

**The 7<sup>th</sup> International Working Conference**

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

**3<sup>rd</sup> – 7<sup>th</sup> June 2013  
Belgrade, SERBIA**

***3rd Circular  
With Detailed Program***

**Sponsored by:  
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## **Preface from the Conference President**

In time of economic crises quality issues become particularly important. They acquire new dimensions and often present milestone for survival of an organisation on the market. Today, engineering-technical dimensions of quality are implied, while business-managing aspects are developing, improving and increasingly applying. In parallel to this, sustainable development issues (ISO 9004:2009 and also 9001:2015), limited resources (energy and raw materials), climate changes and global financial crisis are superadded to quality topic.

The 7<sup>th</sup> IWC TQM Conference, Belgrade 2013, is arranged and held in such circumstances. Its basic objective is to offer the answers, from scientific-research point of view, on challenging issues regarding the progress of quality management. From the other side, equally important aspect of this Conference is the application of a new QM models and experiences related to this.

The especially important aspect of the Conference is contribution to European integrations in scientific-research domain, but also in business-industrial activities. It has become the world-known scientific-business forum for the exchange of knowledge and ideas and discussion about directions of future quality management concepts, through open-discussions, on biannually basis.

From the Fourth IWC TQM Conference, Belgrade 2007, two novelties have been introduced: (i) *The award for an individual for significant personal contribution to the Conference development, and (ii) award for the best paper on PhD student from their PhD thesis.*

The first winner, at 2007, was Prof. Dr. Herbert Osanna, TU Vienna, Austria, the honorary president of the Conference. He is the one of the Conference founders; at each conference he presented the introduction paper accepted from the audience with the utmost attention. (ii) *The award for young researcher, for his/her doctoral thesis research.* From this reason, the Special Session – Young researches, has been introduced at 2007, where PhD students present their researches. The Award winner for 2007 was Laura Catellani, Dipartimento di Meccanica – Politecnico di Milano, Milano, Italy, for the paper „Detecting out-of-control samples in customers' satisfaction surveys analysis: the effect of coding the categories of the ordinal scale“.

The laureates for 2009, have been: (i) Prof. Dr. Ton van der Wiele, Rotterdam School of Management, Erasmus University, Rotterdam, The Netherlands. Prof. Wiele was one of the honorary presidents of the Conference, with regular participation since 2003. He is world well-known scientific in QM domain, who has presented introduction papers at each conference from its foundation, showing the way toward QM theory progress, and (ii) the award for the best young researcher belongs to Michael Giebel, PhD student from University of Kassel, Germany, for the paper „Value Added by Quality

Management – Developing a Model Describing the Mechanisms and a Process Approach for Introduction”.

The winner at 2011, have been: (i) Prof. Dr. Francesco Jovane, Politecnico di Milano, Manufature Vice-president, Italy. Prof. Jovane was one of the honorary presidents of the Conference, with regular participation since 2004. He is world well-known scientific in Manufacturing engineering and "father" of EU Manufature Program / Platform, he has presented introduction papers at conference before, showing the way toward Manufacturing theory and practices progress, (ii) the award for the best young researcher belongs to Maria Stella Chiacchio, Molecular Design Department, Consiglio Nazionale delle Ricerche, Rome, Italy. for the paper „EARLY IMPACT ASSESSMENT FOR SUSTAINABLE DEVELOPMENT OF ENABLING TECHNOLOGIES”.

With the greatest please, I would like to introduce **the laureates for 2013:**

(i) **Prof. Dr. A. Weckenmann,** Friedrich-Alexander-University Erlangen-Nuremberg, Chair Quality Management and Manufacturing Metrology, Erlangen, Germany. Prof. Weckenmann was one of the honorary presidents of the Conference, with regular participation since 2001. He is world well-known scientist in Manufacturing metrology and Quality management. He is also member of CIRP and former President of CIRP STC for Metrology, and also member of IMEKO and President of TC 14 for Engineering Metrology.

(ii) *this year, the award for the best young researcher belongs to **Malte Schröder,** Chair of Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering WZL, Aachen, Germany; for the paper „STRATEGIES FOR THE DESIGN AND IMPLEMENTATION OF QUALITY CONTROL LOOPS TO REACH STABLE BUSINESS PROCESSES”.*

The Conference 2013 includes various scientific-expert contents that add a specific dimension, which could not be found in other conferences from the technical fields held in Serbia, as follows:

**Session 1 - Workshop 1 / Round Table Discussion 1: Topic: "ISO 9001: Excellence and Augmentation"**

**Session 2 - Opening Ceremony and Plenary Presentation - QUALITY MANAGEMENT - HISTORY AND TRENDS, Prof. Dr. A. Weckenmann,** *Friedrich-Alexander-University Erlangen-Nuremberg, Chair Quality Management and Manufacturing Metrology, Erlangen, Germany.*

**Session 3 - Opening Plenary Session: Advanced Quality – World- wide Approaches.**

**Session 4 - Young PhD researchers**

*Session 5 - Energy management systems and Integrated management systems*

*Session 6 - Continuous improvement*

*Session 7 - Organizational change and knowledge management*

*Session 8 - Advanced approaches of quality and metrology*

*Session 9 - Advanced cutting and analysis*

**Session 10 - Third Special Conference "Manufuture in Serbia 2013" / Manufuture Village Workshop - The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value – Part 1.**

**Special Session 11 - QUALITY AND LEADING INNOVATION**

**Session 12 - Third Special Conference "Manufuture in Serbia 2013" / Manufuture Village Workshop - The European Commission Danube Strategy as a West-East co-operation High Added Manufacturing Value – Part 2.**

*Session 13 - Risk management and enable technologies*

**Session 14 - 5<sup>th</sup> Balkan Conference on Quality / 6<sup>th</sup> Balkan Quality Forum  
- THE BALKAN AS A REGION OF QUALITY**

*Session 15 - Customers satisfaction and decision making*

*Session 16 - Session - Business excellence and TQM*

*Session 17 - Quality management in service sectors*

*Session 18 - Intelligent manufacturing*

*Session 19 - Quality management in education*

*Session 20 - Quality engineering techniques application*

**Session 21 - Closing Plenary Session - QM, TQM & IMS - New Dimensions**

The greatest worth of the Conference refers to the **authors** from **six continents and 37 countries**. Their high competence and high-quality level of papers have given the crucial contribution to the Conference.

The special thankfulness refers to the **Honorary Presidents of the Conference, the members of International Program Committee and the Presidents of the Sections**, for their personal contribution to the success of the Conference.

Large number of organizations, institutions and individuals contributed to preparation of the Conference, at which I am especially grateful. Some of them have been supported us continuously, so they deserve special acknowledgement: **Serbian Academy of Science and Arts, and its President Prof. Dr. Nikola Hajdin, CIRP, Paris, France. JUSE (Japanese Union of Scientist and Engineers), Tokyo, Japan and Mr. Slobodan Srećković, General Director of Informatika, Belgrade.**

The special remark deserves the **main patron – Carlsberg Serbia**, who, by its contribution, enables a high level of arrangement and organisation of the Conference, **until 2007**. Carlsberg Serbia is also proven as an exceptional host of technical support of the Conference, which added a new dimension to the whole concept. Our gratitude deserves the other sponsors, because without their help this Conference could not be successfully organised.

**The Ministry of Education and Science and Technological Development** of Republic of Serbia has supported the Conference and I would like to express our sincere gratefulness.

Belgrade, April 30<sup>th</sup> 2013.

**Prof. Dr. Vidosav D. Majstorović,  
The President and Founder of TQM Conference**

## **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 **7<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 - 2013. This Conference will be held between 3<sup>rd</sup> – 7<sup>th</sup> June, 2013 in Belgrade, Serbia.

## **MAIN PATRON**

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- Company "Sloboda", Čačak.
- Gemont, Belgrade.
- Alvogen Pharma Serbia doo, Belgrade, Serbia.
- IVA 28, Obrenovac.

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**The 7th International Working Conference - TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES**

**International Program Committee:**

**Honorary Chairs:** Prof. Dr. L. Alting (Dk), M. Debenham (UK), Prof. Dr. F. Jovane (I), Prof. Dr. L. Monostori (H), Prof. Dr. H. Osanna (At), Prof. Dr. T. Pfeifer (G), Prof. Dr. G. Sohlenius (S), Prof. Dr. J Stanic (Ser), Prof. Dr. H. VanBrussel (B), Prof. Dr. A. Weckenmann (G), Prof. Dr. A. van der Wiele (NI).

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European Organization for Quality (**EOQ**); Brussels; Belgium.

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

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

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

**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



*The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3rd – 7th June, 2013, Belgrade, Serbia.*

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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.

## **CONFERENCE INFORMATION**

**DATE:** 3<sup>rd</sup> – 7<sup>th</sup> June, 2013.

**VENUE:** **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall 211 (second floor), 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 15 <sup>th</sup> , 2013.
Late Registration:	After May 15 <sup>th</sup> , 2013.
Welcome Cocktail:	June 3 <sup>rd</sup> , 2013.
Opening Session:	June 4 <sup>th</sup> , 2013.
Opening Cocktail:	June 4 <sup>th</sup> , 2013.
Conference Dinner (informal):	June 4 <sup>th</sup> , 2013.
Excursion tour:	June 7 <sup>th</sup> , 2013.
Workshop 1 / RTD 1:	June 3 <sup>th</sup> , 2013.
Special Conference:	June 5 <sup>th</sup> , 2013.
Closing Plenary Session:	June 6 <sup>th</sup> , 2013.
Farewell Cocktail:	June 6 <sup>th</sup> , 2013.

