



**7th RESEARCH / EXPERT CONFERENCE
WITH INTERNATIONAL PARTICIPATION
QUALITY 2011
01 - 04 June 2011
Neum, BOSNIA AND HERZEGOVINA**

ORGANIZED BY:

- ❖ UNIVERSITY OF ZENICA (Bosnia and Herzegovina)
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CONFERENCE TOPICS

The Research/Expert Conference will be performed as follows: plenary session (Key papers concerned, global topics), symposium (papers according to the conference topics) and workshops, when needed. We would like to inform all the potential authors to prepare papers in the following topics:

1. QUALITY IN BUSSINES
 - ❖ Quality management (Concept, Principles, Tools and Philosophies);
 - ❖ System and Process Performance Measurements;
 - ❖ Metrology;
 - ❖ Quality of product and process;
 - ❖ Quality in maintenance;
 - ❖ Supply chain management;
 - ❖ Environment protection quality;
 - ❖ Quality Engineering;
 - ❖ Quality Economics;
 - ❖ Risk Control;
2. QUALITY IN EDUCATION
 - ❖ Pedagogical standards and norms;
 - ❖ Methods and procedures of students knowledge accompany and control;
 - ❖ Methods and procedures of educational staff quality control;
 - ❖ Occupational institutions self evaluation;
 - ❖ Bologne process and quality;
 - ❖ IWA2;
 - ❖ Education programs and institutions accreditation and certification;
 - ❖ Law regulation in educational field;
3. QUALITY IN PUBLIC SECTOR
 - ❖ Quality in public institutions;
 - ❖ Quality in health institutions;
 - ❖ Quality in community enterprises;
 - ❖ Quality in Agriculture;
 - ❖ Quality in Food Processing Industry;
 - ❖ Aspect of Quality in Process Accesion BiH in EU
4. STANDARDS REGULATION IN QUALITY
 - ❖ International standards ISO 9000 - Quality Management System;
 - ❖ International standards ISO 14000 - Environmental Management System;
 - ❖ International standards ISO 18000 - Occupational Health and Safety Zone;
 - ❖ HACCP,
 - ❖ ISO 16949,
 - ❖ ISO 22000-Food safety management system,



- ❖ ISO 27000-Information security management standards,
- ❖ SA 8000-Social Accountability,
- ❖ Status and trends in development standards;
- ❖ Quality information systems;
- ❖ Quality awards;
- ❖ Standardization;
- ❖ State quality programs;
- ❖ TQM models and their evaluation

IMPORTANT TERMS

Submission of the full paper: April 15th 2011

Registration fee payment: May 10th 2011

Final programme: May 15th 2011

Quality 2011: June 1st to 4th 2011

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