

Information about 55th EOQ Congress

World Quality Congress

Timetable of the Program (draft):

June 20, 2011 (Monday)

New Quality and Safety Developments on the Agrifood Area (Pre-Congress Seminar)
Quality in Health Care (Pre-Congress Seminar)
Quality in Public Administration (Pre-Congress Seminar)
Pre-Congress Workshops
Welcome Reception

June 21, 2011 (Tuesday)

Morning: Opening Ceremony
Opening Plenary Session
Afternoon: 6 Concurrent Sessions
Evening: Gala Dinner

June 22, 2011 (Wednesday)

Morning: 6 Concurrent Sessions
Afternoon: Closing Plenary Session
Recognition Awards
Closing Ceremony

June 23, 2011 (Thursday)

Factory Visits

Keynote Speakers:

Charles Aubrey, Vice President, Anderson Pharmaceutical Packaging Company, USA
Alan Bryden, Past Secretary General of International Organization for Standardization (ISO), France
István Lepsényi, Director General of Knorr Bremse Ltd. Hungary
Shoji Shiba, Professor Emeritus of the Tsukuba University, Japan
Gábor Szabó, President of Hungarian Innovation Association and Rector of University Szeged, Hungary
Gregory H. Watson, President and Chairman of International Academy for Quality (IAQ), Finland

Featured Speakers:

Juhani Antilla, Former Vice President of Telecom Finland and Sonera Corporation, Finland
Robert E Cole, Professor at Doshisha Business School, Japan and University of California, USA
Tito Conti, Former President and Chairman of the International Academy for Quality, Italy
Kostas N. Dervitsiotis, Professor at the University of Piraeus, Greece
Thong Ngee Goh, Professor at the National University of Singapore, Singapore
Roland K. Jahnke, Director of Deutsche Post DHL, Germany
Dietrich Knorr, Professor at the Technical University Berlin, Germany
Tamás Németh, Secretary General of Hungarian Academy of Science, Hungary
Györgyi Nyikos, Deputy State Secretary, Ministry of National Development, Hungary
Sister Mary Jean Ryan, Chair/CEO of SSM Health Care, St. Louis, USA
E. David Spong, Board Chair of American Society for Quality, USA
László Török, General Manager, Grundfos Manufacturing Hungary
Jürgen Varwig, President of German Society for Quality, Germany

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Following Proposals are accepted as Papers or Standby Papers (Posters):

New Quality and Safety Regulations and Developments on the Agrifood Area

Food Safety Challenges in the 21st Century

Tamás Németh, Hungarian Academy of Sciences, Hungary

Improvement of the Food Processing Technologies through Innovations (to be confirmed)

Dietrich Knorr, Technical University Berlin, Germany

Innovation in the Food Sector through Effective Knowledge Transfer to SME's:

Approach and Experiences of the TRUEFOOD FP6 Project

András Sebők and Adrienn Hegyi, Campden&Chorleywood Food Development Institute, Hungary

The Role of Quality Assurance Systems in the Hungarian Food Industry

József Popp and Anikó Juhász, Research Institute for Agricultural Economics, Hungary

Food Safety, Quality, and Legality: Stakeholders with Increasing Impact on Food Producers

Hans Buser, Federation of the Swiss Food Industries, Switzerland

Six Sigma in Food Production – Challenges for “Bio” Process Optimization

Detert Brinkmann, Thorsten Klauke, Rolf Ibald and Brigitte Petersen, University of Bonn, Institute for Animal Science, Germany

Integrated Use of Global Standards to Establish an Effective Traceability System for Food Products

Balázs Fekete, GSI Hungary Non-Profit CPLC, Hungary

QUARISMA – Quality and Risk Management in Meat Chains

Brigitte Petersen, University of Bonn, Institute for Animal Science, Germany

Integration of Sustainability into the Business Processes of a Food Company

Katarina Gazi-Pavelic, Podravka d.d., Croatia

Determinants of Individual Share of Meat and Importance of the Consumption Awareness (Standby Paper or Poster)

Gaber Shehata and Souzan Ibrahim El-Sharbatly, Agricultural Economics, Alexandria University, Egypt

A Look on Nutrition and Foodstuffs from the Energetic Information Point of View Exchange (Standby Paper or Poster)

