality in Higher Education/Part 2**

IWC TQM 2011 / Session **26** – Hall 518 (5<sup>th</sup> floor) / **Six Sigma**

**13:00 – 15:00** Break

**15:00 – 16:30** Session **27** - *Closing Plenary Session: TQM & IMS New Dimensions* - Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.

**16:30** – Farewell Cocktails in **Club CeNT** (first level).

**10<sup>th</sup> June, 2011 / Friday**

**8.00 – 16.00 Excursion tour - Orange Quality Way** (Free of charge **ONLY** for participants of TQM Conference). For details please contact: [jusk@eunet.rs](mailto:jusk@eunet.rs) and [mgedosev@actavis.rs](mailto:mgedosev@actavis.rs), as soon as possible, because number of participants are limited. Host of excursion tour is Company Actavis, Leskovac.

**The 6<sup>th</sup> IWC TQM 2011 - DETAILED PROGRAM**

**6<sup>th</sup> June, 2011 / Monday**

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

**18:00** Welcome Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty**, Belgrade.

**19.00** Workshop 1 / Round Table Discussion 1: **ISO 9001:2015 ? – What are happen ! (Dr. Isaac Sheps, Prof. Dr. S. Karapetrovic, Prof. Dr. M. Casadesús, Prof. Dr. S. Toma, Prof. Dr. V. Majstorovic, ... ) – Mechanical Engineering Faculty – Hall CeNT/ Sponsored by Galenika Pharmaceutical Company.**

(Note: Please ask, as soon as possible [jusk@eunet.rs](mailto:jusk@eunet.rs) for detailed information. Number of participants are limited).

**7<sup>th</sup> June, 2011 / Tuesday**

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

**10:00 – 11.00** *Opening Ceremony and Plenary Presentation – Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.*

- **Opening addresses**
- **Awards**

**Opening Plenary Presentation – Turning EU 2020 Strategy into action for Sustainable Growth, Prof. Dr. F. Jovane**, Politecnico di Milano, Manufature Vice-president, Italy.

**11:00 – 11:30** Cocktail - **Club CeNT** (first level), **Mechanical Engineering Faculty**, Belgrade.

**11:30 – 13:30** *Opening Plenary Session: **Advanced Quality Approaches - Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.***

**Chairmen:**

**Prof. Dr. Albert Weckenmann**, Chair Quality Management and Manufacturing Metrology (QFM), Friedrich-Alexander-University Erlangen-Nuremberg, Germany.

**Prof. Dr. K.- D. Bouzakis**, Laboratory for Machine Tools and Manufacturing Engineering, Mechanical Engineering Department, Aristoteles University of Thessaloniki, Greece.

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**Prof. Dr. Laszlo Monostori**, Hungarian Academy of Sciences, Budapest, Hungary.

**Prof. Dr. J. Jedrzejewski**, Wroclaw University of Technology, Wroclaw, Poland.

**Dr. Sheps Isaac**, Chief Executive Officer, Carlsberg - UK.

**Prof. Dr. Numan Durakbasa**, Vienna University of Technology, Institute of Production Engineering and Laser Technology, Department for Interchangeable Manufacturing and Industrial Metrology, Vienna, Austria.

**Keynote Speakers:**

**1. APPLIANCE OF THE MATURITY METHOD IN THE DEVELOPMENT OF ENDOSCOPIC GEOMETRY INSPECTION FOR SHEET - BULK METAL FORMING TOOLS, Keynote paper, Albert Weckenmann<sup>1</sup>, Bernd-Arno Behrens<sup>2</sup>, Eduard Reithmeier<sup>3</sup>, Gökhan Akkasoglu<sup>1</sup>, Milan Vucetic<sup>2</sup>, Christoph Ohrt<sup>3</sup>, Teguh Cahyono<sup>2</sup>, Sven Hübner<sup>2</sup>, Markus Kästner<sup>3</sup>** <sup>1</sup>Chair Quality Management and Manufacturing Metrology (QFM), Friedrich-Alexander-University Erlangen-Nuremberg, Germany; <sup>2</sup>Institute of Metal Forming and Metal-Forming Machines (IFUM), Leibniz Universität Hannover, Germany; <sup>3</sup>Institute of Measurement and Automatic Control (IMR), Leibniz Universität Hannover, Germany.

**2. TOTAL QUALITY CONTROL FOR CUTTING TOOLS' PVD COATINGS, BASED ON INNOVATIVE PROCEDURES, Keynote paper, K.- D. Bouzakis<sup>1,2</sup>, G. Skordaris<sup>1,2</sup>, A. Tsouknidas<sup>1,2</sup>, E. Bouzakis<sup>1,2</sup>, G. Gerardis<sup>1,2</sup>** <sup>1</sup>Laboratory for Machine Tools and Manufacturing Engineering, Mechanical Engineering Department, Aristoteles University of Thessaloniki, Greece, <sup>2</sup> Fraunhofer Project Center Coatings in Manufacturing, Centre for Research and Technology Hellas (CERTH) Thessaloniki, Greece, and Fraunhofer Institute for Production Technology (IPT) Aachen, Germany.

**3. Novel approaches and solutions for increasing production and logistics performance, Keynote paper, Prof. Dr. Laszlo Monostori**, Hungarian Academy of Sciences, Budapest, Hungary.

**4. High performance 5 axes machining centre thermal errors identification and reduction, Keynote paper, Prof. Dr. J. Jedrzejewski, Dr. W. Kwasny, Prof. Dr. W. Modrzycki**, Wroclaw University of Technology, Wroclaw, Poland.

**5. Is there a need to change the 8 Quality Management Principles ? Sheps Isaac, PhD, Keynote paper**, Chief Executive Officer, Carlsberg - UK.

**6. INTELLIGENT TOLERANCING AND ADVANCED METROLOGY TO SUPPORT TOTAL QUALITY MANAGEMENT AND MODERN INDUSTRIAL FABRICATION, Keynote paper, M. Numan Durakbasa, P. Herbert Osanna**, Vienna University of Technology, Institute of Production Engineering and Laser

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Technology, Department for Interchangeable Manufacturing and Industrial Metrology, Vienna, Austria.

**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 2011 / Session 3 - Hall CeNT (first floor) / Young PhD researchers**

**Chairmen:**

**Maria Stella Chiacchio**, Molecular Design Department, Consiglio Nazionale delle Ricerche, Rome, Italy.

**Prof. drd. Manuela Stoica**, Industrial High School „Toma N. Socolescu”, Ploiesti, Romania.

**Milan Zdravković**, Laboratory for Intelligent Production Systems (LIPS), University of Niš, Faculty of Mechanical Engineering in Niš, Niš, Serbia.

**Slavenko M. Stojadinovic**, Chair for Production Engineering, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Belgrade, Serbia.

**Student eng. Alexandru Buga**, National Institute of Research and Development for Mechatronics and Measurements Technique – INCDMTM, Bucharest, Romania.

**1. EARLY IMPACT ASSESSMENT FOR SUSTAINABLE DEVELOPMENT OF ENABLING TECHNOLOGIES, Introduction paper, Maria Stella Chiacchio**, Molecular Design Department, Consiglio Nazionale delle Ricerche, Rome, Italy.

**2. EUROPEAN STANDARDS – A NECESSITY FOR ROMANIAN EDUCATION, Ph.D. student in "Sciences of Education" – prof. drd. Manuela Stoica**, Industrial High School „Toma N. Socolescu”, Ploiesti, Romania.

**3. ONTOLOGICAL FRAMEWORK FOR PERFORMANCE MEASUREMENT OF SUPPLY CHAIN OPERATIONS, Milan Zdravković, Miroslav Trajanović**, Laboratory for Intelligent Production Systems (LIPS), University of Niš, Faculty of Mechanical Engineering in Niš, Niš, Serbia.

**4. ENGINEERING ONTOLOGY – STATE OF THE ART AND FUTURE DEVELOPMENT, Slavenko M. Stojadinovic, Prof. Dr. Vidosav D. Majstorovic**, Chair for Production Engineering, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Belgrade, Serbia.

**5. Intelligent Mechatronic Equipment for Dimensional Control of Differential Gearbox, student eng. Alexandru Buga, eng. Mihai Hacman**, National

Institute of Research and Development for Mechatronics and Measurements Technique – INCDMTM, Bucharest, Romania.