### **CONFERENCE (Registration Office)**

**Prof. Dr. Vidosav D. MAJSTOROVIĆ**

**Address: Mechanical Engineering Faculty, Kraljice Marije 16  
11020 Beograd, PF 35, SERBIA**

Tel. : + + 381 (0) 11 33 02 407

Fax: + + 381 (0) 11 33 70 364

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

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



**The 7<sup>th</sup> IWC TQM CONFERENCE PLAN**

<b>3<sup>rd</sup> June, 2013 / Monday</b>	<b>Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade</b>
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**16:00 – 18:00**

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

**20:30**

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

**19.00**

**Session1** - Workshop 1 / Round Table Discussion 1: Topic: **"ISO 9001: Excellence and Augmentation"!** (Panelists: Prof. Dr. S. Karapetrovic (Canada), Prof. Dr. Angel Martinez Lorente (Spain), Prof. Dr. Micaela Martinez Costa (Spain), Prof. Dr. V. Majstorovic, (Serbia)) – Mechanical Engineering Faculty – Hall CeNT.

**Sponsored by Alvogen Pharma Serbia doo, Belgrade, Serbia.**

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

**The 7<sup>th</sup> IWC TQM CONFERENCE PLAN**

<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration

<b>Time</b>	<b>Hall 211 (Second floor)</b>		
<b>10:00 - 11:00</b>	<b>Session 2: The Opening Ceremony and Plenary Presentation</b> Opening addresses Awards <b>Opening Plenary Presentation:</b> <b>QUALITY MANAGEMENT - HISTORY AND TRENDS, Prof. Dr. A. Weckenmann</b> , Friedrich-Alexander-University Erlangen-Nuremberg, Chair Quality Management and Manufacturing Metrology, Erlangen, GERMANY.		
<b>11:00 - 11:30</b>	Welcome Cocktails - <b>Club 210</b> (second level)		
<b>11:30 - 13:30</b>	<b>Session 3: Opening Plenary Session – Advanced Quality – World-wide Approaches - Hall 211</b> (second floor) - Mechanical Engineering Faculty, Belgrade. <b>Introductions Plenary Presentations</b>		
<b>13:30 - 15:00</b>	Break		
	<b>Hall 211 (Second floor)</b>	<b>Hall CeNT (First floor)</b>	<b>Hall 518 (Fifth floor)</b>
<b>15:00 - 16:30</b>	Session 4  <b>Young PhD researchers</b>	Session 5  <b>Energy management systems and Integrated management systems</b>	Session 6  <b>Continuous improvement</b>
<b>16:30 - 17:00</b>	Break		
<b>17:00 - 18:30</b>	Session 7  <b>Organizational change and knowledge management</b>	Session 8  <b>Advanced approaches of quality and metrology</b>	Session 9  <b>Advanced cutting and analysis</b>

**20:30** IWC TQM 2013 / Conference Dinner (informal).

**The 7<sup>th</sup> IWC TQM CONFERENCE PLAN**

<b>Date:</b> 5 <sup>th</sup> June, 2013 / Wednesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration

<b>Time</b>	<b>Hall 211 (Second floor)</b>	<b>Hall 518 (Fifth floor)</b>
09:00-10:30	Session 10  Special Conference "Manufuture in Serbia 2013" - 3rd Manufuture Village Workshop "Industrial Technologies – SEE Regional Collaboration – Horizon 2020" - first part	Special Session 11  QUALITY AND LEADING INNOVATION
10:30-11:00	Break	
11:00-13:00	Session 12  Special Conference "Manufuture in Serbia 2013" - 3rd Manufuture Village Workshop "Industrial Technologies – SEE Regional Collaboration – Horizon 2020" - -- second part	Session 13  Risik management and enable technologies
13:00-15:00	Break	
15:00-16:30	Session 14  5 <sup>th</sup> Balkan Conference on Quality / 6 <sup>th</sup> Balkan Quality Forum - <u>THE BALKAN AS A REGION OF QUALITY</u>	Session 15  Customers satisfaction and decision making
16:30-17:00	Break	
17:00-18:30	Session 16  Bussines excellence and TQM	Session 17  Quality management in service sectors

**The 7<sup>th</sup> IWC TQM CONFERENCE PLAN**

<b>Date:</b> 6 <sup>th</sup> June, 2013 / Thursday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 11:00 Registration

<b>Time</b>	<b>Hall 211 (Second floor)</b>	<b>Hall 514 (Fifth floor)</b>	<b>Hall 518 (Fifth floor)</b>
09:00-10:30	Session 18 Digital Manufacturing	Session 19 Quality management in education	Session 20 Quality engineering techniques application
10:30-11:00	Break		
11:00-13:00	Session 21 – Hall CeNT (First floor) Closing Plenary Session: <b>TQM &amp; IMS New Dimensions</b>		
13:00-14:00	Farewell Cocktails in <b>Club CeNT</b> (first level).		

<b>Date:</b> 7 <sup>th</sup> June, 2013 / Friday	<b>Place:</b> IVA 28 Company – Obrenovac, Belgrade. Please vist - <a href="http://www.iva28.rs/">http://www.iva28.rs/</a>
08:00-16:30	<b>Excursion tour – <u>Serbian's digital factory</u>.</b> For details please contact: <a href="mailto:jusk@eunet.rs">jusk@eunet.rs</a> , as soon as possible, because number of participants are limited (min 30, max 50). Host of excursion tour is IVA 28 Company, Obrenovac.

**The 7<sup>th</sup> IWC TQM CONFERENCE PROGRAM**

**3<sup>rd</sup> June, 2013 / Monday**

***Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade***

**16:00 – 18:00**

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

**20:30**

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

**19.00**

**Session1** - Workshop 1 / Round Table Discussion 1: **Topic: "ISO 9001: Excellence and Augmentation"!** (Panelists: Prof. Dr. S. Karapetrovic (Canada), Prof. Dr. Angel Martinez Lorente (Spain), Prof. Dr. Micaela Martinez Costa (Spain), Prof. Dr. V. Majstorovic, (Serbia)) – Mechanical Engineering Faculty – Hall CeNT.

**Sponsored by Alvogen Pharma Serbia doo, Belgrade, Serbia.**

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

**The 7<sup>th</sup> IWC TQM CONFERENCE PROGRAM**

<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration

Time	Hall 211 (Second floor)
09:00-10:30	<p><b>Session 2: The Opening Ceremony and Plenary Presentation</b></p> <ul style="list-style-type: none"> <li>• Welcome and Opening addresses</li> <li>• Awards</li> <li>• <u>Opening Plenary Presentation:</u></li> </ul> <p><b>QUALITY MANAGEMENT - HISTORY AND TRENDS, Prof. Dr. A. Weckenmann</b>, Friedrich-Alexander-University Erlangen-Nuremberg, Chair Quality Management and Manufacturing Metrology, Erlangen, Germany.</p>
11:30-13:30	<p><b>Opening Plenary Session – Session 3: Advanced Quality – World-wide Approaches</b></p> <p><b><u>Chairmen Session:</u></b></p> <p><b>Prof. Dr. Albert Weckenmann</b>, Chair Quality Management and Manufacturing Metrology (QFM), Friedrich-Alexander-University Erlangen-Nuremberg, Germany.</p> <p><b>Prof. Dr. Marco Taisch</b>, Politecnico de Milano, Milano, Italy.</p> <p><b>Prof. Dr. K.- D. Bouzakis</b>, Laboratory for Machine Tools and Manufacturing Engineering, Mechanical Engineering Department, Aristoteles University of Thessaloniki, Greece.</p> <p><b>Prof. Dr. Numan Durakbasa</b>, Vienna University of Technology, Institute of Production Engineering and Laser Technology, Department for Interchangeable Manufacturing and Industrial Metrology, Vienna, Austria.</p> <p><b>Prof. Dr. Stanislav Karapetrovic</b>, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.</p> <p><b>Prof. Dr. Paulo Sampaio</b>, Production and Systems Department, University of Minho, Braga, Portugal.</p> <p><b>Prof. Dr. Micaela Martínez Costa</b>, Universidad de Murcia, Spain.</p> <p><b>Prof. Dr. Vidosav D. Majstorović</b>, University of Belgrade, Faculty of Mechanical Engineering, Belgrade, Serbia;</p> <p><b><u>Keynote Speakers:</u></b></p> <p><b>1. Sustainable Manufacturing and some of the social and environmental megatrends, Prof. Dr. Marco Taisch</b>, Politecnico de Milano, Milano, Italy.</p> <p><b>2. WEAR EVOLUTION PREDICTION AND CUTTING CONDITIONS OPTIMIZATION IN MILLING HARDENED STEELS BASED ON MECHANICAL AND FATIGUE PROPERTIES OF THE APPLIED TOOL COATINGS, K.-D. Bouzakis<sup>1,2,a</sup>, R. Paraskevopoulou<sup>1,b</sup>, G. Katirtzoglou<sup>1,2,c</sup>, S. Makrimalakis<sup>1,2,d</sup>, E. Bouzakis<sup>1,2,e</sup>, G. Skordaris<sup>1,f</sup>, P. Charalampous<sup>1,g1</sup></b>Laboratory for Machine Tools and Manufacturing Engineering, Aristoteles University of Thessaloniki, Thessaloniki, Greece, <sup>2</sup>Fraunhofer Project Center Coatings in Manufacturing, in Centre for Research and Technology Hellas in Thessaloniki, Greece and in Fraunhofer Institute for Production Technology in Aachen, Germany.</p>