Lyudmyla Petyushenko, Child Development Centre, Ukrainian Scientific Research Institution, Ukraine Corporate Social

Quality in Health Care

Calling Forth the Spirit of Leadership - Pathway to Organizational Transformation

Sister Mary Jean Ryan, SSM Health Care, St. Louis, MO, USA

A Model for Personnel Allocation at Hospitals

Ryoko Shimono, Shogo Kato, Satoko Tsuru and Yoshinori Iizuka, University of Tokyo, Japan

High Performance Health Care: Achieving and Sustaining Performance Excellence

Paula Friedman, SSM Health Care, St. Louise, MO, USA

On the Way to Excellence

Tamás Kállai, B.Braun Avitum Hungary, CPLC, Hungary

Process Improvement in Healthcare

Ronald J.M.M. Does, University of Amsterdam, the Netherlands

Concept of the Socio-technology for Healthcare

Yoshinori Iizuka, University of Tokyo, Japan

Structured Clinical Knowledge and its Application as a Socio-technology – PCAPS

Satoko Tsuru, University of Tokyo, Japan

Scheme for Healthcare QMS and its Implementation as a Socio-technology – QMS-H Model

Masahiko Munechika, Waseda University, Tokyo, Japan

How a Medical Training Consortium Use Competency – Based Learning to Prepare Future Physicians in Evidence – Based Medicine

Grace Brannan, Ohio University, College of Osteopathic Medicine, Athen, OH, USA

A Study on the Structure of Educational Content for Healthcare Quality and Safety

Chisato Kajihara, Masahiko Munechika, Masataka Sano and Haizhe Jin, Waseda University, Tokyo, Japan

Priority Settings for a Quality Improvement Strategy in Hungarian Health System

Sándor Gődény, Barnabás Margitai, Magdolna Csáth, University of Debrecen, Hungary

A Study on a Method of Planning Countermeasures by Error-Proofing (Standby Paper or Poster)

Haizhe Jin, Masahiko Munechika, Masataka Sano and Chisato Kajihara, Waseda University, Tokyo, Japan

Quality in Public Administration

Obstacles to Quality in Public Administration: How to Overcome Them?

Tito Conti, Former President and Chairman of the International Academy for Quality, Italy

Quality Management in Public Administration

Wolfgang Kaerkes, German Society for Quality, Germany

How to Use the CAF Self-Assessment Model to Measure and Develop the Quality of Social Public Services?

Károly Czibere, Social Cluster Association, Hungary

Partner Satisfaction Survey in the National Labour Service

Mónika Bartók, National Labour Service, Hungary

Quality Movement in the Income Tax Department in India

Nilimesh Baruah, Government of India, Ministry of Finance, India

Best Practice Case from the European Network "Quality Cities"

Jan Bjoring and Johan Gammelgard, Quality Cities and City of Umea, Sweden

Improving Quality and Performance with the Public Sector Scorecard

Max Moullin, Sheffield Hallam University, United Kingdom

The first Government Programs for QSM Certification in the Social Sector of Russia

Maria Koroleva, Russian Certification Technologies Ltd., Russia

Implementation of Monitoring System for Service Quality Management Provided by Public Organizations to Population of the Republic of Kazakhstan

Azat Abdrakhmanov, Gleb Lukin and Valentina Yurikova, International Association of Quality Managers and Auditors, Kazakhstan

Pre-Congress Workshops

Quality Assurance in the Pharmaceutical Industry (Pre-Congress One-Day Workshop I.)

Charles Aubrey, Quality and Performance Excellence, Anderson Pharmaceutical Packaging an AmerisourceBergen Company, USA

Statistical Thinking Development for a Proactive Quality Assurance (Pre-Congress Half-Day Workshop II.)

Miflora M. Gatchalian and May Lynn G. Miranda, Quality Partners Company, Ltd., the Philippines

Workplace Cooperation – An Approach to Productivity & Quality (Pre-Congress Half-Day Workshop III.)