IWC TQM 2011 / Session 4 – Hall 514 (5<sup>th</sup> floor) / **Robust engineering / Part 1**

**Chairmen:**

**S. Di Renzo**, University of Calabria, Department of Mechanical Engineering, Rende (CS), Italy

**Zdenka Keran**, Department of Technology, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia.

**Mohammed T. Hayajneh**, Industrial Engineering Department, Jordan University of Science and Technology, Jordan.

**Mohammad D. Al-Tahat**, Industrial Engineering Department, University of Jordan, Amman, Jordan.

**Dr. Koilakuntla Maddulety**, Assistant Professor, Operations Management Group, National Institute of Industrial Engineering, Mumbai, India

**1. WHITE AND DARK LAYER ANALYSIS USING RESPONSE SURFACE METHODOLOGY, Introduction paper, S. Di Renzo<sup>1</sup>, P. A. Marques<sup>2</sup>, G. Ambrogio<sup>1</sup>, D. Umbrello<sup>1</sup>, P. M. Saraiva<sup>3</sup>, J. G. Requeijo<sup>4</sup>** University of Calabria, Department of Mechanical Engineering, Rende (CS), Italy ; <sup>2</sup> UNIDEMI, ISQ - Welding and Quality Institute, Department of Strategy and Special Projects, Porto Salvo, Oeiras, Portugal ; <sup>3</sup> University of Coimbra, Faculty of Sciences and Technology, Department of Chemical Engineering, Pólo II – Pinhal de Marrocos, Coimbra, Portugal, 4 UNIDEMI, Universidade Nova de Lisboa, Faculty of Sciences and Technology, Caparica, Portugal.

**2. FLOW STRESS CURVES USING MODIFIED BULGING TEST, Miljenko Math<sup>1</sup>, Zdenka Keran<sup>2</sup>, Petar Piljek<sup>2</sup>** Department of Technology, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia; <sup>2</sup> Department of Technology, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia; <sup>3</sup> Department of Technology, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia.

**3. THE IMPROVEMENT OF WELDING QUALITY OF I-BEAMS FABRICATED FROM STEEL SHEET BY SUBMERGED ARC WELDING, Mohammed T. Hayajneh, Abdullah F. Al-Dwairi, Sinan F. Obeidat**, Industrial Engineering Department, Jordan University of Science and Technology, Jordan.

**4. A New Design for Improving the Assembly Process of Producing 5-Burners Gas Oven, Mohammad D. Al-Tahat**, Industrial Engineering Department, University of Jordan, Amman, Jordan.

**5. A CASE STUDY: APPLICATION OF TAGUCHI APPROACH FOR PROCESS OPTIMIZATION OF TABLET COMPRESSION MACHINES OF HLL**

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

LIFECARE LIMITED, INDIA, <sup>1</sup> **Dr. Koilakuntla Maddulety**, Assistant Professor, <sup>2</sup> **Mrs. Ekkuluri Padmavathi**, Principal, <sup>1</sup> Operations Management Group, National Institute of Industrial Engineering, Mumbai, India, <sup>2</sup> Asmira Academy English High School, Mumbai, India.

**IWC TQM 2011 / Session 5 – Hall 518 (5<sup>th</sup> floor) / Quality Management and Integrated Management Systems / Part 1**

**Chairmen:**

**Prof. Dr. Vesna Spasojević Brkić**, Department of Industrial Engineering, Faculty of Mech. Eng., University of Belgrade, Belgrade, Serbia.

**Dipak Kumar Shukla**, Faculty of Management Studies, ICFAI University Jharkhand, Ranchi, Jharkhand, India

**Mohammad D. Al-Tahat**, Industrial Engineering Department, University of Jordan, Amman, Jordan.

**Sandro Doboviček**, University of Rijeka, Faculty of Engineering, Rijeka, Croatia.

**Zoran Babić**, Faculty of Economics, University of Split, Split, Croatia.

**1. IMPACT OF DURATION OF ISO 9000 CERTIFICATION POSSESSION ON ENTERPRISE BUSINESS PERFORMANCES, Introduction paper, Vesna Spasojević Brkić<sup>1</sup>, Milivoj Klarin<sup>2</sup>, Aleksandar Žunjić<sup>3</sup>** <sup>1</sup> Assistant Professor, Department of Industrial Engineering, Faculty of Mech. Eng., University of Belgrade, Belgrade, Serbia; <sup>2</sup> Professor, Department of Industrial Management, University of Novi Sad, Technical Faculty "Mihajlo Pupin" in Zrenjanin, Zrenjanin, Republic of Serbia; <sup>4</sup> Assistant Professor, Department of Industrial Engineering, Faculty of Mech. Eng., University of Belgrade, Belgrade, Serbia.

**2. SELF QUALITY SYSTEM THROUGH SELF ANALYSIS AND DISCERNING INTROSPECTION, Dipak Kumar Shukla**, Faculty of Management Studies, ICFAI University Jharkhand, Ranchi, Jharkhand, India.

**3. Evaluation of the Implementation of ISO 9001:2000 in the Hashemite Kingdom of Jordan and United Arab Emirates, Mohammad D. Al-Tahat\* and Ayman Abu Gharbieh**, Industrial Engineering Department, University of Jordan, Amman, Jordan.

**4. QUALIFICATION PROGRAM FOR DEVELOPING NEW PARTS IN AUTOMOTIVE INDUSTRY, Sandro Doboviček, Duško Pavletić, Tonči Mikac, Milan Ikonić, Samir Žic**, University of Rijeka, Faculty of Engineering, Rijeka, Croatia.

**5. VENDOR SELECTION AS THE MULTI-CRITERIA PROBLEM, Tunjo Perić**, Bakeries Sunce, Bestovje, Croatia, **Zoran Babić**, Faculty of Economics, University of Split, Split, Croatia.

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**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 2011 / Session 6 - Hall CeNT (first floor) / Organizational Excellence and Breakthrough management**

**Chairmen:**

**Liam Cassidy**, LCL Consult Ltd., Dublin, Ireland.

**Drago Dubrovski**, University of Primorska, Faculty of Management, Koper, Slovenia.

**Manescu Trandafir Nicoleta**, Management Department, Faculty of Management in Production and Transportation, Politehnica University of Timisoara, Timisoara, Romania.

**Dr. Nikola Dondur**, Associate Professor, Department of Industrial Engineering, Faculty of Mech. Eng., University of Belgrade, Belgrade, Serbia.

**Dr. Miloš Jelić**, „Kirilo Savić“ Institute, Belgrade, Serbia.

**1. MANAGING CHANGE; WHY IT SUCCEEDS AND WHY IT FAILS, Introduction paper**, Liam Cassidy, LCL Consult Ltd., Dublin, Ireland.

**2. Competences in breakthrough management**, Drago Dubrovski, University of Primorska, Faculty of Management, Koper, Slovenia.

**3. QUALITATIVE ASPECTS OF ORGANIZATIONAL CLIMATE WITHIN A ROMANIAN COMPANY**, Dumitrescu Constantin Dan, Irimie Sabin Ioan, Tent Dacian Ionut, Manescu Trandafir Nicoleta, Management Department, Faculty of Management in Production and Transportation, Politehnica University of Timisoara, Timisoara, Romania.

**4. QUALITY MANAGEMENT AND ORGANISATIONAL PERFORMANCE**, MSc Snežana Knežević, Dr. Nikola Dondur<sup>2</sup> Railway Technical School, Belgrade, Serbia;<sup>2</sup>Associate Professor, Department of Industrial Engineering, Faculty of Mech. Eng., University of Belgrade, Belgrade, Serbia.

**5. ORGANIZATIONAL CULTURE AS PREREQUISITE TO ATTAIN ORGANIZATIONAL EXCELLENCE**, Dr. Miloš Jelić, „Kirilo Savić“ Institute, Belgrade, Serbia.

**IWC TQM 2011 / Session 7 – Hall 514 (5<sup>th</sup> floor) / Robust engineering / Part 2**

**Chairmen:**

**Prof. Dr. Biserka Runje**, Department of Quality, Faculty of Mechanical Engineering and Naval Architecture, Croatia.

**Prof. Dr. Mara Kandeve**, Tribology Centre, Faculty of Mechanical Technology, Technical University of Sofia, Sofia, Bulgaria.

**Prof. Dr. Rošický J., Studenovský**, Department of Instrumentation and Control Engineering, Faculty of Mechanical Engineering, Czech Technical University in Prague, Prague, Czech Republic.