	<p><b>3. Intelligent Design and Advanced Metrology as Strategic Approaches to Efficiency and Quality Improvement in Smart Manufacturing, M.N. Durakbasa, G. Bas, J.M. Bauer, G. Poszvek</b>, Department of Interchangeable Manufacturing and Industrial Metrology, Institute for Production Engineering and Laser Technology, Vienna University of Technology, Wien, Austria.</p> <p><b>4. On the Applications of ISO 10000 Customer Satisfaction Standards in Catalonia, Alexandra Simon<sup>1</sup>, Stanislav Karapetrovic<sup>2</sup>, Marti Casadesus<sup>3</sup></b>, <sup>1</sup> Universitat de Girona, Departament d'Organitzacio, Gestio Empresarial i Desenvolupament del Producte, Girona, Spain. <sup>2</sup> University of Alberta, Department of Mechanical Engineering, Edmonton, Canada, <sup>3</sup> Universitat de Girona, Departament d'Organitzacio, Gestio Empresarial i Desenvolupament del Producte, Girona, Spain.</p> <p><b>5. ISO 9001 ECONOMIC IMPACT IN THE COMPANIES' PERFORMANCE, Paulo Sampaio</b>, Production and Systems Department, University of Minho, Braga, Portugal.</p> <p><b>6. EXCELLENCE MODELS: DOES SCORES ON THEIR CRITERIA MATCH REALITY?, Joaquín Gómez Gómez</b>, Universidad de Murcia, <b>Micaela Martínez Costa</b>, Universidad de Murcia, <b>Ángel R. Martínez Lorente</b>, Universidad Politécnica de Cartagena, Spain.</p> <p><b>7. IMS in Serbia as a base for TQM Application or TQM in Serbia – reality or fiction, Prof. Dr. Vidosav D. Majstorović<sup>1</sup>, Prof. Dr. Tatjana V. Šibaliija<sup>2</sup>, Slavenko Stojadinovic<sup>1</sup></b>, <sup>1</sup> University of Belgrade, Faculty of Mechanical Engineering, Belgrade, Serbia, <sup>2</sup> Faculty of Engineering International Management, European University, Belgrade, Serbia;</p>
<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall 211 (second floor)
15:00-16.30	<p><b>TQM 2013 / Session 4 – Young PhD researchers</b></p> <p><b>Chairmen Session:</b></p> <p><b>Malte Schröder</b>, Chair of Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering WZL, Aachen, Germany;</p> <p><b>Felix Meentken, M.Sc.</b>, Fraunhofer Institute for Production Systems and Design Technology IPK, Berlin, Germany;</p> <p><b>Christian Janssen</b>, Chair for Production Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering (WZL), Aachen, Germany;</p> <p><b>Slavenko M. Stojadinović</b>, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Belgrade, Serbia;</p> <p><b>Nemanja Majstorovic</b>, Faculty of Dentistry, Belgrade, Serbia;</p> <p><b>1. STRATEGIES FOR THE DESIGN AND IMPLEMENTATION OF QUALITY CONTROL LOOPS TO REACH STABLE BUSINESS PROCESSES, M. Schröder, S. Schmitt, R. Schmitt</b>, Chair of Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering WZL, Aachen, Germany;</p> <p><b>2. GLOBAL QUALITY MANAGEMENT - DEVELOPING A MODEL FOR THE IMPLEMENTATION OF A GLOBAL QUALITY MANAGEMENT SYSTEM, Felix Meentken, M.Sc.</b>, Fraunhofer Institute for Production Systems and Design Technology IPK, Berlin, Germany;</p>



**Prof. Dr.-Ing. Roland Jochem**, Fraunhofer Institute for Production Systems and Design Technology IPK Berlin, Germany.

**3. Improving the Commissioning processes for Automobiles, Christian Janssen, Björn Falk, Robert Schmitt**, Chair for Production Metrology and Quality Management, Laboratory for Machine Tools and Production Engineering (WZL), Aachen, Germany;

**4. INSPECTION PLANNING FOR PRISMATIC PARTS ON CMM BASED ON ONTOLOGY KNOWLEDGE BASE, Slavenko M. Stojadinović, Prof. Dr. Vidosav D. Majstorović**, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Belgrade, Serbia;

**5. 3D MODELLING IN ORTHODONTICS – ONE APPROACH, Nemanja Majstorovic 1), Jelena Macuzic 2), Danijel Radic 2), Prof. Dr. Branislav Glisic 1), Prof. Dr. Angelina Nikodijevic 1)1)** Faculty of Dentistry, Belgrade, Serbia; 2) Mechanical Engineering Faculty, Belgrade, Serbia.

<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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<b>Time</b>	<b>Hall CeNT (first floor) /</b>
<b>15:00-16.30</b>	<p><b>TQM 2013 / Session 5 – Energy management systems and Integrated management systems</b></p> <p><b>Chairmen Session:</b></p> <p><b>Phillip Karcher</b>, Division Quality Management, FraunhoferInstitute for Production Systems and Design Technology IPK, Berlin, Germany;  <b>Priv.-Doz. Dr.-Ing. Robert Refflinghaus</b>, Institut für Forschung und Transfer (RIF) e.V., Dortmund, Germany;  <b>Mrs. Dragica. Vidanovic</b> , Quality Assurance Department, Blood Transfusion Institute of Serbia, Belgrade, Serbia;  <b>Igor Svetel</b>, Innovation Center, Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia;  <b>Rosina MLADENOVA, MSc-Eng.</b>, University of Transport "Todor Kableshkov", Sofia, Bulgaria.</p> <p><b>1. Objectives and barriers for the implementation of energy management systems in manufacturing enterprises in Germany: Results of an empirical investigation, Prof. Roland Jochem, Phillip Karcher, Markus Siemer</b>, Division Quality Management, FraunhoferInstitute for Production Systems and Design Technology IPK, Berlin, Germany;</p> <p><b>2. Integrating sustainability aspects into an integrated management system, Priv.-Doz. Dr.-Ing. Robert Refflinghaus, Dipl.-Kff. Sandra Klute</b>, Institut für Forschung und Transfer (RIF) e.V., Dortmund, Germany;</p> <p><b>3. MODEL OF MANAGEMENT REVIEW IN THE INTEGRATED MANAGEMENT SYSTEM, D. Vidanovic 1), V. Majstorovic 2)</b>, 1) Quality Assurance Department, Blood Transfusion Institute of Serbia, Belgrade, Serbia; 2) University of Belgrade, Mechanical Engineering Faculty, Belgrade, Serbia;</p> <p><b>4. A REVIEW OF ENERGY ANALYSIS SIMULATION TOOLS, Marko Jarić 1, Nikola Budimir 1, Milica Pejanović 2, Igor Svetel 1</b>, 1 Innovation Center, Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia; 2 Faculty of Architecture, University of Belgrade, Belgrade, Serbia.</p> <p><b>5. ESTIMATED EXPECTATIONS PROJECT VARIANT OF DEVELOPING RAILWAY JUNCTION SOFIA, Rosina MLADENOVA, MSc-Eng.</b>, University of Transport "Todor Kableshkov", Sofia, Bulgaria.</p>

<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 518 (Fifth floor)
15:00-16.30	<p><b>TQM 2013 / Session 6 – Continuous improvement</b></p> <p><b>Chairmen Session:</b></p> <p><b>Jurburg, Daniel</b>, Industrial Management Department, TECNUN, University of Navarra, San Sebastián, Spain.</p> <p><b>Ljubiša Urošević</b>, ATB Institute for Applied Systems Technology, Bremen, Germany.</p> <p><b>Sebastian Marius Roșu</b>, Special Telecommunications Service, Radio Communications Department, Bucharest, Romania.</p> <p><b>Alin Postecă</b>, Faculty of Engineering and Management of Technological Systems, University “Politehnica” of Bucharest, Romania;</p> <p><b>Tzvetelin K. Gueorguiev</b>, Department of Machine Tools &amp; Manufacturing, University of Ruse ‘Angel Kanchev’, Bulgaria;</p> <p><b>1. WHY IS THAT HIGHER CONTINUOUS IMPROVEMENT MATURITY LEVELS ARE STILL NOT ACHIEVED? EMPIRICAL EVIDENCE IN HIGH PERFORMANCE COMPANIES</b>, <b>Jurburg, D.</b><sup>1, 2</sup>, <b>Viles, E.</b><sup>1</sup>, <b>Jaca, C.</b><sup>1</sup>, <b>Tanco, M.</b><sup>2</sup> <sup>1</sup> - Industrial Management Department, TECNUN, University of Navarra, San Sebastián, Spain, <sup>2</sup>- Industrial Management Department, CITEM, Universidad de Montevideo, Montevideo, Uruguay.</p> <p><b>2. BUSINESS PROCESS IMPROVEMENT BY ADVANCED INNOVATION PROCESS MANAGEMENT IN SME</b>, <b>Ljubiša Urošević</b>, <b>Philip Reimer</b>, <b>Oliver Kotte</b>, <b>Norman Guelcū</b>, <b>Aitor Elorriaga</b>, <b>Silvia Lopez</b>, <b>Reza Ziarati</b>, <b>Martin Ziarati</b>, <b>Lakhvir Singh</b>, ATB Institute for Applied Systems Technology, Bremen, Germany, <b>InnoPole</b>, <b>Ronda Buenavista</b>, 24, BL.10, Toledo, Spain, Centre for Factories of the Future - C4FF, Coventry University Technology Park, Puma Way, Coventry, UK.</p> <p><b>3. MATERIALS MANAGEMENT PROCESS AS PART OF THE ENTERPRISE PROJECT MANAGEMENT</b>, <b>Sebastian Marius Roșu</b><sup>1</sup>, <b>George Drăgoi</b><sup>2</sup> <sup>1)</sup> Special Telecommunications Service, Radio Communications Department, Bucharest, Romania, <sup>2)</sup>“Politehnica” University of Bucharest, Faculty of Engineering in Foreign Languages, Bucharest, Romania.</p> <p><b>4. QUICK CHANGEOVER: CONTINUOUS IMPROVEMENT AND PRODUCTION COSTS REDUCTION FOR PLASTIC-MOLDING MACHINES</b>, <b>Alin Postecă</b>, <b>Miron Zapciu</b>, Faculty of Engineering and Management of Technological Systems, University “Politehnica” of Bucharest, Romania;</p> <p><b>5. HUMAN QUALITY MANAGEMENT SYSTEM</b>, <b>Tzvetelin K. Gueorguiev</b> <sup>1</sup>, <b>Stefan N. Yanev</b> <sup>2</sup>, Department of Machine Tools &amp; Manufacturing <sup>1</sup>, Department of Public Health and Social Activities <sup>2</sup>, University of Ruse ‘Angel Kanchev’, Bulgaria;</p>