Jose C. Gatchalian, Workplace Cooperation (WPC), the Philippines

May Ann G. Kuik, Quality Partners Company, Ltd., the Netherlands

Opening and Closing Plenary Sessions

Returning to our Roots: The Fundamentals of Managing for Quality

Gregory H. Watson, President and Acting Chairman of IAQ, Finland

Cultural Transformation: Providing the Leading Edge in Navigating Global Quality

Charles Aubrey, Vice President, Anderson Pharmaceutical Packaging an AmerisourceBergen Company, USA

Innovation and Quality (to be confirmed)

Gábor Szabó, President of the Hungarian Innovation Association and Rector of the University Szeged, Hungary

Innovation of Quality – Quality of Innovation

The Way how KNORR does it

István Lepsényi, Director General, Knorr Bremse Hungary Ltd., Hungary

A Journey to Excellence I Two Organizations

E. David Spong, ASQ Board Chair and President (Ret.) Boeing Aerospace Support, Palos Verdes, CA, USA

The Golden Triangle of Management: Competitiveness, Profitability and Sustainability. How can International Standards Help?

Alan Bryden, Immediate Past Secretary General of International Organization for Standardization, France

Breakthrough Management in India (to be confirmed)

Shoji Shiba, Professor Emeritus of the Tsukuba University, Japan

Education of Quality – Quality of Education I-II.

The EOQ Personnel Certification and Registration

Eric Janssen and Enrique Marco, EOQ Personnel Registration Unit, Brussels

The EOQ Personnel Certification and Registration – Results and Experiences in Germany

Thomas Votsmeier, German Society for Quality, Germany

Personnel Certification in a World of Change

Anni Koubek, Quality Austria, Austria

The Cooperation with Professional Associations – Possible Future for Personnel Certification

Romana Hofmanova, Czech Society for Quality, Czech Republic

Effects of Advanced Terminology in Quality Management - A Study at Swedish Organizations

Liv Marcks von Würtemberg, Evelina Ericsson and Lars Sörqvist, Industrial Information and Control Systems, Royal Institute of Technology, Sweden

QUARISMA – Adoption of the QM Qualification "Quality System Manager Junior" in Meat Chains

Susanne Lehnert and Pieter Luning, Wageningen University, The Netherlands

Innovation and Quality

Developing Innovation Management as a Core Organizational Competence

Kostas N. Dervitsiotis, Professor at the University of Piraeus, Greece

Hoshin Kanri – A Strategic Approach to Continuous Improvement

David Hutchins, David Hutchins Innovation Limited, United Kingdom

Economics for Quality as the Scientific Basis of Managing the Quality and Innovation

Vladimir V. Okrepilov, Member of RAS, Test-St. Petersburg, Russia

Diversity and Inclusion in India - A Case Study of a Multinational Company

Maria Perpetua Ponce-Pura, New Zealand Work & Labour Market Institute, New Zealand

Quality Chicken or Innovation Egg?

Zigmund Bluvband, ALD Ltd., Israel

Innovation and Quality for Higher Competitiveness of Companies

Devender Malhotra and Shalabh Srivastava, Wipro BPO, India

Improve Quality beginning from Development to Production for Steel Strips

Helmut Hlobil, VATRON Ltd., Austria

Quality Management of Iron Ore and Coal by Raw Material Division of Tata Steel

R. R. Srivastava, Tata Steel Ltd., India

Research Evaluation at the Hungarian Academy of Sciences (Standby Paper or Poster)

László Szarka, Hungarian Academy of Sciences, Hungary

Repositioning Quality for Manufacturing

Refocusing Strategic Quality Management to Meet the Global Challenges of the New Era

Michael Kaye, University of Portsmouth Business School, United Kingdom

Marilyn Dyason, National School of Government, United Kingdom

Designing Closed Quality Control Loops for Stable Production Systems

Robert Schmitt, Henrik Glöckner and Sebastian Stiller, Aachen University, Germany

László Monostori, Zsolt Viharos, Hungarian Academy of Sciences, SZTAKI, Hungary

“Practical Program of Revolutions in Factories (PPORF) 20 Keys”® in Russia - Holistic Continuous Business Improvement System

Yury Nikolayevich Samoylov, Russian Organization for Quality, Russia

Quality Management: A Cost Factor or a Driver of Competitiveness?

