

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

PARALLEL SESSION 8 – QUALITY RELATED MANAGEMENT SYSTEMS

- P8A - Smart and Resilient Environment Management Systems
- P8B - OH&S MS for improving Quality of Working Life
- P8C - MS for Smart Energy and Smart Grid
- P8D - Quality, Resilience, Security and Sustainability for Smart Cities&Regions
- P8E - Information Management Systems for Smart Infrastructure

Registration

Important dates:

Early reg. and payment-stage 2 (18% discount): 15.04.2020.

Regular registration and payment: from April 16, 2020

Cancellation with refund: May 15, 2020

TYPE / DEADLINE	until Apr 15, 2020	from Apr 16, 2020
Participants	€650.00	€790.00
Authors (1 per paper)	€295.00	€395.00
Groups (3 or more)	€485.00	€590.00
Students*	€215.00	€260.00
Gala dinner	€70.00	€70.00

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

TYPE / DEADLINE	until Apr 15, 2020	from Apr 16, 2020
Participants	€390.00	€470.00
Authors (1 per paper)	€250.00	€330.00
Groups (3 or more)	€290.00	€350.00
Students*	€125.00	€150.00
Gala dinner	€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 64th EOQ Scientific&Business Congress 2020. Authors submitting papers are entitled to a 50% discount on the regular registration fee.

Abstract submission: 31.01.2020.

Abstract acceptance notification: **15.02.2020.**

Paper submission: **15.04.2020.**

Paper acceptance notification: **10.05.2020.**

The number of papers to be presented during the Congress is limited and priority will be given to authors submitting the paper first!

One author can submit one abstract / paper.

Official language of the Congress is English.

Organizer

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Location and Accommodation

Hotel Hyatt Regency 5*
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Congress Secretariat

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*Quality moves
the World!*

**64th EOQ Scientific&Business
Congress 2020**

**Effective Education &
Quality Management**

- Key Factor for Success -

**CONGRESS
ANNOUNCEMENT**

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



www.eoqcongress2020.srmek.org

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Dear Friends and Colleagues!

Welcome to the 64th EOQ Scientific&Business Congress 2020.

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 real 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, Innovation, Environment, Safety, Circular Economy etc.

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

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Dr Ravi P. Singh - Quality Council of India Secretary General, India

Tani Järvinen - Finnish Quality Association CEO, QIA
President, Finland

Chokri Soltani - Quality Representative of Africa, Tunisia

Program

PLENARY: **WITH NEW QUALITY CONCEPTS TO FUTURE**

- **Quality Teaching in European Universities**
- **Quality Teaching in European Elementary Schools**
- **Quality Teaching in European Secondary Schools**
- **Future of Quality Management practices**
- **Business Excellence**

PARALLEL S.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, Software 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 (European Organization for Quality)
- P3B – IAQ (International Academy); ASQ (American Society for Quality)
- P3C – EFQM; QIA (Quality Innovation Award)
- P3D – ANQ (Asian Network); CAQ (China Association 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 modern diagnostic tool
- P4E - EFQM Model 2020: embrace change, drive performance

PLENARY: **QUALITY FUTURE VS FUTURE QUALITY**

- **Quality of smart EMS&OHS...**
- **Innovations and AI**
- **Circular Economy, Future**

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