**Date:** 4<sup>th</sup> June, 2013 / Tuesday

**Place:** Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall Cent
17:00-18.30	<p><b>TQM 2013 / Session 7 – Organizational change and knowledge management</b></p> <p><b>Chairmen Session:</b></p> <p><b>Colin Raßfeld</b>, Division Quality Management, FraunhoferInstitute for Production Systems and Design Technology, Berlin, Germany;</p> <p><b>Prof. Dr. Spasojević Brkić V.</b>, University of Belgrade, Faculty of Mechanical Engineering, Industrial Engineering Department, Belgrade, Serbia</p> <p><b>Prof. Dr. Miroslav Bobrek</b>, Faculty of mechanical engineering, University of Banjaluka, Banjaluka, BiH-RS;</p> <p><b>Prof. Dr. Amila Pilav-Velić</b>, School of Economics and Business, University of Sarajevo, Sarajevo, Bosnia and Herzegovina.</p> <p><b>Snežana Knežević</b>, Railway Technical School, Belgrade, Serbia;</p> <ol style="list-style-type: none"> <li><b>1. Developing a Process-Oriented and Modern Quality Organization: A Case Study Approach, Prof. Roland Jochem, Colin Raßfeld</b>, Division Quality Management, FraunhoferInstitute for Production Systems and Design Technology, Berlin, Germany;</li> <li><b>2. ORGANIZATIONAL CULTURE AND QUALITY IMPROVEMENT TOOLS RELATIONSHIP, Spasojević Brkić V.<sup>1*)</sup>, Tomić B.<sup>2)</sup>, Dondur N.<sup>3)1*)</sup></b> University of Belgrade, Faculty of Mechanical Engineering, Industrial Engineering Department, Belgrade, Serbia, <sup>2)</sup> Bombardier Aerospace, Quality Management, Toronto, Canada, <sup>3)</sup> University of Belgrade, Faculty of Mechanical Engineering, Industrial Engineering Department, Belgrade, Serbia.</li> <li><b>3. QUALITY AND KNOWLEDGE MANAGEMENT SYSTEM IN ORGANIZATIONS, Prof. Dr. Miroslav Bobrek</b>, Faculty of mechanical engineering, University of Banjaluka, Banjaluka, BiH-RS;</li> <li><b>4. THE EVALUATION OF e - GOVERNMENT SOFTWARE APPLICATIONS QUALITY, Savo Stupar<sup>1</sup>, Elvedin Grabovica<sup>2</sup>, Amila Pilav-Velić<sup>3</sup></b> <sup>1, 2, 3</sup> School of Economics and Business, University of Sarajevo, Sarajevo, Bosnia and Herzegovina.</li> <li><b>5. QUALITY MANAGEMENT IMPLEMENTATION AS A MULTIDIMENSIONAL ORGANIZATIONAL CHANGE, Snežana Knežević<sup>1</sup>, Danijela Lazić<sup>2</sup>, Zoran Milanović<sup>3</sup>,</b>  <sup>1</sup>Railway Technical School, Belgrade, Serbia; <sup>2</sup>PRO-QUALITY, Consulting Agency, Belgrade, Serbia, <sup>3</sup>The Academy of Criminalistic and Police Studies, Belgrade, Serbia;</li> </ol>

**Date:** 4<sup>th</sup> June, 2013 / Tuesday

**Place:** Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall CeNT (First floor)
17:00-18.30	<p><b>TQM 2013 / Session 8 – Advanced approaches of quality and metrology</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Igor Budak</b>, Department of Production Engineering, Faculty of Technical Sciences, University of Novi Sad, Novi Sad, Serbia.</p> <p><b>Prof. Dr. Ana Todorović</b>, School of Dentistry, University of Belgrade, Serbia.</p> <p><b>Ph.D. Srdjan Živković, Mech.Eng.</b>, Military Technical Institute Belgrade, Experimental Aerodynamic division, Designing and Manufacturing of Wind Tunnel Models Department, Belgrade - Serbia;</p> <p><b>Mussa Mahmud</b>, Faculty of Natural Resources (NRF) Eng., University Benghazi, - Libya.</p> <p><b>Rahel Rahel</b>, Faculty of Mechanical Eng., Omar AL-MAKTAR University, Tobruk- Libya.</p> <p><b>1. QUALITY ASSESSMENT OF INTRAORAL OPTICAL DIGITIZATION METHODS IN DENTISTRY, B. Trifković<sup>1</sup>, I. Budak<sup>2</sup>, A.B. Todorović<sup>3</sup>, T. Puškar<sup>4</sup>, Đ. Vukelić<sup>5</sup>, A.R. Todorović<sup>6</sup>, M. Šćepanović<sup>7</sup> 1,3,4,6,7 - Clinic for Prosthodontics, School of Dentistry, University of Belgrade, , Belgrade, Serbia, 2, 5 - Department of Production Engineering, Faculty of Technical Sciences, University of Novi Sad, Novi Sad, Serbia.</b></p> <p><b>2. COMPUTERIZED OCCLUSAL ANALYSIS IN IMPLANT PROSTHODONTICS, Ana Todorović<sup>1</sup>, Vojkan Lazić<sup>1</sup>, Aleksandra Špadijer-Gostović<sup>1</sup>, Igor Đorđević<sup>1</sup>, Branka Trifković<sup>1</sup>, Nebojša Romčević<sup>2</sup>, Rebeka Rudolf <sup>3</sup> 1. School of Dentistry, University of Belgrade, Serbia; 2. Institute for Physics, University of Belgrade, Belgrade, Serbia; 3. University of Maribor, Faculty of Mechanical Engineering, Slovenia.</b></p> <p><b>3. QUALITY MANAGEMENT AERONAUTICAL SURFACES MANUFACTURING, Ph.D. Srdjan Živković, Mech.Eng.</b>, Military Technical Institute Belgrade, Experimental Aerodynamic division, Designing and Manufacturing of Wind Tunnel Models Department, Belgrade - Serbia;</p> <p><b>4. 3D SURFACE AUTOMATED ACQUISITION USING SENSOR NON-CONTACT WITH RESPECT THEY CONDITION METROLOGY, Mussa Mahmud 1, Rahel Rahel 2, David Joannic 2, Jean-François Fontaine 2</b> Faculty of Natural Resources (NRF) Eng., University Benghazi, - Libya, Laboratoire d'Electronique, Informatique et Image (Le2i), Université de Bourgogne, AUXERRE, France.</p> <p><b>5. MEASUREMENT OF 3D DISPLACEMENT FIELDS USING 3D LASER SCANNER AND CCD CAMERA, Rahel Rahel*, Mussa Mahmud*, ** M. Roy Michaël, ** Jean-François Fontaine, *</b> Faculty of Mechanical Eng., Omar AL-MAKTAR University, Tobruk- Libya, *Faculty of Mechanical Eng., AL-TAHADI University, Sirte- Libya, ** Laboratoire d'Electronique, Informatique et Image(Le2i), UMRCNRS 5158 Université de Bourgogne, site d'Auxerre-France.</p>

<b>Date:</b> 4 <sup>th</sup> June, 2013 / Tuesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 518 (Fifth floor)
17:00-18.30	<p><b>TQM 2013 / Session 9 – Advanced cutting and analysis</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Peter Monka</b>, Department of manufacturing technologies, TU Kosice, Faculty of Manufacturing Technologies with the seat in Presov, Presov, Slovakia.</p> <p><b>Prof. Dr. Božica Bojović</b>, University of Belgrade, Faculty of Mechanical Engineering, Production Engineering Department, Belgrade, Republic of Serbia.</p> <p><b>Prof. Dr. Dana Stancekova</b>, Department of Machining and Manufacturing Technology , University of Zilina, Faculty of Mechanical engineering, Zilina, Slovakia;</p> <p><b>Prof. Dr. Andrej Czan</b>, Department of Machining and Manufacturing Technology , University of Zilina, Faculty of Mechanical engineering, Zilina, Slovakia;</p> <p><b>PhD Branko Djedović</b>, School for business applied studies- Cacak, Belgrade, Serbia.</p> <p><b>1. THE QUALITY OF MACHINED SURFACES OBTAINED BY TWO TYPES OF TOOLS</b>, <sup>1</sup>Peter Monka, <sup>2</sup>Katarina Monkova, <sup>1, 2</sup>Department of manufacturing technologies, TU Kosice, Faculty of Manufacturing Technologies with the seat in Presov, Presov, Slovakia.</p> <p><b>2. METAL SHEET SURFACE CHARACTERIZATION PRIOR TO AND AFTER PROCESSING BY AREAL ROUGHNESS PARAMETERS</b>, Božica Bojović<sup>1</sup>, Bojan Babić<sup>1</sup>, Aleksandar Žunjić<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, Industrial Engineering Department, Belgrade, Republic of Serbia;</p> <p><b>3. INTENSIFICATION OF THERMAL CUTTING METALLIC MATERIALS</b>, Dana Stancekova, Tomas Nosak, Peter Scotka, Tomas Kurnava, Jozef Mrazik, Department of Machining and Manufacturing Technology , University of Zilina, Faculty of Mechanical engineering, Zilina, Slovakia;</p> <p><b>4. RESIDUAL STRESSES AFTER MACHINING OF HIGH SPEED STEEL THEIR ANALYSIS BY X-RAY DIFFRACTION</b>, Andrej Czan, Jozef Holubjak, Róbert Bobrovský, Marek Szigety, Jozef Rákoci, Mario Košút, Department of Machining and Manufacturing Technology , University of Zilina, Faculty of Mechanical engineering, Zilina, Slovakia;</p> <p><b>5. CONTEMPORARY APPROACH OF QUALITY IN THE MANAGEMENT OF PRODUCTION WITH APPLICATION OF STATISTICAL METHODS</b>, PhD Branko Djedović, School for business applied studies- Cacak, Belgrade; PhD Boško Nadoveza, Alfa University Belgrade, Belgrade; BSc Bratislav Drenovac, Serbian Armed Forces; PhD Dragana Petrović, School for business applied studies, Cacak; Student of PhD studies Saša Zdravković, Road traffic safety agency of the Republic of Serbia.</p>