**Prof. Dr. Zoran Miljković**, University of Belgrade-Faculty of Mechanical Engineering, Production Engineering Department, Republic of Serbia.

**Vlad Vaduva**, INCDMTM Bucharest, Romania.

**MSc. Jadranka LABUS dipl.mech.eng.**, The VINČA Institute of Nuclear Sciences, Belgrade, Serbia.

**1. ESTIMATION OF PROCESS CAPABILITY WITH REGARDS TO THE APPLICATION OF FIRE-RESISTANCE COATING, Introduction paper, Prof. Biserka Runje, Ph. D.**, Department of Quality, Faculty of Mechanical Engineering and Naval Architecture, Croatia; **B. Sc. Sanja Rakijašić**, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia; **Prof. Vesna Alar, Ph.D.**, Department of Welded Structures, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia; **B. Sc. Gorana Baršić**, Department of Quality, Faculty of Mechanical Engineering and Naval Architecture, Zagreb, Croatia.

**2. TRIBODYNAMICS AND EVOLUTION OF HUMAN POPULATION IN EUROPE AND WORLDWIDE, Mara Kandeve<sup>1</sup>, Margarita Manolova<sup>2</sup>**  
<sup>1</sup>Tribology Centre, Faculty of Mechanical Technology, Technical University of Sofia, Sofia, Bulgaria; <sup>2</sup>Interdisciplinary Civil Academy - Sofia, Bulgaria.

**3. PATTERN RECOGNITION METHOD EVALUATION, Rošický J., Studenovský P.\*** Department of Instrumentation and Control Engineering, Faculty of Mechanical Engineering, Czech Technical University in Prague, Prague, Czech Republic; \*ADR-SYS, Prague, Czech Republic.

**4. TRAINING OF RADIAL BASIS FUNCTION NETWORKS WITH H<sub>∞</sub> FILTER-INITIAL SIMULATION RESULTS, Najdan Vuković<sup>1</sup>, Zoran Miljković<sup>2</sup>, Bojan Babić<sup>2</sup>, Božica Bojović<sup>2</sup>** <sup>1</sup> University of Belgrade-Faculty of Mechanical Engineering, Innovation Center, Republic of Serbia, <sup>2</sup> University of Belgrade-Faculty of Mechanical Engineering, Production Engineering Department, Republic of Serbia.

**5. Potential fields algorithms used in robotics, Vlad Vaduva**, INCDMTM Bucharest, Romania.

**6. CONFORMITY ASSESSMENT OF A HIGH VOLTAGE ELECTRIC MOTOR PROTECTED BY FLAMEPROOF ENCLOSURE "Exd", MSc. Jadranka**

LABUS dipl.mech.eng., MSc. Dragana ČANIĆ, dipl.mech.eng., Miroslav Tufegdžić dipl.fiz., The VINČA Institute of Nuclear Sciences, Belgrade, Serbia.

**IWC TQM 2011 / Session 8 – Hall 518 (5<sup>th</sup> floor) / Quality Management and Integrated Management Systems / Part 2**

**Chairmen:**

**Prof. Dr. R. Schmitt**, Chair for Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany.

**Prof. Dr. Janis Mazais**, Institute for Quality Engineering, Riga Technical University, Riga, Latvia.

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

**Prof. Dr. Nebojša Jovic**, Military Medical Academy, Belgrade, Serbia.

**Dr. eng. Wolniak Radoslaw**, Production Engineering Department, Silesian Technical University, Faculty of Organization and Management, Poland.

**1. A TAKE ON CUSTOMERS' QUALITY PERCEPTION, Introduction paper, B. Falk, Prof. Dr. R. Schmitt**, Chair for Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany.

**2. Integrated management systems in Latvian enterprises - Results of empirical research, Dr. Iveta Mezinska**, Assistant Professor, Institute for Quality Engineering, Riga Technical University, Riga, Latvia; **Dr. Janis Mazais**, Prof., Dr.sc.ing., Institute for Quality Engineering, Riga Technical University, Riga, Latvia.

**3. CRISIS OF ISO 9001 CERTIFICATION, Ph. Dr. Florin Rotaru**, Lecturer at the Faculty of Business and Administration - University of Bucharest, Romania; **Ph. Dr. Sorin-George Toma**, Professor at the Faculty of Business and Administration - University of Bucharest, Romania; **Ph. Dr. Paul Marinescu**, Professor at the Faculty of Business and Administration - University of Bucharest, Romania; University of Bucharest, Bucharest, Romania.

**4. THE INTEGRATED MANAGEMENT SYSTEM IMPORTANCE IN THE MILITARY MEDICAL ACADEMY BELGRADE HEALTHCARE SERVICE DEVELOPMENT PROCESS, Invitation paper, Prof. PhD Nebojša Jovic<sup>1</sup>, PhD Predrag Popovic<sup>2</sup>, Ljubisa Kovacevic<sup>2</sup>** <sup>1</sup>Military Medical Academy, Belgrade, Serbia, <sup>2</sup>VINCA Institute of Nuclear Sciences, Belgrade, Serbia.

**5. QUALITY MANAGEMENT SYSTEMS IMPROVEMENTS – THE SIGNIFICANCE OF BENEFIT, Dr. eng. Wolniak Radoslaw**, Production

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Engineering Department, Silesian Technical University, Faculty of Organization and Management, Poland.

**20:30 IWC TQM 2011 / Conference Dinner (informal).**

**8<sup>th</sup> June, 2011 / Wednesday**

**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 2011 / Session 9 - Hall CeNT (first floor) / 4<sup>th</sup> Balkan Conference on Quality / 5<sup>th</sup> Balkan Quality Forum - THE BALKAN AS A REGION OF QUALITY**

**Conference Co-Chairs and Founders:** Prof. Dr. V. Majstorovic (Serbia), Prof. Dr. Valentina Marinkovic (Serbia), E. Agalou (ecoQ Athos Ltd – Greece), Liliana Nitu (Romania), Prof. Dr. Lidia Petrova Galabova (Bulgaria) .

**Chairmen:**

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

**Prof. Dr. V. Radulovački**, Department for Industrial Engineering and Management, Faculty of Technical Sciences, Novi Sad, Serbia.

**Boyka Nenkova**, GCR Ltd., Sofia, Bulgaria.

**Prof. Dr. Aida Habul**, University Sarajevo, Faculty of Economics, Sarajevo, Bosnia and Herzegovina.

**Prof. Dr. R. Minovski**, Faculty of Mechanical Engineering, Skopje - University of St. Cyril and Methodius, Skopje, FYR Macedonia.

**1. CONFORMITY OF INTEGRATED MANAGEMENT SYSTEMS - HOW CAN BE MEASURED?, Introduction paper,** <sup>1</sup> L. NITU, <sup>2</sup> L. D. NITU, <sup>3</sup> GH. SOLOMON, <sup>1</sup> Romanian Association for Quality - ARC, Bucharest Romania, <sup>2</sup> Romanian Society for Certification – ROCERT, Bucharest, Romania, <sup>3</sup> Politehnica University Bucharest, Romania.

**2. Research on TQM Practice in Serbia,** V. Radlovački<sup>1</sup>, I. Beker<sup>1</sup>, V. Majstorović<sup>2</sup>, M. Pečujlija<sup>1</sup>, B. Kamberović<sup>1</sup>, M. Delić<sup>1</sup> <sup>1</sup>Department for Industrial Engineering and Management, Faculty of Technical Sciences, Novi Sad, Serbia, <sup>2</sup>Department for production engineering, Faculty of Mechanical Engineering, Belgrade, Serbia.

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**3. QUALITY AND SAFETY ASSURANCE AT BELENE NPP PROJECT IMPLEMENTATION**, Bogomil Manchev 1, Boyka Nenkova 2, 1. Risk Engineering Ltd., Sofia, Bulgaria; 2. GCR Ltd., Sofia, Bulgaria.

**4. IMPROVEMENT OF PROCESSES IN SOFTWARE DEVELOPMENT BY APPLYING SIX SIGMA MODEL APPROACH**, Ph.D. Aida Habul 1, M.Sc. Amila Pilav - Velic, 2, Emir Kremic dipl.el.ing., 3; 1. Associate Professor of University Sarajevo, Faculty of Economics, Sarajevo, Bosnia and Herzegovina; 2. Teaching Assistant of University Sarajevo, Faculty of Economics, Sarajevo, Bosnia and Herzegovina; 3. M.Sc. Applicant at International Burch University, Faculty of Engineering and Information Technology, Bosnia and Herzegovina.