Jürgen Varwig, President of German Society for Quality, Germany

The Role of the Quality Manager – Success Factors and Problems

Sanna Rosendal and Åsa Danielsson, Sandholm Associates AB, Sweden

Paradigms in Quality Management (Standby Paper or Poster)

Everard van Kemenade, Fontys University of Applied Sciences, The Netherlands

Repositioning Quality for Manufactured Product

Éva Hofbauer, RÁBA AXLE Company, Hungary

Management Systems Integration: Should „Quality” Be Redefined?

J.P.T. Domingues, University of Minho and Delphi-Bosch Ferreiros, Portugal

P. Sampaio and P. M. Arezes, University of Minho

Returns on Quality - ROQ Model (Standby Paper or Poster)

Alexander Linczéni and Renata Nováková, Slovak University of Technology, Slovakia

From the Process of Quality Management to the Integrated Technology of Organization's Continuous Improvement (Standby Paper or Poster)

Petro Kalyta, Ukrainian Association for Quality, Ukraine

Management of Quality or Quality of Management

Necessity of New Leadership

Asbjørn Aune, Norwegian University for Science and Technology, Norway

Strategic Thinking, Planning and Action

Margery Mayer, Kaplan University and Global operations Experts, USA

Performance Measurement Systems in Engineering, - Their Influence and Challenge (Standby Paper or Poster)

Knut Lynum, Norwegian University of Science and Technology, Norway

Cross Functional Support Process Management

Lars Sörqvist, Sandholm Associate and Royal Institute of Technology, Stockholm, Sweden

Process Evolution through Integration of Shainin and Taguchi

A Case Study in Alternator Manufacturing

N. Ravichandran, A. J. Jegadheeson, A. Balaji and M. Rajkamal, Lucas TVS, Chennai, India

New Times, New Songs

Yuri P. Adler and V. Shper, Moscow State Institute of Steel and Alloys, Russia

How to Improve the Quality of Top Management's Processes Using the Mechanisms of ISO 9000 Standards

Mičo Jančev, SMILE IT Solutions Jancev KG, Austria/Bosnia-Herzegovina

Research and Development of Integrated Management System Model on Knowledge Based System (Standby Paper or Poster)

Vidosav Majstorovic and Valentina Marinkovic, University of Belgrade, Serbia

Quality Management in the Areas not Covered by ISO Standards for Quality Management Systems (Standby Paper or Poster)

Renata Nováková, University of ss. Cyril and Methodius, Slovakia

Management System Certification and the Audits

Management System Certification – Quo Vadis?

Petr Koten, Czech Society for Quality, Czech National Certification Forum, Czech Republic

A Quality Management Model for High Performance Organization: Finnish Air Force

Henry Ilpo Antero Sivusuo, Finnish Air Force, Finland

Audits in the Aerospace Industries- Past, Present, Future

Gideon Roth, Cabiran Ltd., Israel

Improving Flight Safety Issues in the ASD (Aviation, Space & Defense) Industry Challenge (Standby Paper or Poster)

Alois Peter (Lou) Magritzer, OZ-LEAN SIX SIGMA-PARTNERS, Australia

Quality Development and Measurement Methods

Seven Tools for Management of Quality Developed by JUSE

Hitoshi Kamikubo, Union of Japanese Scientists and Engineers, Japan

QWEB Specification: New Perspectives from Different Stakeholders

A. Costa, P Sampaio and A. C. Braga, University of Minho, Portugal

Sensory Quality Measurement: The Case of Red Ribbon Bakeshop, Inc.

*Miflora M. Gatchalian, Quality Partners Co. Ltd., the Philippines
Marife Cruz, Red Ribbon Bakeshop, Inc.*

Methodology for the Establishment of "Standards" as Sociotechnology

Shogo Kato, Yoshinori Iizuka and Satoko Tsuru, University of Tokyo, Japan

Corporate Social Responsibility and Sustainable Development

Development Policy, Quality and Sustainability

Györgyi Nyikos, Ministry of National Development, Hungary

Be Responsible

László Török, Grundfos Manufacturing Hungary, Hungary

Process Management: the Key to More Sustainable Development

Jan Gillett and Jane Seddon, Process Management International Ltd, United Kingdom