**The 7<sup>th</sup> IWC TQM CONFERENCE PROGRAM**

**Date:** 5<sup>th</sup> June, 2013 / Wednesday      **Place:** Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall 211 (second floor)
09:00-10:30	<p><b>TQM 2013 / Session 10 – Special Conference "Manufacture in Serbia 2013" / Manufacture Village Workshop - first part</b></p> <p><b>Chairmen Session:</b></p> <p><i>José Caldeira, MANUFUTURE ETP, Chaiman of the NRTP Group.</i>  <i>Dr. Liviu Jalba, President of Manufacture Village WBC;</i>  <i>Prof. Dr. Vidosav Majstorovic, President of Serbian Manufacture.</i>  <i>Prof. Dr. Tatjana Sibalija, Vice-President of Manufacture Village and of Manufacture Serbia.</i></p> <p>The detailed program of the 3rd <i>Manufacture Village</i> Workshop will be sent later.</p> <p><b>TOPIC: "Industrial Technologies – SEE Regional Collaboration – Horizon 2020"</b></p>

**Date:** 5<sup>th</sup> June, 2013 / Wednesday      **Place:** Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall 518 (fifth floor)
09:00-10:30	<p><b>TQM 2013 / Special Session 11 – QUALITY AND LEADING INNOVATION</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Kristina Zgodavova</b>, Department of Integrated Management, Technical University of Kosice, Kosice, Slovak Republic;  <b>Radoslav Delina</b>, Faculty of Economics, Technical University of Kosice, Kosice, Slovak Republic;  <b>Vincent Šoltés</b>, Department of Finance, Faculty of Economics, Technical University of Košice, Košice, Slovakia.  <b>Jozef Petrik</b>, Department of Integrated Management, Faculty of Metallurgy, Technical University of Košice, Slovakia;</p> <p><b>1. CONTRIBUTION TO LEADING INNOVATION OF STUDY PROGRAMS, Kristina Zgodavova 1, Pavol Palfy 2, Matus Horvath 3, Department of Integrated Management, Technical University of Kosice, Kosice, Slovak Republic;</b></p> <p><b>2. INNOVATIVE TRUST SERVICE MODEL PROPOSITION FOR BUSINESS E-COOPERATION ENVIRONMENT, Radoslav Delina1, Stanislav Szabo2, Vojtech Ferencz3, 1Faculty of Economics, Technical University of Kosice, Kosice, Slovak Republic; 2Faculty of Aeronautics,</b></p>



*The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3rd – 7th June, 2013, Belgrade, Serbia.*

	<p>Technical University of Kosice, Kosice, Slovak Republic; 3Faculty of Business Economics with seat in Košice, University of Economics in Bratislava, Kosice, Slovak Republic;</p> <p><b>3. APPLYING AHP METHOD FOR QUALITY IMPROVEMENT IN ORGANISATIONS WITH FUNCTIONAL BSC SYSTEM, Vincent Šoltés<sup>1</sup>, Beáta Gavurová<sup>2</sup></b>, 1Department of Finance, Faculty of Economics, Technical University of Košice, Košice, Slovakia, Department of Banking and Investment, Faculty of Economics, Technical University of Košice, Košice, Slovakia;</p> <p><b>4. THE INDENTATION SIZE EFFECT AND REMOTE MEASUREMENT, Jozef Petrik, Pavol Palfy</b>, Department of Integrated Management, Faculty of Metallurgy, Technical University of Košice, Slovakia;</p>
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**Date:** 5<sup>th</sup> June, 2013 / Wednesday

**Place:** Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade

Time	Hall 211 (second floor)
11:00-13:00	<p><b>TQM 2013 / Session 12 – Special Conference "Manufuture in Serbia 2013" / Manufuture Village Workshop - second part</b></p> <p><b>Chairmen Session:</b></p> <p><b>José Caldeira, MANUFUTURE ETP, Chaiman of the NRTP Group.</b>  <b>Dr. Liviu Jalba, President of Manufuture Village WBC;</b>  <b>Prof. Dr. Vidosav Majstorovic, President of Serbian Manufuture.</b>  <b>Prof. Dr. Tatjana Sibalija, Vice-President of Manufuture Village and of Manufuture Serbia.</b></p> <p style="text-align: center;"><b>The detailed program of the 3rd Manufuture Village Workshop will be sent later.</b></p> <p style="text-align: center;"><b>TOPIC: "Industrial Technologies – SEE Regional Collaboration – Horizon 2020"</b></p>

<b>Date:</b> 5 <sup>th</sup> June, 2013 / Wednesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 518 (fifth floor)
11:00-13:00	<p><b>TQM 2013 / Session 13 Risik management and enable technologies</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Valentina Marinković</b>, University of Belgrade, Faculty of Pharmacy, Belgrade, Serbia,  <b>A. Djurđević</b>, Institute of nuclear sciences "VINČA", Center of explosion protection CENEx, Beograd, Serbia.</p> <p><b>SNEŽANA KIRIN</b>, Faculty for Management of Small and Medium Enterprises, University Privredna Akademija, Novi Sad, Serbia; ** Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia.</p> <p><b>Emina Dzindo</b>, Innovation Center of the Faculty of Mechanical Engineering, Belgrade, Serbia.  <b>Toshko Rusenov</b>, Higher School of Transport, Sofia, Bulgaria;  <b>Martyakova Y.V., Doctor of Economics, prof.</b>, IIE NASU, Donetsk, Ukraine;</p> <p><b>1. RISK ASSESMENT IN PHARMACEUTICAL SUPPLY CHAIN BASED ON MULTI-CRITERIA INFLUENCE DIAGRAM, V. Marinković<sup>1</sup>, A. Janjić<sup>2</sup>, V. Majstorović<sup>3</sup>, Lj. Tasić<sup>1</sup></b> <sup>1</sup> University of Belgrade, Faculty of Pharmacy, Belgrade, Serbia, <sup>2</sup>University of Niš, Faculty of Electronic Engineering, Niš, Serbia, <sup>3</sup>University of Belgrade, Faculty of Mechanical Engineering, Belgrade, Serbia.</p> <p><b>2. DETERMINING LIMITING HEATING GRADIENT OF STATOR WINDINGS OF OVERLOADED MOTOR FOR CONFORMITY ASSESSMENT WITH DIRECTIVE "ATEX", A. Djurđević, M. Tufegdžic, A. Videnovic, P. Popovic</b>, Institute of nuclear sciences "VINČA", Center of explosion protection CENEx, Beograd, Serbia.</p> <p><b>3. INTEGRATED QUALITY MANAGEMENT AND RISK MANAGEMENT SYSTEMS FOR MODERN MINING INDUSTRY, SNEŽANA KIRIN*, ALEKSANDAR SEDMAK**, TATJANA JANOVAC*, TAMARA SEDMAK**</b>, * Faculty for Management of Small and Medium Enterprises, University Privredna Akademija, Novi Sad, Serbia; ** Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia.</p> <p><b>4. RISK MANAGEMENT IN INDUSTRY &amp; RELEVANT PROPERTIES OF THE HAZARDOUS SUBSTANCES, Emina Dzindo<sup>1</sup>, Jasmina Lozanovic Sajic<sup>1</sup></b> <sup>1</sup>Innovation Center of the Faculty of Mechanical Engineering, Belgrade, Serbia.</p> <p><b>5. ANALYSIS OF THE RAILS IN BULGARIA, Toshko Rusenov</b>, Higher School of Transport, Sofia, Bulgaria;</p> <p><b>6. ECONOMIC MECHANISMS OF INTERACTION IN THE QUALITY MANAGEMENT OF SOCIAL SERVICES, Martyakova Y.V., Doctor of Economics, prof.</b>, IIE NASU, Donetsk, Ukraine;</p>

*The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3rd – 7th June, 2013, Belgrade, Serbia.*