**5. PERFORMANCE MEASUREMENT – ONE OF THE FUNDAMENTAL ELEMENTS OF TQM**, ROBERT MINOVSKI, PhD., Prof., KATARINA NIKOLIK, B.Sc., DELCO JOVANOSKI, PhD., Prof., Faculty of Mechanical Engineering, Skopje - University of St. Cyril and Methodius, Skopje, FYR Macedonia.

ICQ 2011 / Session **10** – Hall 514 (5<sup>th</sup> floor) / The 7<sup>th</sup> Conference of UASQ STC for quality improvement in health-care – *QM model in health-care*

*Note: It is National Quality Conference of UASQ (United Association of Serbia for Quality). Conference will be held on Serbian language. Other Conferences of UASQ will be doing in Friday, all day. All participants of TQM Conference are very welcome, if you like !*

IWC TQM 2011 / Session **11** – Hall 518 (5<sup>th</sup> floor) / **Advanced Quality Approaches/World Class Performance**

**Chairmen:**

**Refflinghaus, R**, Dortmunder Initiative zur rechnerintegrierten Fertigung (RIF) e.V., Dortmund, Germany.

**Prof. Dr. A. Sedmak**, University of Belgrade, Faculty of Mechanical Engineering, Belgrade, Serbia.

**Khaled M. Bataineh**, Department of Mechanical Engineering, Jordan University of Science and Technology, Irbid, Jordan.

**Jana Majerová**, Department of Business Economics, Faculty of Economics and Administration, Masaryk University, Brno, Czech Republic.

**Prof. Dr. Dragan Čočkaló**, University of Novi Sad, Technical Faculty "Mihajlo Pupin" in Zrenjanin, Republic of Serbia,

**1. CONSIDERING QUALITY ASPECTS TO ESTIMATE THE BENEFIT OF MODERN PICKING STRATEGIES**, **Introduction paper**, Refflinghaus, R.; Strothotte, D., Dortmunder Initiative zur rechnerintegrierten Fertigung (RIF) e.V., Dortmund, Germany.

**2. INNOVATION STRATEGY OF SERBIA AS A DRIVING FORCE FOR RESEARCH & DEVELOPMENT, Aleksandar S. Sedmak<sup>1</sup>, Emina Dzindo<sup>2</sup>, Jasmina Milenkovic<sup>3</sup>** University of Belgrade - Faculty of Mechanical Engineering, Belgrade, Serbia.

**3. Novel Rotating Cone Viscous Micropump with Slip Flow, Khaled M. Bataineh<sup>\*1</sup>, Yazan Taamneh,<sup>2</sup>**Department of Mechanical Engineering, Jordan University of Science and Technology, Irbid, Jordan, <sup>2</sup>Department of Mechanical Engineering, Tafila Technical University, Tafila-Jordan.

**4. THE SYNERGY BETWEEN ACTIVITY-BASED COSTING/MANAGEMENT AND QUALITY MANAGEMENT, Jana Majerová,** Department of Business Economics, Faculty of Economics and Administration, Masaryk University, Brno, Czech Republic.

**5. THE ROLE OF KNOWLEDGE IN IMPROVING THE QUALITY OF BUSINESS WITHIN SERBIAN COMPANIES, Dejan Đorđević, Ph.D.<sup>1</sup>, Dragan Čočkaló, Ph.D.<sup>2</sup>, Srđan Bogetić, Ph.D.<sup>3</sup>** <sup>1</sup>Professor, University of Novi Sad, Technical Faculty "Mihajlo Pupin" in Zrenjanin, Republic of Serbia, <sup>2</sup>Assistant Professor, University of Novi Sad, Technical Faculty "Mihajlo Pupin" in Zrenjanin, Republic of Serbia, <sup>3</sup>Professor, Belgrade Business School, Republic of Serbia.

**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 2011 / Session **12** - Hall CeNT (first floor) / **Business Process Improvement**

**Chairmen:**

**B. T. Edtmayr,** Vienna University of Technology, Institute of Management Science, Vienna, Austria.

**Prof. Dr. Rosina MLADENOVA,** University of Transport "Todor Kableshev", Sofia, Bulgaria.

**Aleksandar Zunjic,** Department of Industrial Engineering, University of Belgrade, Faculty of Mechanical engineering, Belgrade, Serbia.

**Simone Smolinska,** Quality & Continuous improvement management, Le Belier, Ajka, Hungary.

**Svetlana Nikolićić,** University of Novi Sad; Faculty of Technical sciences, Novi Sad, Serbia.

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

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**1. USING A PORTFOLIO OF BUSINESS GAMES IN THE HIGHER EDUCATION OF INDUSTRIAL AND MECHANICAL ENGINEERS – THEORETICAL AND PRACTICAL EXPERIENCES GAINED AT THE VIENNA UNIVERSITY OF TECHNOLOGY, Introduction paper, A. P. Kuhlant, B. T. Edtmayr, C. H. Meusburger,** <sup>1</sup>Vienna University of Technology, Institute of Management Science, Vienna, Austria.

**2. COMPARATIVE ANALYSIS OF PROJECT VARIANTS FOR RAILWAY ROADS, Maya IVANOVA, Assoc. Prof., Rosina MLADENOVA, MSc-Eng., Nikolay ARNAUDOV, MSc-Eng.,** University of Transport "Todor Kableskov", Sofia, Bulgaria.

**3. BUSINESS IMPROVEMENT THROUGH APPLICATION OF ERGONOMIC ISO GUIDANCE ON WORLD WIDE WEB USER INTERFACE, Aleksandar Zunjic<sup>1</sup>, Vesna Spasojevic Brkic<sup>2</sup>** Department of Industrial Engineering, University of Belgrade, Faculty of Mechanical engineering, Belgrade, Serbia.

**4. "TO LOOK DOES NOT MEAN TO SEE", Simone Smolinska,** Quality & Continuous improvement management, Le Belier, Ajka, Hungary.

**5. THE ROLE OF SIMULATION IN LOGISTIC PROCESS MANAGEMENT IN RETAIL SUPPLY CHAINS, Svetlana Nikoličić<sup>1</sup>, Tihomir Ostojić<sup>2</sup>, Vladeta Gajić<sup>1</sup>, Predrag Atanasković<sup>1</sup>** <sup>1</sup> University of Novi Sad; Faculty of Technical sciences, Novi Sad, Serbia, <sup>2</sup> Sombold d.o.o. Sombor, Sombor, Serbia.

**6. CASE STUDY OF MONITORING AND MEASURING PROCESS IN SLOVAK COMPANY, Ing. Monika Fedorčáková, PhD.,** Department of Management and Economics, Faculty of Mechanical Engineering, Technical University of Kosice, Košice, Slovakia.

ICQ 2011 / Session **13** – Hall 514 (5<sup>th</sup> floor) / The 7<sup>th</sup> Conference of UASQ STC for quality improvement in health-care – **QM model in health-care**

**Note:** It is National Quality Conference of UASQ (United Association of Serbia for Quality). Conference will be held on Serbian language. Other Conferences of UASQ will be doing in Friday, all day. All participants of TQM Conference are very welcome, if you like !

IWC TQM 2011 / Session **14**– Hall 518 (5<sup>th</sup> floor) / **Quality of the Public Services**

**Chairmen:**

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

**Syed Ali Abbas Shirazi**, Center for Industrial Management/Traffic & Infrastructure, Faculty of Engineering, Department of Mechanical Engineering, Catholic University of Leuven, Heverlee, Belgium.

**MSc. Jasmina Tekić**, University of Belgrade, Faculty of Dentistry, Belgrade, Serbia.

**Milisavljevic M. Stevan**, Department of Industrial Engineering and Management, Faculty of Technical Sciences, Novi Sad, Serbia.

**PhD Branko Djedovic**, Faculty of Small and Medium Enterprises Management, Belgrade, University Business Academy-Novı Sad, Serbia.

**M. Arsic**, Management Department, Technical Faculty in Bor, Bor, Serbia.

**1.CONNECTING QUALITY TOOLS OF DIFFERENT METHODOLOGIES IN HEALTHCARE CONTEXT, Introduction paper, Syed Ali Abbas Shirazi, Prof. Liliane Pintelon**, Center for Industrial Management/Traffic & Infrastructure, Faculty of Engineering, Department of Mechanical Engineering, Catholic University of Leuven, Heverlee, Belgium.