CSR as a Concept with Special Regard to Core Business and Target Groups

Erzsébet Szegedi, Hungarian National Committee for EOQ, Hungary

How the Construction Industry is able to Built a Sustainable World

Joal Teitelbaum, Best Home, Teitelbaum Engineering, Brazil

Two Models – One Journey to Sustained Development

Viktor Iagodzinskyi, Personnel Training Center, Ukrainian Association for Quality, Ukraine

In Search of Ethical Governance and Corporate Social Responsibility using the Business Ethics Excellence Model

*Alexandros Antonaras and Melpo Iacovidou, University of Nicosia, Cyprus
Chrysi Memtsa, Hellenic American University, Greece*

Management Systems: a Path to Organizational Sustainability

*Paulo Sampaio, University of Minho, Portugal
Pedro Saraiva, University of Coimbra, Portugal*

Corporate Social Responsibility and Sustainable Development from the Energetic Information Point of View Exchange (Standby Paper or Poster)

Ljudmyla Petyushenko, Ukrainian Scientific Research Institute of Medico-Biological Problems & Bio-energetic Technologies, Ukraine

Education of Quality – Quality of Education III.

Quality Culture in Institutes of Higher Education

Avner Halevy and Michal Daloya, University of Haifa, Israel

Self Assessment according to EFQM Excellence Model as the Tool for Evaluation of University

Milan Hutyrá, VŠB-Technical University of Ostrava, Czech Republic

GAP between the Need for Quality Management in Companies and the Higher Education Programs

Everard van Kemenade, Fontys University of Applied Sciences, The Netherlands

Integrated Quality Management Training

Albert Balogh, Hungarian National Committee for EOQ, Hungary

Role of Applied Statistic in the Teaching of Quality

Ágota Drégelyi-Kiss and Georgina Nóra Tóth, Óbuda University, Hungary

Managing Quality in Learning Networks (Standby Paper or Poster)

Anni Koubek, Quality Austria, Austria

Refocusing Quality to Enhance Service to Customers

Global Challenges: Sustainability in Global Logistics

Roland K. Jahnke, Deutsche Post, Germany

A Quality Framework for Services in Shared Services Environments

Roy Ramphal, Faculty of Management at the University of South Africa, South Africa

Check-in to the New Era of Quality at Airports – Certification as a Key Factor for Success - Portuguese's Airports Experience

Ivone Lopes and João Farinha, ANA Airports of Portugal S.A., Portugal

Complaint in Function of Consumer Satisfaction

*Diana Plantić Tadić and Nikolina Borčić, University of Applied Sciences Vern, Croatia
Miroslav Drljača, Zagreb Airport, Croatia*

Quality in Tourism

Quality in Tourism

Dániel Makay, HOTREC Brussels, Belgium

The Keys to Success: Simplicity and Efficiency - Quality Management Methods & Tools in Tourism

Tamás Mezey, Danubius Hotels Co., Hungary

Quality in Double Service Models: Being a Service Provider of Tourism Services

Franziska Buser, Business Development & Quality Management, Switzerland Travel Centre, Switzerland

Quality in Tourism Through Cultural History Sharing: The Palawan, Philippine Model

Oscar L. Evangelista, Palawan State University, Philippines

Evaluation of Health Tourism as a Strategic Sector in Hungary (Standby Paper or Poster)

Tibor Marosi, Zsuzsanna Talum and Pál Molnár, University of Szeged, Hungary

Standardization and the New ISO 9004

Standardization and Integrated Management Systems - Business-Practitioners' Viewpoints

Juhani Anttila, Venture Knowledge, Finland

Kari Jussila, Senior Researcher, BIT Research Centre, Aalto University School of Science and Technology, Finland

An Innovative Self-Assessment Method Helps Organizations to Keep their Focus on the Implementation of Improvement Actions

Efstratios Petrellis, Men Electronic GmbH, Germany

Nikolaos Raptakis, Innosys GmbH, Germany

Herbert Schnauber, Ruhr-University Bochum, Germany

Six Sigma Becoming a Standard: The New ISO 9004

Ezgi Avci, Turkish Standards Institution, Personnel and System Certification Department, Turkey

Standardization of Management Systems for Nanotechnologies

Versan Vilya and Galeev Vladimir, Russian Research Institute for Certification, Russia