<b>Date:</b> 5 <sup>th</sup> June, 2013 / Wednesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 211 (second floor)
15:00-16:30	<p><b>TQM 2013 / Session 14 – 5<sup>th</sup> Balkan Conference on Quality / 6<sup>th</sup> Balkan Quality Forum - <u>THE BALKAN AS A REGION OF QUALITY</u></b></p> <p><i>Conference Co-Chairs and Founders:</i> Prof. Dr. V. Majstorovic (Serbia), Prof. Dr. Lidia Petrova Galabova (Bulgaria), Prof. Dr. N.M. Vaxevanidis (Greece), Prof. Dr. N. Dragulanesku (Romania).</p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Nicolae DRĂGULĂNESCU</b>, University POLITEHNICA of Bucharest, Romania;  <b>Prof. Dr. Lidia Galabova</b>, Technical University of Sofia, Faculty of Management, Bulgaria.  <b>Prof. Dr. N.M. Vaxevanidis</b>, Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), Department of Mechanical Engineering Educators, Athens, Greece.  <b>Prof. Dr. Marijana Petrović</b>, Faculty of Transport and Traffic Engineering, University of Belgrade, Serbia, <sup>b</sup> Faculty of Mathematics, University of Belgrade, Serbia.</p> <p><b>Sonja Čerepnalkovska, M.Sc.</b>, Standardization Institute of the Republic of Macedonia - ISRM, Skopje, Republic of Macedonia;  <b>Skender Bruçaj</b>, Educational Sciences, Beder University, Tirana, Albania;</p> <p><b>1. QUALITY ASSURANCE IN EDUCATION SYSTEMS OF SOUTH EASTERN EUROPE – NECESSITY OR "BALLAST"?</b>, Nicolae DRĂGULĂNESCU, Ph.D, Ph.D, Professor, University POLITEHNICA of Bucharest, Romania; Manuela STOICA, Ph.D, Teacher, Technical College "Toma N. Socolescu", Ploiesti, Romania, Remus CHINĂ, Ph.D, Teacher and Inspector, Ministry of National Education, Bucharest, Romania.</p> <p><b>2. BUSINESS PROCESS AUDITS AS A TOOL FOR IMPROVEMENT OF INTEGRATED MANAGEMENT SYSTEMS</b>, B. Nenkova<sup>1</sup>, B. Manchev<sup>2</sup>, E. Tomov<sup>3</sup>, L. Galabova<sup>4</sup> <sup>1</sup> GCR Ltd., Sofia, Bulgaria, <sup>2</sup> 3 Risk Engineering Ltd., Sofia, Bulgaria, <sup>4</sup> Technical University of Sofia, Faculty of Management, Bulgaria.</p> <p><b>3. EVALUATION OF RESEARCH IN A GREEK PEDAGOGICAL &amp; TECHNOLOGICAL HIGHER EDUCATION INSTITUTION</b>, N.M. Vaxevanidis<sup>1</sup>, H. Despotidi<sup>1</sup>, P.G. Asteris<sup>2</sup>, G. Typas<sup>3</sup> <sup>1</sup> Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), Department of Mechanical Engineering Educators, <sup>2</sup> Department of Civil &amp; Construction Engineering Educators, <sup>3</sup> President, Institutional Quality Assurance (QA) Unit, School of Pedagogical &amp; Technological Education N. Heraklion, Athens, Greece.</p> <p><b>4. Pitfalls and Promises of Analytical Tools for Benchmarking</b>, Marijana Petrović<sup>a</sup>, Ivan Anić<sup>b</sup>, Snežana Pejčić Tarle<sup>a</sup>, Faculty of Transport and Traffic Engineering, University of Belgrade, Serbia, <sup>b</sup> Faculty of Mathematics, University of Belgrade, Serbia.</p> <p><b>5. CREATING CONFIDENCE MUTUAL RECOGNITION OF CONFORMITY ASSESSMENT RESULTS</b>, Sonja Čerepnalkovska, M.Sc., Liljana Hadjievaska-Antovska, B.Sc. El.Eng, Vesna Popovska, B.Sc. Food.Eng, Standardization Institute of the Republic of Macedonia - ISRM, Skopje, Republic of Macedonia;</p>

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	<p><b>6. ESTIMATION OF MEASUREMENT UNCERTAINTY IN THE CALIBRATION OF THE UNIVERSAL MACHINE FOR STATIC TESTING, Branka Muminović, Omer Beganović, Sinha Korlat, University of Zenica, Institute of Metallurgy “Kemal Kapetanović”, Zenica, Bosnia and Herzegovina.</b></p> <p><b>7. IMPLEMENTATION OF TQM IN SMALL PRIVATE UNIVERSITIES: THE CHALLENGES OF LEADERSHIP MANAGEMENT, Skender Bručaj, Educational Sciences, Beder University, Tirana, Albania;</b></p>
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<b>Date: 5<sup>th</sup> June, 2013 / Wednesday</b>	<b>Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade</b>
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Time	Hall 518 (5 <sup>th</sup> floor)
<b>15:00-16:30</b>	<p>IWC TQM 2013 / Session 15 –<b>Customers satisfaction and decision making</b></p> <p><b>Chairmen Session:</b></p> <p><b>Muhammad Saleem</b>, Engineering Management Department College of Electrical &amp; Mechanical Engineering (E&amp;ME) National University of Science &amp; Technology (NUST) Peshawar Road Rawalpindi, Pakistan.  <b>Prof. Dr. Aida Habul</b>, School of Economics and Business, University of Sarajevo, Sarajevo, Bosnia and Herzegovina.  <b>Prof. Dr. Tale Geramitchioski, University St.Kliment Ohridski, Technical faculty Bitola, Macedonia.</b>  <b>Dr. Manuela STOICA</b>, Teacher, Technical College “Toma N. Socolescu”, Ploiesti, Romania.  <b>Prof. Dr. Oleg Pilipenko</b>, Machine Design Fundamentals Department, Chernihiv State Technological University, Chernihiv, Ukraine;</p> <p><b>1. IMPROVING CUSTOMERS SATISFACTION TO ENHANCE REVENUE THROUGH SERVICE PROCESS KAIZEN - A CASE STUDY OF AN AUTOMOBILE WORKSHOP IN A DEVELOPING COUNTRY, Muhammad Saleem<sup>1</sup> Dr Nawar Khan<sup>2</sup> Tasweer Hussain Syed<sup>3</sup> Engineering Management Department College of Electrical &amp; Mechanical Engineering (E&amp;ME) National University of Science &amp; Technology (NUST) Peshawar Road Rawalpindi, Pakistan.</b></p> <p><b>2. THE ROLE OF QUALITY COMPANY’S WEB PRESENTATION IN ACHIEVING CUSTOMER SATISFACTION, Aida Habul<sup>1</sup>, Amila Pilav-Velić<sup>2</sup>, Nermin Kuldija<sup>3 1, 2, 3</sup> School of Economics and Business, University of Sarajevo, Sarajevo, Bosnia and Herzegovina.</b></p> <p><b>3. ONE EXPERT SYSTEM TO SUPPORT THE TOP MANAGEMENT DECISION MAKING IN THE FIELD OF FOOD PRODUCTION INDUSTRY, Hari T. Lokvenec 1, Tale Geramitchioski 2, Igor Nedelkovski 3, Bojan Geramitchioski 4 1 University “American College” Skopje, Macedonia, 2,3,4 University St.Kliment Ohridski, Technical faculty Bitola, Macedonia.</b></p> <p><b>4. CONTRIBUTION TO THE DEFINITION OF TEACHERS' NEEDS IN PRE-UNIVERSITY EDUCATION AND TO THE ASSESSMENT OF THEIR SATISFACTION, Manuela STOICA, Ph.D, Teacher, Technical College “Toma N. Socolescu”, Ploiesti, Romania.</b></p> <p><b>5. INFORMATION TECHNOLOGIES ARE IN THE DECISION OF TASKS OF SIZE ANALYSIS, O. Pilipenko, O. Cherednikov, A. Borisov, Machine Design Fundamentals Department, Chernihiv</b></p>

*The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3rd – 7th June, 2013, Belgrade, Serbia.*

	State Technological University, Chernihiv, Ukraine;
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<b>Date:</b> 5 <sup>th</sup> June, 2013 / Wednesday	<b>Place:</b> <i>Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade</i>
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Time	Hall 211 (second floor)
17:00-18:30	<p><b>TQM 2013 / Session 16 – Bussines excellence and TQM</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Micaela Martínez-Costa</b>, Universidad de Murcia, Spain.  <b>Dr. Karmen Kern Pipan</b>, Metrology Institute of Republic Slovenia (MIRS), Ljubljana, Slovenia  <b>Prof. Dr. Hayat M. Awan</b>, Director Air University Multan Campus, Multan, Pakistan.  <b>Prof. Dr. Krajnović Dušanka</b>, University of Belgrade - Faculty of Pharmacy, Belgrade, Serbia.  <b>Prof. Dr. Dragan Čočkaló</b>, University of Novi Sad, Technical Faculty „Mihajlo Pupin“, Zrenjanin, Republic of Serbia,</p> <p><b>1. TOTAL QUALITY MANAGEMENT PERFORMANCE IN MULTINATIONAL COMPANIES: A LEARNING PERSPECTIVE</b>, Daniel Jiménez-Jiménez, Universidad de Murcia, <b>Micaela Martínez-Costa</b>, Universidad de Murcia, <b>Angel R. Martínez-Lorente</b>, Universidad Politécnica de Cartagena, <b>Hammady Ahmed-Dine Rabeh</b>, Universidad de Murcia, Spain.</p> <p><b>2. EFQM EXCELLENCE MODEL, LEADERSHIP AND CONTINUOUS IMPROVEMENTS</b>, <b>Karmen Kern Pipan</b>, Metrology Institute of Republic Slovenia (MIRS), Ljubljana, Slovenia; <b>Mirko Soković</b>, Faculty of Mechanical Engineering, University of Ljubljana, Ljubljana, Slovenia;</p> <p><b>3. PROCESS PERFORMANCE MANAGEMENT: A STUDY OF MANUFACTURING SECTOR IN PAKISTAN</b>, <b>Prof. Dr. Hayat M. Awan</b><sup>1</sup>, <b>Dr. Ishaq Bhatti</b><sup>2</sup> and <b>Zahid Mehmood</b><sup>3</sup> Director Air University Multan Campus, Multan, Pakistan, LaTrobe University , Melbourne Australia, Bahauddin Zakariya University, Multan Pakistan.</p> <p><b>4. Enhancing Pharmacists' Communication Skills with Patients: A Way to Improve the Quality of Care</b>, Krajnović Dušanka, Jocić Dragana, Marinković Valentina, University of Belgrade - Faculty of Pharmacy, Belgrade, Serbia.</p> <p><b>5. ASPECTS OF QUALITY IMPROVEMENT: Competitiveness and business excellence in Serbia</b>, <b>Dejan Đorđević</b><sup>1</sup>, <b>Dragan Čočkaló</b><sup>2</sup>, <b>Srdjan Bogetić</b><sup>3</sup><sup>1</sup>Full professor, University of Novi Sad, Technical Faculty „Mihajlo Pupin“, Zrenjanin, Republic of Serbia, <sup>2</sup>Assistant professor, University of Novi Sad, Technical Faculty „Mihajlo Pupin“, Zrenjanin, Republic of Serbia, <sup>3</sup>Professor, Belgrade Business School, Belgrade, Republic of Serbia.</p>