**2. MODELS OF EXCELLENCE IN DENTAL HEALTH CARE - STATE AND FUTURE DEVELOPMENT, MSc. Jasmina Tekić<sup>1</sup>, Prof. Dr. Vidosav Majstorovic<sup>2</sup>, Prof. Dr. Dejan Markovic<sup>1</sup>, Ass. Prof. Dr. Angelina Nikodijević<sup>1</sup>, Prof. Dr. Dragoslav Stamenkovic<sup>1</sup>**,<sup>1</sup>University of Belgrade, Faculty of Dentistry, Belgrade, University of Belgrade,<sup>2</sup> Faculty of Mechanical Engineering, Belgrade, Serbia.

**3. BUSINESS QUALITY IMPROVEMENT BY USING E-SERVICES FOR CUSTOMER RELATIONSHIP MANAGEMENT, Milisavljevic M. Stevan, Mirkovic R. Milan, Sevic D. Dragoljub, Mitrovic M. Slavica**, Department of Industrial Engineering and Management, Faculty of Technical Sciences, Novi Sad, Vojvodina, Serbia.

**4. QUANTITATIVE METHODS IN DECIDING UPON RISKS OF THE PROJECT IN SERVICE OF QUALITY, PhD Branko Djedovic**, Faculty of Small and Medium Enterprises Management, Belgrade, University Business Academy-Novı Sad; **PhD Rade Knezevic**, Faculty of Strategic and Operational Management, Belgrade; **BSc Bratislav Drenovac**, Serbian Armed Forces, Belgrade, Serbia.

**5. TQM PRACTICE IN SERVICE ORIENTED ORGANIZATION - ANTECEDENS OF EMPLOYEE SATISFACTION AND LOYALTY, M. Arsic, Dj. Nikolic, Z. Zivkovic**, Management Department, Technical Faculty in Bor, Bor, Serbia.

**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).

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IWC TQM 2011 / Session **15** - Hall CeNT (first floor) / **Special Conference "Manufuture in Serbia 2011"** / **Manufuture Village Workshop - The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value – Part 1**

**Chairmen:**

**Prof. Dr. Francesco Jovane, EU Manufuture Vice-president;**  
**Jose Caledra, EU Manufuture;**  
**Dr. Liviu Jalba, President of Manufuture Village WBC;**  
**Prof. Dr. Vidosav Majstorovic, President of Serbian Manufuture.**

**Panellists / participants:**

Prof. Dr. F. Jovane, EU Manufuture Vice-president; Dr. Augusta Paci, Italian Manufuture; Dr. Liviu Jalba, President of Manufuture Village WBC; Jose Caledra, EU Manufuture; Prof. Dr. Edward Chlebus, Poland Manufuture; Prof. Dr. Jaroslaw Chrobot, EU Manufuture; Prof. Dr. Bilge Imer, Turkey Manufuture; Prof. Dr. Dimitris Mourtzis, Greece Manufuture; Prof. Dr. Shinji Naruo, Japan Manufuture; Dr. Woegerer Christian, Germany Manufuture; Dr. Guenter Hoercher, Germany Manufuture; Dr. Inna Sumina, Russian Manufuture; Dr. Vlad Spanu, Moldova Manufuture; Prof. Dr. Dragana Grubišić, Croatian Manufuture; Prof. Dr. Delco Jovanovski, FYR Macedonia Manufuture; Prof. Dr. Miroslav Bobrek, Bosnia and Herzegovina Manufuture; Dr. Marko Mirkovic, Montenegro Manufuture; Prof. Dr. Tatjana Sibaliija, Serbian Manufuture; Prof. Dr. Vidosav Majstorovic, President of Serbian Manufuture.

**TOPIC: The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value.**

**Introduction presentations:**

- 1. Manufuture mission: from EU 2020 Strategy to field action, Prof. Dr. F. Jovane, Politecnico di Milano, Manufuture Vice-president, Italy.**
- 2. NEW TRENDS IN RESEARCH AND INNOVATION: INTERNATIONALIZATION OF RESEARCH ACTIVITIES, Dr. Augusta Maria Paci, Molecular Design Department, Consiglio Nazionale delle Ricerche, Rome, Italy.**
- 3. ManuFuture & Factories of the Future - Contribution from ManuFuture Cluster Serbia, Prof. Dr. Vidosav MAJSTOROVIĆ, Prof. Dr. Tatjana ŠIBALIJA, University of Belgrade, Faculty of Mechanical Engineering, Serbia.**

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Until now (21<sup>st</sup> April 2011.) was conformed 21 participants/lecturers from 16 different countries. We expected more participants/lecturers. Before the Session we shall delivery detailed Program or sending you on request.

ICQ 2011 / Session **16** – Hall 514 (5<sup>th</sup> floor) / The 7<sup>th</sup> Conference of UASQ STC for quality improvement in health-care – *QM model in health-care*

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IWC TQM 2011 / Session **17** – Hall 518 (5<sup>th</sup> floor) / **Business Excellence Models (Applications and Development Trends)/Part 1**

**Chairmen:**

**Assist. Prof. Dr. Lydia Petrova Galabova**, Technical University of Sofia, Bulgaria.

**Bratislav Tomić**, Senior Quality Coordinator, Bombardier Aerospace, Toronto, Ontario, Canada.

**Prof. Dr. T. Lariat**, Faculty of Economics, Department of Trade, Zagreb, Croatia.

**Prof. Dr. J. Samaražajar**, Higher lecturer at Liberates Business College, Trade Department, Zagreb, Croatia.

**Muhammad Tasseled**, National University of Sciences & Technology, Islamabad, Pakistan.

**1. Contemporary Trends Towards Business Excellence, Introduction paper,**

**Assist. Prof. Lydia Pet ova Gala ova**, Ph.D., Ming. – Technical University of Sofia, **Boyce Enoa**, Masc. – GSR. Ltd. – Chief Expert, QMS Manager, GCR Ltd., Sofia, Bulgaria.

**2. BOMBARDIER AEROSPACE ACHIEVING EXCELLENCE SYSTEM,**

**Bratislav Tomić**<sup>1)</sup>, **Dragon D. Milanović**<sup>2)</sup>, **Slobodan Pokrajac**<sup>3)</sup> Senior Quality Coordinator, Bombardier Aerospace, Toronto, Ontario, Canada; <sup>2)</sup> <sup>3)</sup> Professor, Faculty of Mechanical Engineering, Belgrade University, Serbia.

**3. THE IMPACT OF TOTAL QUALITY MANAGEMENT PRACTICES ON COMPANY PERFORMANCE IN CROATIAN MANUFACTURING INDUSTRY,**

**Toni Lariat**, **Vojislav Above**, **Inez Suit**, Trade Department, Faculty of Economics and Business, University of Zagreb, Zagreb, Croatia.

**4. EFQM EXCELLENCE MODEL - STRONG BASE FOR SUSTAINABLE SUCCESS OF THE CROATIAN ORGANIZATION, Prof. Dr. T. Lariat 1) , Prof.**

**Dr. J.Samaražajar2)**, 1) Dean of Faculty of Economics, Zagreb and Head of

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

Department of Trade, Zagreb, Croatia; 2) Higher lecturer at Liberates Business College, Trade Department, Zagreb, Croatia.

**5. SELF-ASSESSMENT THROUGH BUSINESS EXCELLENCE MODELS A CASE STUDY, Muhammad Tasleem<sup>1</sup>, Dr. Newer Khan<sup>2</sup>** National University of Sciences & Technology, Islamabad, Pakistan.