Future of Quality and Risk Management

Futuring – Anticipating the Future of Quality

Paul Borawski, American Society for Quality, USA

The Future of Risk Management

Olav F. Finsnes, Norwegian Society for Quality and Risk Management, Norway

Enterprise Risk Management - Tool for Enhancing Business Success

David Goldner, RAFAEL, Armament Development Authority, Israel

ISO 9004 and Risk Management – New Approaches of Sustainable Development

Liliana Nitu, Romanian Association for Quality, Romania

Six Sigma and Lean Management

Six Sigma as a Change Agent in Quality Management

T N Goh, National University of Singapore, Singapore

Integrating Six Sigma and Lean for Better Results

Lars Sörqvist, Sandholm Associates and Royal Institute of Technology, Stockholm, Sweden

Critical Success Factors of Lean and Six Sigma Projects: Differences and Commonalities

Balázs Németh, Kvalikon Consulting, Hungary

Key Success Factors for Six Sigma Implementation – Green Belt Perspectives

Rachavarn Kanjanapanyakom, Industrial Engineering, Thailand

Quality in Pharma Industry

Risk Management in the Pharma Industry

Magdolna Morvai, Teva Pharmaceutical Works Private Limited Company, Hungary

How Pharmaceutical Companies Leverage Quality and Quality Certifications to Achieve Competitive Advantage

Eize de Boer, SGS, Systems & Services Certifications, Switzerland

Pharma Industry: Quality Assurance or Quality Management

Júlia Sipos, Institute of Isotopes Co. Ltd, Hungary

Integrated Management System in Pharmaceutical Industry: The New Approach in Capital Project Management

Valentina Marinkovic and Vidosav Majstorovic, University of Belgrade, Serbia

People Involvement and Motivation

Efficiency with the Culture of Quality

Angelika Pindur-Nakamura and Nikolaus Mühle, QUIN, Germany

People Involvement and Workplace Cooperation for Quality: The Case of Universal Robina Corporation, Philippines

Jose C. Gatchalian, Quality Partners Company Ltd, Philippines

Joy S. Santiago, Universal Robina Corporation, Philippines

Creating Organizational Capabilities to Improve the Quality of Management and the Management of Quality with the People CMC

Yan Bello Méndez, SpaceMinds, Spain

Involvement of People – Motivation Versus Manipulation

Olga Stajdohar-Paden, Croatian Society for Quality, Croatia

Presumption of Responsibility

Vadim Lapidus, Priority Consulting Center, Russia

Studies on Quality Specification of Care Service for the Vulnerable Elderly and Disabled

Xiaofen Tang, Shanghai Association for Quality, China

Quality of Third Life

Zoran Lekic and Marina Lekic, Slovenian Quality and Excellence Association, Slovenia

The Quality of the Human Resources – New Aspects of Quality in the 21st Century

György Szügyi, Euromenedzser Consulting and Education Centre, Hungary

Quality in the Automotive Industry

What Happened to Toyota?

Robert E. Cole, Doshisha Business School, Kyoto, Japan and University of California, Berkeley, USA

Quo Vadis Automotive Industry?

Jan Hnatek, Czech Society for Quality, Czech Republic

„KAMAZ”: Client Interests are First of All

Aleksander Abramenko, OJSC „KAMAZ”, Russia

QM in Transition and Emerging Economies

Improvement of the European Competitiveness by Development of Movement for Excellence and Quality in Countries with Transition Economics (Standby Paper or Poster)

Petro Kalyta, Ukrainian Association for Quality, Ukraine

Developing Advanced Quality Management System in Emerging Economy (Standby Paper or Poster)

Edmond Hajziri, University of Business and Technology and Quality of Kosova, Republic of Kosova

Service Quality of the Moroccan Telecom Operators (Standby Paper or Poster)

Walid Zaramdini and Ahd Rankou, Al Akhawayn University, School of Business Administration, Morocco

Quality Way: the Perfect Way to Survive and Grow (Standby Paper or Poster)

Mohammad Farshad Kavehpisheh, ATEC Consultant Engineers, Iran

Development of a Sustainable National Accreditation Body for Engineering and Technology Laboratories Accreditation in Libya (Standby Paper or Poster)

Tarek Elsmuai, Nottingham Trent University, United Kingdom