<b>Date:</b> 5 <sup>th</sup> June, 2013 / Wednesday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 518 (5 <sup>th</sup> floor)
17:00-18:30	<p><b>TQM 2013 / Session 17 – Quality management in service sectors</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. P. Georgiadis</b>, Industrial Management Division, Department of Mechanical Engineering, Aristotle University of Thessaloniki, University Campus, Thessaloniki, Greece;</p> <p><b>Prof. Dr. Svetoslav Dimkow</b>, Business Faculty, Technical University of Sofia, Sofia, Bulgaria;</p> <p><b>Prof. Dr. Jasmina Bunevska-Talevska</b>, Department of Traffic and Transport Engineering, University St.Kliment Ohridski, Technical Faculty Bitola, FYR of Macedonia;</p> <p><b>Prof. Dr. Ivo Dukovski</b>, University "Sv. K. Ohridski" In Bitola, Faculty of Technical Sciences Bitola, Bitola, FYR of Macedonia;</p> <p><b>M.Sc. B. Sladić</b>, Energoprojekt Oprema a.d., Beograd, Serbia.</p> <p><b>A. Djurdevic</b>, Institute of nuclear sciences "VINČA", Center of explosion protection CENEx, Beograd.</p> <ol style="list-style-type: none"> <li>1. <b>A METHODOLOGICAL FRAMEWORK FOR THE DEVELOPMENT OF A QUALITY-ASSURANCE SYSTEM: APPLICATIONS IN THE PRODUCTION AND SERVICE SECTORS</b>, <b>P. Georgiadis</b> 1, <b>K.-D. Bouzakis</b> 2Industrial Management Division, Department of Mechanical Engineering, Aristotle University of Thessaloniki, University Campus, Thessaloniki, Greece; 1Laboratory of Machine Tools and Manufacturing Engineering, Department of Mechanical Engineering, Aristotle University of Thessaloniki, University Campus, Thessaloniki, Greece;</li> <li>2. <b>ISO 10001 AND ISO 10002 STANDARDS IN TELECOMMUNICATION SERVICES ESTIMATION</b>, <b>Svetoslav Dimkow</b>, Business Faculty, Technical University of Sofia, Sofia, Bulgaria;</li> <li>3. <b>ADVANCED APPROACH FOR IMPROVED MANAGEMENT OF FREIGHT DISTRIBUTION AND LOGISTIC PROCESSES THROUGH CENTRAL BUSSINES DISTRICT OF BITOLA, FYR OF MACEDONIA</b>, <b>Jasmina Bunevska-Talevska</b>, PhD, Assistant Professor, <b>Ivo Dukoski</b>, PhD, Full Professor, <b>Zoran Gruevski</b>, <b>Dragana Mitevaska</b>, <b>Nadica Aleksovska</b>, Department of Traffic and Transport Engineering, University St.Kliment Ohridski, Technical Faculty Bitola, FYR of Macedonia;</li> <li>4. <b>APPLICATION OF LOGISTIC APPROACHES ABOUT QUALITY OF THE CONCEPT FOR MANAGEMENT OF THE COMMUNAL WASTE IN REPUBLIC OF MACEDONIA</b>, <b>Dr. Ivo Dukoski</b>, <b>Mr. Nikolche Talevski</b>, <b>Dr. Zoran Josevski</b>, <b>Tatjana Dukoska</b>, University "Sv. K. Ohridski" In Bitola, Faculty of Technical Sciences Bitola, Bitola, FYR of Macedonia;</li> <li>5. <b>BASIS AND THE NEED FOR APPLICATION OF GENERAL MODEL FOR QUALITY MANAGEMENT IN PROCUREMENT PROCESS</b>, <b>M.Sc. B. Sladić</b>, Energoprojekt Oprema a.d., Beograd, Serbia, <b>Dr V. Majstorović</b>, Faculty of Mechanical Engineering University of Belgrade, Belgrade, Serbia, <b>Dr B. Kamberović</b>, <b>Dr M. Hadžistević</b>, <b>Dr V. Radlovački</b>, <b>M.Sc. M. Delić</b>, Faculty of Technical Sciences, University of Novi Sad, Serbia.</li> <li>6. <b>ASSESSMENT OF CONFORMITY OF CONDUITS FOR CABLE MANAGEMENT WITH REQUIREMENTS OF LOW VOLTAGE DIRECTIVE</b>, <b>Nikola Tjapkin</b>, <b>Duško Dudić</b>, <b>Vladimir Bursać</b>, <b>Aleksandar Videnović</b>, <b>Aleksandar Đurđević</b>, <b>Miroslav Tufegdžić</b>, Vinča Institute of Nuclear Sciences, Belgrade.</li> </ol>



**The 7<sup>th</sup> IWC TQM CONFERENCE PROGRAM**

<b>Date:</b> 6 <sup>th</sup> June, 2013 / Thursday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 211 (second floor)
09:00-10:30	<p><b>TQM 2013 / Session 18 - Intelligent manufacturing</b></p> <p><b>Chairmen Session:</b></p> <p><b>Toni Eiselt</b>, PhD Researcher, Faculty of Mechanical Engineering, Chemnitz University of Technology, Chemnitz, Germany;</p> <p><b>Prof. Dr. Nikolaos M. Vaxevanidis</b> School of Pedagogical &amp; Technological Education (ASPETE), Department of Mechanical Engineering Technology Teachers, Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), N. Heraklion, Athens, Greece.</p> <p><b>Dr. U. Zuperl</b>, University of Maribor, Faculty of Mechanical engineering, Maribor, Slovenia;</p> <p><b>Ph.D. Srdjan Živković, Mech.Eng.</b>, Military Technical Institute Belgrade, Experimental Aerodynamic division, Designing and Manufacturing of Wind Tunnel Models Department, Belgrade - Serbia;</p> <p><b>Dr. Saša Randelović</b>, Chair of production information technology and management, Faculty of Mechanical engineering, Niš, Serbia;</p> <p><b>Dr. Ina Nikolova</b>, Engineering Pedagogical Faculty – Sliven, Sliven, Bulgaria;</p> <p><b>1. QUALITY INFORMATION MANAGEMENT FOR ADVANCED QUALITY PLANNING, Toni Eiselt, Sophie Gröger</b>, Production Measuring Technology and Quality Assurance, Faculty of Mechanical Engineering, Chemnitz University of Technology, Chemnitz, Germany;</p> <p><b>2. On the 3D Parametric Modeling of Manufacturing Systems, Agathocles A. Krimpenis, Nikolaos A. Fountas, George D. Noeas, Dimitris M. Iordanidis, Nikolaos M. Vaxevanidis</b> School of Pedagogical &amp; Technological Education (ASPETE), Department of Mechanical Engineering Technology Teachers, Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), N. Heraklion, Athens, Greece.</p> <p><b>3. TURNING PROCESS OPTIMIZATION BY USING INTELLIGENT ANFIS-ANTS SYSTEM, U. Zuperl, F. Cus</b>, University of Maribor, Faculty of Mechanical engineering, Maribor, Slovenia;</p> <p><b>4. OPTIMISATIONS OF FREE FORM SURFACES MEASURING USING COORDINATE METROLOGY METHODS, Ph.D. Srdjan Živković, Mech.Eng.</b>, Military Technical Institute Belgrade, Experimental Aerodynamic division, Designing and Manufacturing of Wind Tunnel Models Department, Belgrade - Serbia;</p> <p><b>5. THE INTELLIGENT MANUFACTURING, ROAD TO WORLD CLASS, PRODUCTS IN ALUMINIUM INDUSTRY, Saša Randelović<sup>1</sup>, Tanikić Dejan<sup>2</sup>, Đenadić Dalibor<sup>21</sup></b> Chair of production information technology and management, Faculty of Mechanical engineering, Niš, Serbia; <sup>2</sup> Chair of production information technology and management, Technical faculty Bor, University of Belgrade, Serbia;</p> <p><b>6. MOBILE WHEELED ROBOTS, Penka Genova, Mina Tsoneva, Ina Nikolova</b>, Engineering Pedagogical Faculty – Sliven, Sliven, Bulgaria;</p>