**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 2011 / Session **18** - Hall Cent (first floor) / **Special Conference "Manu future in Serbia 2011"** / **Manu future Village Workshop - The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value – Part 2**

**Chairmen:**

**Prof. Dr. Francesco Jovane, EU Manu future Vice-president;**

**Jose Caldera, EU Manu future;**

**Dr. Livi Jalba, President of Manu future Village WBC;**

**Prof. Dr. Vidosav Majstorovic, President of Serbian Manufuture.**

**Panellists / participants:**

**Prof. Dr. F. Jovane, EU Manufuture Vice-president; Dr. Augusta Paci, Italian Manufuture; Dr. Liviu Jalba, President of Manufuture Village WBC; Jose Caledra, EU Manufuture; Prof. Dr. Edward Chlebus, Poland Manufuture; Prof. Dr. Jaroslaw Chrobot, EU Manufuture; Prof. Dr. Bilge Imer, Turkey Manufuture; Prof. Dr. Dimitris Mourtzis, Greece Manufuture; Prof. Dr. Shinji Naruo, Japan Manufuture; Dr. Woegerer Christian, Germany Manufuture; Dr. Guenter Hoercher, Germany Manufuture; Dr. Inna Sumina, Russian Manufuture; Dr. Vlad Spanu, Moldova Manufuture; Prof. Dr. Dragana Grubišić, Croatian Manufuture; Prof. Dr. Delco Jovanovski, FYR Macedonia Manufuture; Prof. Dr. Miroslav Bobrek, Bosnia and Herzegovina Manufuture; Dr. Marko Mirkovic, Montenegro Manufuture; Prof. Dr. Tatjana Sibalija, Serbian Manufuture; Prof. Dr. Vidosav Majstorovic, President of Serbian Manufuture.**

**TOPIC: The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value.**

**Continue of Session**

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

Until now (21<sup>st</sup> April 2011.) was conformed 21 participants/lecturers from 16 different countries. We expected more participants/lecturers. Before the Session we shall delivery detailed Program or sending you on request.

ICQ 2011 / Session **19** – Hall 514 (5<sup>th</sup> floor) / The 7<sup>th</sup> Conference of UASQ STC for quality improvement in health-care – *QM model in health-care*

*Note: It is National Quality Conference of UASQ (United Association of Serbia for Quality). Conference will be held on Serbian language. Other Conferences of UASQ will be doing in Friday, all day. All participants of TQM Conference are very welcome, if you like !*

IWC TQM 2011 / Session **20** – Hall 518 (5<sup>th</sup> floor) / **Business Excellence Models (Applications and Development Trends)/Part 2**

**Chairmen:**

**Svetoslav Dimkow**, Business Faculty, Technical University – Sofia, Sofia, Bulgaria.

**Karmen Kern Pipan**, Ministry of Higher Education, Science and Technology, Metrology Institute, Ljubljana, Slovenia.

**Marcheva, A. M., Ph.D.**, Assis. Prof. Department of Strategic Planning, D. Tsenov Academy of Ecomonics, Svishtov, Bulgaria.

**Awad Hamad Alhwiti**, Curricullum and Instruction Department, Tabuk University, Kingdom of Saudi Arabia.

**Prof. Edita Hekelová, Ph.D.**, Slovak University of Technology in Bratislava, Slovakia.

**1. RESEARCH ON THE COLLABORATION CAPABILITIES OF BULGARIAN SMEs IMPLEMENTED TOTAL QUALITY MANAGEMENT, Introduction paper, Svetoslav Dimkow**, Business Faculty, Technical University – Sofia, Sofia, Bulgaria.

**2. ENCOURAGEMENT OF CONTINUOUS IMPROVEMENT, OPEN INNOVATIVE ORGANIZATIONAL CULTURE AND SELF-ASSESSMENT AS THE BASIS FOR QUALITY AND BUSINESS EXCELLENCE, Karmen Kern Pipan**, Ministry of Higher Education, Science and Technology, Metrology Institute, Ljubljana, Slovenia; **Mirko Sokovic**, Faculty of Mechanical Engineering, University of Ljubljana, Ljubljana, Slovenia.

**3. BUSINESS EXCELLENCE THROUGH PEOPLE PROCESSES CHALLENGES AND OPPORTUNITIES IN INDIAN CONTEXT, Sukumaran, P.P.<sup>1</sup>, Mukul S. Joshi, Ph.D.<sup>2</sup> Marcheva, A. M., Ph.D.<sup>3</sup>** <sup>1</sup> Chief People's Officer, Gammon India Limited, Veer Savarkar Marg, Mumbai, Maharashtra, India <sup>2</sup>Deputy General Manager, Organization Development, H.R. Department, Gammon India Limited, Veer Savarkar Marg, Mumbai, Maharashtra, India;

*The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia.*

<sup>3</sup>Assis. Prof. Department of Strategic Planning, D. Tsenov Academy of Economics, Svishtov, Bulgaria;

**4. A CONCEPTUAL FRAMEWORK FOR TQM IMPLEMENTATION AT TABUK UNIVERSITY, Awad Hamad Alhwiti**, Curriculum and Instruction Department, Tabuk University, Kingdom of Saudi Arabia.

**5. THE EFQM EXCELLENCE MODEL AND ITS APPLICATION IN ORGANIZATION, Prof. Edita Hekelová, PhD. - Marián Gašparík**, Slovak University of Technology in Bratislava, BRATISLAVA, Slovakia.

**9<sup>th</sup> June, 2011 / Thursday**

**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 (21,22,23) - 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 2011 / Session **21** - Hall CeNT (**first floor**) / **Digital Manufacturing/Part 1**

**Chairmen:**

**Peter Monka**, Department of Manufacturing Technologies, Faculty of Manufacturing Technologies, Prešov, Slovakia.

**Assoc. prof. Ing. Andrej Czán, Ph.D.**, Department of Machining and Manufacturing Engineering, Faculty of Mechanical Engineering of the University of Zilina, Zilina, Slovakia.

**G.Mishev**, Technical University of Plovdiv, Bulgaria.

**I. Budak**, Department for Production Engineering, Faculty of Technical Sciences, Novi Sad, Serbia.

**1. MACHINED SURFACE QUALITY IMPROVEMENT BY USING OF SPECIAL CUTTING TOOL, Introduction paper, Peter Monka**, Department of Manufacturing Technologies, Faculty of Manufacturing Technologies of Technical University in Košice with the seat in Prešov, Prešov, Slovakia, **Katarína Monková**, Department of Technological Devices Design, Faculty of Manufacturing Technologies of Technical University in Košice with the seat in Prešov, Prešov, Slovakia.

**2. Conditions of hardmachining materials machinability usable in biomedicine, assoc. prof. Ing. Andrej Czán, Ph.D. - assoc. prof. Ing. Dana Stančeková, Ph.D. - Ing. Michaela Mrázová - Ing. Ján Šemcer**, Department of

Machining and Manufacturing Engineering, Faculty of Mechanical Engineering of the University of Zilina, Zilina, Slovakia.

**3. MODELING AND ESTIMATION OF THE GEOMETRIC QUALITY OF MACHINED WORKPIECES ON CNC MACHINE TOOLS AND CONVENTIONAL LATHE, P.Martin\*\*, D.Danov\*, G.Mishev\* \* Technical University of Plovdiv, Bulgaria, \*\* ENSAM Metz, France.**

**4. APPLICATION AND ACCURACY OF 3D-DIGITIZATION SYSTEMS IN THE FIELD OF DENTISTRY, I. Budak<sup>1</sup>, B. Trifković<sup>2</sup>, T. Puškar<sup>3</sup>, M. Hadžistević<sup>1</sup>, Dj. Vukelić<sup>1</sup>, J. Hodolić<sup>1</sup>** <sup>1</sup>Department for Production Engineering, Faculty of Technical Sciences, Novi Sad, Serbia; <sup>2</sup> Clinic for Prosthodontic Dentistry, Faculty of Dentistry, Rankeova 4, Belgrade, Serbia; <sup>3</sup> Department of Dentistry, Faculty of Medicine, Novi Sad, Serbia.

IWC TQM 2011 / Session **22** – Hall 514 (5<sup>th</sup> floor) / **Quality in Higher Education/Part 1**

**Chairmen:**

**Prof. univ. Dr. ing. Nicolae DRĂGULĂNESCU**, “Polytechnica” University of Bucharest, Bucharest, Romania.

**Prof. Dr. Emilia Assenova**, Society of Bulgarian Tribologists; Sofia, Bulgaria

**PhD. Remus Chină**, General Management, Human Resources and School Network Ministry of Education, Youth and Sports, Bucharest, Romania.

**Prof. Dr. Ahmed. El kashlan**, Academy for Science and Technology, Productivity and Quality Institute, Alexandria. Egypt.

**1. THE MISLEADING APPROACH OF <QUALITY ASSURANCE> CONCEPT IN EDUCATION, Introduction paper, Prof. univ. Dr. ing. Nicolae DRĂGULĂNESCU**, “Polytechnica” University of Bucharest, Bucharest, Romania, **Prof. drd. Remus CHINĂ**, Education, Research, Youth and Sport Ministry, Bucharest, Romania, Ph.D student in "Sciences of Education", Romania.

**2. ACTUAL PROBLEMS OF QUALITY AND MANAGEMENT OF ENGINEERING EDUCATION AND KNOWLEDGE, Mara Kandeva<sup>1</sup>, Emilia Assenova<sup>2</sup>, Margarita Daneva<sup>3</sup>** <sup>1</sup>Tribology Centre, Faculty of Mechanical Technology, Technical University of Sofia, Bulgaria; <sup>2</sup>Society of Bulgarian Tribologists; Sofia, Bulgaria; <sup>3</sup>Interdisciplinary Civic Academy; Sofia, Bulgaria.

**3. QUALITY ASSURANCE IN EDUCATION – THE ROMANIAN WAY, PhD. Remus Chină**, General Management, Human Resources and School Network Ministry of Education, Youth and Sports, Bucharest, Romania.

**4. STUDENTS’ PERCEPTION OF THE QUALITY IN THEIR INTERPERSONAL COMMUNICATION, Prof. univ. dr. ing. Nicolae DRĂGULĂNESCU**, “Polytechnica” University of Bucharest, Bucharest, Romania.

**5. TEACHER PERFORMANCE EVALUATION USING 360 DEGREE FEEDBACK ASSESSMENT TO ACHIEVE QUALITY**, Prof. Dr. Ahmed. El kashlan, Dr. Motaz –Elfeki, Academy for Science and Technology, Productivity and Quality Institute, Alexandria. Egypt.

IWC TQM 2011 / Session **23** – Hall 518 (5<sup>th</sup> floor) / **Intelligent Quality**

**Chairmen:**

**Dr. Sebastian Marius Rosu**, Special Telecommunication Service, IT Department, Bucharest, Romania.

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

**Dr. eng. Popan Gheorghe, Eng.** INCDMTM Bucharest, Romania.

**MSc. Dejan Stojkovic**, Railways of Republic of Srpska S.C. Doboj, RS - Bosnia and Herzegovina.

**1. VIRTUAL ENTREPRISE NETWORK SOLUTIONS TO BUILD A KNOWLEDGE MANAGEMENT SYSTEM IN AN INDUSTRIAL HOLDING,**

**Introduction paper**, Sebastian Marius Rosu<sup>1</sup>, George Dragoi<sup>2</sup>, Anca Draghici<sup>3</sup> <sup>1)</sup> Special Telecommunication Service, IT Department, Bucharest, Romania, <sup>2)</sup>Politehnica" University of Bucharest, Faculty of Engineering in Foreign Languages, Bucharest, Romania, <sup>3)</sup> Polytechnic University of Timisoara, Faculty of Management in Production and Transport, Timisoara, Romania.

**2. EcoQFD - QUALITY FUNCTION DEPLOYMENT WITH ENVIRONMENTAL PERSPECTIVE**, Alessandro Brun and Xixi Fan, Department of Management, Economics and Industrial Engineering, Politecnico di Milano, Milan, Italy.

**3. ENTERPRISE NETWORK MANAGEMENT TO IMPROVE THE COMMUNICATIONS QoS**, Sebastian Marius Rosu<sup>1</sup>, George Dragoi<sup>2</sup>, Marian Marius Popescu<sup>1</sup> <sup>1)</sup> Special Telecommunication Service, IT Department, Bucharest, Romania, <sup>2)</sup> Polytechnic University of Bucharest, Faculty of Engineering in Foreign Languages, Bucharest, Romania.

**4. Influence of constructive-functional elements of the laser head systems Accuracy**, Dr. eng. Popan Gheorghe, Eng. Ileana Tacutu, Prof. Dr. eng. Palade Doru Dumitru, Eng. Lung Ioan, INCDMTM Bucharest, Romania.

**5. KNOWLEDGE MANAGEMENT CONCEPT AS THE FACTOR OF COMPETITIVE ADVANTAGE OF A MODERN RAILWAY**, MSc. Dejan Stojkovic, dr Ratko Djuricic, Railways of Republic of Srpska S.C. Doboj, RS - Bosnia and Herzegovina; Traffic Faculty Doboj, Doboj, RS – Bosnia and Herzegovina.

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

**11:00 – 13:00 Parallel Sessions (24,25,26) - 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 2011 / Session **24** - Hall CeNT (first floor) / **Digital Manufacturing/Part 2**

**Chairmen:**

**Prof. Dr. Z. Miljković**, University of Belgrade-Faculty of Mechanical Engineering, Production Engineering Department, Belgrade, Republic of Serbia.

**T. Barthel**, Fraunhofer Institute for Machine Tools and Forming Technology, Chemnitz.

**Assist. Prof. Dr. Božica Bojović**, University of Belgrade - Faculty of Mechanical Engineering, Production Engineering Department, Belgrade, Republic of Serbia.

**Dr. Milos S. Stojkovic**, University of Nis, Faculty of Mechanical Engineering in Nis, Nis, Serbia.

**1. Q-LEARNING FRAMEWORK AS A SOLUTION FOR AN OBSTACLE AVOIDANCE PROBLEM IN UNKNOWN ENVIRONMENT, Introduction paper,**

**M. Mitić, Z. Miljković, B. Babić, V. Majstorović**, University of Belgrade-Faculty of Mechanical Engineering, Production Engineering Department, Belgrade, Republic of Serbia.

**2. DEVELOPMENT OF CALCULABLE PARAMETERS FOR THE DESIGN OF SHEAR CUTTING PROCESSES AND ASSESSMENT OF THE COMPONENT QUALITY WITH THE APPLICATION OF HIGH CUTTING SPEEDS, Prof.**

**Neugebauer<sup>1</sup>; Dr.-Ing. V. Kräusel<sup>1</sup>; T. Barthel<sup>1</sup>; V. Germann<sup>2</sup>** <sup>1</sup>Fraunhofer Institute for Machine Tools and Forming Technology, Chemnitz; <sup>2</sup> VW do Brasil – Industriade Veiculos Automotores Ltda. Estrasa PR 25, CPI 7011; SAU JOSE DOS PINHAIS PR CEP, Basiliën.

**3. LUBRICATION PREDICTION IN DIGITAL MANUFACTURING, Božica Bojović<sup>1</sup>, Milica Petrović<sup>1</sup>, Zoran Miljković<sup>1</sup>, Bojan Babić<sup>1</sup>, Lidija Matija<sup>2</sup>**

<sup>1</sup> University of Belgrade - Faculty of Mechanical Engineering, Production Engineering Department, Belgrade, Republic of Serbia <sup>2</sup> University of Belgrade - Faculty of Mechanical Engineering, NanoLab, Belgrade, Republic of Serbia.

**4. SEMANTIC INTERPRETATION OF THE PRODUCT MODEL FEATURES IN PRODUCT QUALITY ASSESSMENT, Milos S. Stojkovic, Miodrag T. Manic,**

**Milan B. Trifunovic, Nikola M. Vitkovic**, University of Nis, Faculty of Mechanical Engineering in Nis, Nis, Serbia.

IWC TQM 2011 / Session **25** – Hall 514 (5<sup>th</sup> floor) / **Quality in Higher Education/Part 2**

**Chairmen:**

**Prof. Dr. Dragana Grubišić**, Faculty of Economics, University of Split, Croatia.

**Prof. Dr. Florin Rotaru**, Faculty of Administration and Business, University of Bucharest, Romania.

**Jelica Fabris, dipl. oec.**, Faculty of Economics, University of Split, Split, Croatia.

**M. Gerasimovic**, Institute for Improvement of Education, Belgrade, Serbia.

**Y.V.Martyakova**, Doctor of Economics, Institute of Industrial Economics of NAS of Ukraine, Donetsk, Ukraine.

**1. PERFORMANCE INDICATORS IN HIGHER EDUCATION INSTITUTIONS WITH SPECIAL REFERENCE TO CROATIA**, Dragana Grubišić, Ph. D., Faculty of Economics, University of Split, Split, **Jelena Kekez Poljak, mr.**, Sinj, Croatia.

**2. QUALITY AND SOCIAL RESPONSIBILITY OF ORGANIZATIONS. THE CASE OF UNIVERSITY OF BUCHAREST**, Sorin-George Toma, Paul Marinescu, Florin Rotaru, Faculty of Administration and Business, University of Bucharest, Romania.