<b>Date:</b> 6 <sup>th</sup> June, 2013 / Thursday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 514 (fifth floor)
09:00-10:30	<p><b>TQM 2013 / Session 19 - Quality management in education</b></p> <p><b>Chairmen Session:</b></p> <p><b>Dr. Remus CHINĂ</b>, Department National School Network, Ministry of National Education, Bucharest, Romania.</p> <p><b>Juliane Schuldt</b>, PhD Researcher, Faculty of Mechanical Engineering, Chemnitz University of Technology, Chemnitz, Germany;</p> <p><b>Prof. Dr. Nicolae - George Dragulanescu</b>, University Polytechnics of Bucharest, Romania; Faculty of Electronics, Telecommunications and Information Technology, Bucharest, Romania.</p> <p><b>Dr. Alexandru Valentin Radulescu</b>, Dept. of Machine Elements and Tribology, University POLITEHNICA Bucharest, Romania;</p> <p><b>Assoc. prof. Anastasiya Marcheva</b>, Department of Strategic Planning, Faculty of Management and Marketing, Department of Control and Analysis of Economic Activity, Faculty of Economic Accounting, The D. A. Tsenov Academy of Economics, Svishtov, Bulgaria.</p> <p><b>1. FROM THE MANAGEMENT OF EDUCATIONAL PROCESSES TOWARDS THE QUALITY OF THE EDUCATION, Remus CHINĂ, Ph.D</b>, Department National School Network, Ministry of National Education, Bucharest, Romania.</p> <p><b>2. ESTABLISHMENT OF REQUIREMENTS FOR CREATING A STUDENT INFORMATION SYSTEM, Juliane Schuldt and Sophie Gröger</b>, Professorship of Production Measuring Technology and Quality Assurance, Faculty of Mechanical Engineering, Chemnitz University of Technology, Chemnitz, Germany;</p> <p><b>3. INFORMATION QUALITY EVALUATION AND IMPROVEMENT – CRITERIA AND TOOLS, Nicolae - George Dragulanescu, Ph.D, Ph.D</b>, Professor, University Polytechnics of Bucharest, Romania; Faculty of Electronics, Telecommunications and Information Technology, Bucharest, Romania.</p> <p><b>4. ADVANCED TECHNOLOGIES USED IN EDUCATION AND TRAINING FOR LUBRICATION PROCESSES, Alexandru Valentin Radulescu<sup>1</sup>, Irina Radulescu<sup>2</sup></b> <sup>1</sup>Dept. of Machine Elements and Tribology, University POLITEHNICA Bucharest, Romania; <sup>2</sup> Business Incubator Center, S. C. ICTCM S.A. (Mechanical Engineering and Research Institute), Romania;</p> <p><b>5. EDUCATIONAL SERVICE QUALITY ASSESSMENT – NATURE, APPROACHES AND CRITERIA, Assoc. prof. Anastasiya Marcheva, Ph.D., Chief assist. prof. Silviya Kostova, Ph. D.</b>, Department of Strategic Planning, Faculty of Management and Marketing, Department of Control and Analysis of Economic Activity, Faculty of Economic Accounting, The D. A. Tsenov Academy of Economics, Svishtov, Bulgaria.</p>

<b>Date:</b> 6 <sup>th</sup> June, 2013 / Thursday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall 518 (fifth floor)
09:00-10:30	<p><b>TQM 2013 / Session 20 - Quality engineering techniques application</b></p> <p><b>Chairmen Session:</b></p> <p><b>Dalibor M. Stevanović</b>, University of Niš, Faculty of Mechanical Engineering in Niš, Niš, Serbia;  <b>Prof. Dr. Hadzistevic Miodrag</b>, Department of Production Engineering, Faculty of Technical Sciences, Novi Sad, Serbia  <b>Igor M. Zukan</b>, Grundfos Srbija, Indjija, Serbia;  <b>Dr. Maja Aleksic</b>, Sector for development of metrology, Group for dimensional metrology and acoustics, Directorate of measures and precious metals, Belgrade, Republic of Serbia;  <b>Prof. Dr. Peđa Milosavljević</b>, Faculty of Mechanical Engineering, University of Niš, Niš, Serbia;  <b>Dr. Petrović Predrag</b>, Institute Kirilo Savić, Vojvode Stepe St.51, 11000 Belgrade, Serbia.</p> <p><b>1. PARAMETRIZATION OF INTERNAL FIXATOR BY MITKOVIC</b>, Dalibor M. Stevanović 1, Nikola M. Vitković 1, Marko M. Veselinović 1, Miroslav D. Trajanović 1, Miodrag T. Manić 1, Milorad B. Mitković 2, 1 University of Niš, Faculty of Mechanical Engineering in Niš, Niš, Serbia; 2 Faculty of Medicine University of Niš, Niš, Serbia;</p> <p><b>2. THE INFLUENCE OF SURFACE ROUGHNESS ON SURFACE FLATNESS</b>, Hadzistevic, M<sup>1</sup>., Strbac, B<sup>1</sup>., Nemedi, I<sup>2</sup>., Hodolic, J<sup>1</sup>., <sup>1</sup>Department of Production Engineering, Faculty of Technical Sciences, Novi Sad, Serbia, <sup>2</sup>Department of Mechatronics, Subotica Tech – College of Applied Sciences, Subotica, Serbia.</p> <p><b>3. IMPLEMENTATION OF MSA USING QS-STAT</b>, Igor M. Zukan, Grundfos Srbija, Indjija, Serbia;</p> <p><b>4. DECREASING THE MEASUREMENT UNCERTAINTY CALIBRATION OF LABORATORY STANDARD MICROPHONES IN DMDM</b>, Dr. Maja Aleksic, Sector for development of metrology, Group for dimensional metrology and acoustics, Directorate of measures and precious metals, Belgrade, Republic of Serbia;</p> <p><b>5. APPLICATION OF QUALITY TOOLS IN THE PROCESS OF INDUSTRIAL PRODUCTION OF MILK CREAM</b>, Peđa Milosavljević, Miloš Krstić, Srđan Mladenović, Dragan Pavlović, Milena Todorović, Faculty of Mechanical Engineering, University of Niš, Niš, Serbia;</p> <p><b>6. CONFORMITY ASSESSMENT EXAMPLE OF A NEW PRODUCT SPECIFIC APPLICATIONS INFRASTRUCTURE</b>, Dr. Petrović Predrag, Petrović Marija, Institute Kirilo Savić, Vojvode Stepe St.51, 11000 Belgrade, Serbia.</p>

<b>Date:</b> 6 <sup>th</sup> June, 2013 / Thursday	<b>Place:</b> Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Time	Hall CeNT
11:00-13:00	<p><b>TQM 2013 / Session 21 - Closing Plenary Session - QM, TQM &amp; IMS - New Dimensions</b></p> <p><b>Chairmen Session:</b></p> <p><b>Prof. Dr. Gilles Barouch</b>, BEM Bordeaux Management School, Talence Cedex, France.  <b>Prof. Dr. Peter Kuhlang</b>, Vienna University of Technology &amp; Fraunhofer Austria, Wien, Austria.  <b>Prof. Dr. Tatjana V. Šibalija</b>, Faculty of Engineering International Management, European University, Belgrade, Serbia;  <b>Prof. Dr. Lidia Galabova</b>, Technical University of Sofia, Faculty of Management, Bulgaria.  <b>Prof. Dr. Stanislav Karapetrovic</b>, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.  <b>Ing. Milan Šesták</b>, Prezident SSK, Bratislava, Slovakia.</p> <p><b>1. PERFORMANCE INDICATORS DRIFT: HOW QUALITY MANAGEMENT CAN HELP</b>, Pr Gilles Barouch (1), Pr Stéphane Kleinhans (1), BEM Bordeaux Management School, Talence Cedex, France.</p> <p><b>2. IMPROVING PROCESSES SYSTEMATICALLY BY ENHANCING VALUE STREAM MAPPING AND PROCESS MANAGEMENT WITH A SHORT CYCLIC IMPROVEMENT ROUTINE</b>, P. Kuhlang*, S. Hempen**, T. Edtmayr*, W. Sihm*, J. Deuse*** Vienna University of Technology &amp; Fraunhofer Austria, Wien, Austria, ** TU Dortmund University, Institute for Production Systems, Dortmund, Germany.</p> <p><b>3. PROCESS PLANNING FOR PRISMATIC PARTS IN DIGITAL MANUFACTURING</b>, Tatjana V. Šibalija <sup>1</sup>, Vidosav D. Majstorović <sup>2</sup>, Bojan M. Erčević <sup>3</sup>, Marko M. Erčević <sup>3</sup> <sup>1</sup> Faculty of Engineering International Management, European University, Belgrade, Serbia; <sup>2</sup> Faculty of Mechanical Engineering, University of Belgrade, Belgrade, Serbia; <sup>3</sup> IVA 28 d.o.o, Novi Beograd, Serbia.</p> <p><b>4. QUALITY MANAGEMENT METHODS AS A TOOL FOR IMPROVEMENT OF CONSULTANCY SERVICES PROCESSES</b>, B. Nenkova <sup>1</sup>, L. Galabova <sup>2</sup>, <sup>1</sup>GCR Ltd., Sofia, Bulgaria, <sup>2</sup>Technical University of Sofia, Faculty of Management, Bulgaria.</p> <p><b>5. A STUDY ON THE RELATIONSHIPS OF EXPORTS TO EUROPE AND THE PERCEPTION OF CORRUPTION WITH THE DIFFUSION OF ISO 9001 CERTIFICATES</b>, Olga Rodriguez-Arnaldo<sup>1</sup>, Angel R. Martinez-Lorente<sup>2</sup>, Stanislav Karapetrovic<sup>3</sup> Universidad Politécnica de Cartagena, Facultad de Ciencias de la Empresa, Departamento de Economía de la Empresa, (Murcia) Spain;</p> <p><b>6. How to sustain using of the management systems in organization</b>, Ing. Milan Šesták, Prezident SSK, Bratislava, Slovakia.</p>

**13:00 – 14.00** Farewell Cocktails in **Club CeNT** (first level)

**The 7<sup>th</sup> IWC TQM CONFERENCE PROGRAM**

<b>Date:</b> 7 <sup>th</sup> June, 2013 / Friday	<b>Place:</b> IVA 28 Company – Obrenovac, Belgrade. <b>Please visit - <a href="http://www.iva28.rs/">http://www.iva28.rs/</a></b>
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<b>08.00-16:30</b>	<b>Excursion tour – <u>Serbian's digital factory</u>.</b> For details please contact: <a href="mailto:jusk@eunet.rs">jusk@eunet.rs</a> , as soon as possible, because number of participants are limited (min 30, max 50). Host of excursion tour is IVA 28 Company, Obrenovac.

***Welcome in Belgrade on the 7th IWC TQM 2013 !***