**3. THE IMPACT OF STUDENT EVALUATION ON THE TEACHING SERVICE QUALITY**, Dragana Grubišić, Ph. D., Faculty of Economics, University of Split, Split, **Jelica Fabris, dipl. oec** Faculty of Economics, University of Split, Split, Croatia.

**4. GENERIC COMPETENCES IN HIGHER EDUCATION – STUDENT PERCEPTION**, M. Gerasimovic<sup>1</sup>, L. Miskeljic<sup>2</sup>, U. Bugaric<sup>3</sup>, Lj.Stanojevic<sup>4</sup> 1 - Institute for Improvement of Education, Belgrade, Serbia, 2- Preschool Teacher College, Kikinda, Serbia, 3 - University of Belgrade - Faculty of Mechanical Engineering, Serbia, 4 - Megatrend University, Faculty of International Economics, Belgrade, Serbia.

**5. PARTNERSHIP IN EDUCATION AS A CAPITALIZATION FORM OF HUMAN AND SOCIAL CAPITALS**, Y.V.Martyakova, Doctor of Economics, Institute of Industrial Economics of NAS of Ukraine, Donetsk, Ukraine.

IWC TQM 2011 / Session **26** – Hall 518 (5<sup>th</sup> floor) / **Six Sigma**

**Chairmen:**

**Prof. Dr. Abel Ribeiro de Jesus**, Mechanical Engineering Department at the Polytechnic School of Federal University of Bahia, Brazil

**Pedro Alexandre de Albuquerque Marques**, UNIDEMI, Department of Strategy and Special Projects, ISQ – Welding and Quality Institute, Porto Salvo, Portugal;  
**Ass. Prof. Dr. Dragan Zikic**, Faculty of Agriculture, Novi Sad, Serbia.  
**Prof. dr Peđa Milosavljević**, Faculty of Mechanical Engineering, University of Niš, Niš, Serbia.

**1. IMPACT ON THE OPERATIONAL EFFICIENCY PROMOTED BY A SIX SIGMA PROGRAM IN A BRAZILIAN PETROCHEMICAL INDUSTRY**, Irlam R. Aragão, M.Sc. in Production Engineering, Q&P Team, Braskem America, Brasil,  
**Francisco B. Costa**, Master in Business Administration, Specialist Quality and Productivity Braskem S.A., Brasil, **Abel Ribeiro de Jesus**, Professor and Head of the Mechanical Engineering Department at the Polytechnic School of Federal University of Bahia, Brazil; PhD Student in the Industrial Engineering Program, Federal University of Bahia. Academic Visitor May-Nov. at Strathclyde University, Glasgow, UK.

**2. How to integrate Six Sigma with ISO 9001 quality management systems**, **Pedro Alexandre de Albuquerque Marques**, UNIDEMI, Department of Strategy and Special Projects, ISQ – Welding and Quality Institute, Porto Salvo, Portugal;  
**José Fernando Gomes Requeijo**, UNIDEMI, DEMI – Department of Mechanical and Industrial Engineering, Faculdade de Ciências e Tecnologia da Universidade Nova de Lisboa, Campus Universitário, Caparica, Portugal; **Pedro Manuel Tavares Lopes de Andrade Saraiva**, Department of Chemical Engineering Faculty of Sciences and Technology, University of Coimbra Pólo II - Pinhal de Marrocos, Coimbra, Portugal; **Francisco José Frazão Alves Guerreiro**, Department of Strategy and Special Projects, ISQ – Welding and Quality Institute, Porto Salvo, Portugal.

**3. SIX SIGMA AND EFQM – INTEGRATION FOR EXCELLENCE**, **Diogo Balestrin de Oliveira**, Pontifical Catholic University of Paraná Curitiba, Brazil;  
**Pedro Alexandre Marques**, UNIDEMI, Department of Strategy and Special Projects, ISQ – Welding and Quality Institute, Oeiras, Portugal; **Pedro Manuel Saraiva**, Department of Chemical Engineering University of Coimbra, Coimbra, Portugal; **José Gomes Requeijo**, UNIDEMI, Department of Mechanical and Industrial Engineering, Universidade Nova de Lisboa, Caparica, Portugal.

**4. FOOD INDUSTRY AND SIX SIGMA METHODOLOGY**, **Ass. Prof. Dr. Dragan Zikic**<sup>1</sup>, **Prof. Dr. Gordana Uscebrka**<sup>1</sup>, **Ass. Prof. Dr. Tatjana Sibalija**<sup>2</sup>, **Prof. Dr. Vidosav Majstorovic**<sup>2</sup> <sup>1</sup>Faculty of Agriculture, Novi Sad; Belgrade University, Mechanical Engineering Faculty, Belgrade, Serbia.

**APPLICATION OF LEAN SIX SIGMA METHOD IN EDUCATION PROCESS**, **Dragan Pavlović**, **Prof. dr Peđa Milosavljević**, **Srdjan Mladenović**, Faculty of Mechanical Engineering, University of Niš, Niš, Serbia.

13:00 – 15:00 Break

**15:00 – 16:30** Session **27 -Closing Plenary Session: TQM & IMS New Dimensions** - **Hall CeNT (first floor) - Mechanical Engineering Faculty, Belgrade.**

**Chairmen:**

**Prof. Dr. Stanislav Karapetrovic**, Department of Mechanical Engineering, University of Alberta, Edmonton, Canada.

**Prof. Dr. Gilles Barouch**, Institute for Quality Management, Bordeaux Management School, Talence Cedex, France.

**Prof. Dr. Tatjana V. Šibaliija**, Faculty of International Engineering Management, European University, Belgrade, Serbia.

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

**Prof. Dr. Marieta OLARU**, Bucharest Academy of Economic Studies, Bucharest, Romania.

**Keynote Speakers:**

**1. AUGMENTATION OF STANDARDIZED QUALITY MANAGEMENT SYSTEMS: AN EMPIRICAL VIEW, Keynote paper, Stanislav Karapetrovic**, Department of Mechanical Engineering, University of Alberta, Edmonton, Canada; **Martí Casadesús**, Departament d'Organització, Gestió Empresarial i Desenvolupament de Producte, Universitat de Girona, Girona, Spain, **Iñaki Heras**, Departamento de Organización de Empresas, E.U.E. Empresariales, Universidad del País Vasco, San Sebastián, Spain.

**2. TOTAL QUALITY MANAGEMENT AS A THEORY OF CHANGE, Keynote paper, Pr Gilles Barouch**, Academic Director – Institute for Quality Management, Bordeaux Management School, Talence Cedex, France.

**3. A MODEL OF GENERIC KNOWLEDGE-BASED SYSTEM FOR MULTIRESPONSE PROCESS DESIGN, Keynote paper, Tatjana V. Šibaliija<sup>1</sup>, Vidosav D. Majstorović<sup>2</sup>** Faculty of International Engineering Management, European University, Belgrade, Serbia; <sup>1</sup> Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia.

**4. TQM Education, Keynote paper, Prof. Dr. Shinji Naruo**, The University of Bucharest, Business and Administration Faculty, Romania.

**5. Evaluation of the degree of fulfillment of the EFQM excellence model criteria by the SMEs in Romania, Keynote paper, Marieta OLARU<sup>1</sup>, Ghiorghita STOLERIU<sup>2</sup>, Claudia Adriana LANGA<sup>3</sup>, Diana SANDRU<sup>4</sup>** <sup>1</sup> Bucharest Academy of Economic Studies, Romania, <sup>2</sup> Tecnoservice Bucuresti

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SA, Romania, <sup>3</sup> Romsir SRL, Bals, Romania, <sup>4</sup> Bucharest Academy of Economic Studies, Romania.

**16:30** – Farewell Cocktails in **Club CeNT** (first level).

**10<sup>th</sup> June, 2011 / Friday**

**8.00 – 16.00** **Excursion tour - Orange Quality Way** (Free of charge **ONLY** for participants of TQM Conference). For details please contact: [jusk@eunet.rs](mailto:jusk@eunet.rs) and [mgedosev@actavis.rs](mailto:mgedosev@actavis.rs), as soon as possible, because number of participants are limited. Host of excursion tour is Company Actavis, Leskovac.

***Welcome in Belgrade on the 6th IWC TQM  
2011 !***