



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



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OF BELGRADE
FACULTY OF
MECHANICAL
ENGINEERING

The 8th International Working Conference

TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES

3rd Circular With Detailed Program

Belgrade, Serbia
1st – 5th June 2015

Patrons / Sponsored by:



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Main patrons



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Preface from the Conference President

Quality issues become particularly important, because they acquire new dimensions and often present milestone for survival of an organisation on the global 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 9001:2015 and also 9004:2016), limited resources (energy (ISO 50001:2011) and raw materials), climate changes and global financial crisis further emphasize the need for quality control advancement.

The 8th IWC TQM Conference, Belgrade 2015 has a basic objective to offer the answers, from scientific-research point of view, on challenging issues regarding the progress of quality management, manufacturing metrology and enabling technology based on micro/nano and ICT technologies. From the other side, equally important aspect of this Conference is the application of a new QM models and experiences related to this.

An especially important aspect of the Conference is its contribution to global integrations our country in the scientific-research domain, as well as 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 a biannual basis.

This conference has a long tradition. A large number of scientists, professors, researchers and organizations have contributed immeasurably to its development since 2001. the present. All of them are very proud, and particularly to:

Professors who have held "Opening Plenary Lecture" at the Conference, as well as the holders of awards for his personal contribution to the development of world theory and practice of QM and manufacturing metrology and also TQM Conference Honorary Chairs, from 2001 to 2015:

Prof. Dr. Günter ARNDT, University of Wollongong, Australia (2001); Prof. Dr. Laszlo MONOSTORI, Hungarian Academy of Science, Budapest, Hungary (2003); Prof. Dr. Gunnar H. SOHLENIUS, The Royal Institute of Technology, Stockholm, Sweden (2005); Prof. Dr. Herbert OSANNA, TU Vienna, Austria (2007); Prof. Dr. Ton van der WIELE, Erasmus University Rotterdam, The Netherlands (2009); Prof. Dr. Francesco JOVANE, Politecnico di Milano, Italy (2011); Prof. Dr. Albert WECKENMANN, University Erlangen-Nuremberg, Germany (2013); Prof. Dr. Numan DURAKBASA, TU Vienna, Austria (2015).

Award for the best paper on PhD student from their PhD thesis, from 2007 to 2015.

The Special Session – Young PhD researches, has been introduced at 2007, where PhD students present their research. The Award winners from 2007 to 2015 were:

The winner in 2007, was:

Laura Catellani, PhD student from 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 laureate for 2009, was:

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 in 2011, was:

Maria Stella Chiacchio, PhD student from Molecular Design Department, Consiglio Nazionale delle Ricerche, Rome, Italy, for the paper „Early Impact Assessment For Sustainable Development Of Enabling Technologies“.

The laureate for 2013, was:

Malte Schröder, PhD student from 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 winner in 2015, was:

Ina Heine, PhD student from Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany, for the paper "Critical Incidents of Quality Orientation in Lower and Middle Management”.

Professors and researchers from abroad who gave "personal" contribution on the development of the TQM Conference from 2001 to 2015:

Prof. Dr. I. Angeli (Cypres), Prof. Dr. G. Barouch (France), Prof. Dr. M. Bobrek (BiH), Prof. Dr. C. Bouzakis (Greece), Prof. D. Brissaud (France), Prof. Dr. A. Brun (Italy), Dr. L. Cagnazzo (Italy), Prof. Dr. P. Castka (New Zeland), Dr. J. Caldeira (Portugal), (Miss) Dr. Eng. Laura Catellani (Italy), (Mrs) Sonja Čerepnalkovska (FRY Macedonia), Dr. M. Debenham (United Kingdom), Prof. Dr. N. Dragulanesu (Romania), Prof. Dr. A. El Kashlan (Egypt), Prof. Dr. M. Frota (Brasil), (Mrs) Prof. Dr. Aida Habul (BiH), (Mrs) Prof. Dr. Dragana Grubišić (Hr), Prof. Dr. R. Isaksson (S), Dr. L. Jalba (Ro), Prof. Dr. A. Jesus (Br), Prof. Dr. J. Jedrzejewski (Poland), Prof. Dr. S. Karapetrovic (Canada), Prof. Dr. P. Kuhlang (Austria), (Mrs) Prof. Dr. Micaela Martínez Costa (Spain), (Mrs) Dr. Iveta Mezinska (Litvania), Prof. Dr. Peter Monka (Slovakia), (Mrs) Prof. Dr. Katarina Monkova (Slovakia), Prof. Dr. D. Mourtzis (Gr), Prof. Dr. S. Naruo (Japan), (Mrs) Dr Boyka Nenkova (Bulgaria), Prof. Dr. J. Ni (USA), (Mrs) Dr. Liliana Nitu (Romania), (Mrs) Dr A. Paci (Italy), Dr. R. Paskevicius (Letonia), Prof. Dr. T. Pfeifer (Germany), (Mrs) Prof. Dr. Lidiya. Petrova-Galabova (Bulgaria), Dr. S. Rosu (Romania), Prof. Dr. M. Saleem (Pakistan), Prof. Dr. R. Schmitt (G), Dr. I. Sheps (Israel), Prof. Dr. M. Soković (Slovenia), Prof. Dr. T. Sorin (Romania), (Mrs) Prof. Dr. Dana Stancekova (Slovakia), Prof. Dr. H. VanBrussel (Belgium), Prof. Dr. M. Taisch (Italy), (Mrs) Prof. Dr. Kristina Zgodadova (Slovakia), Prof. Dr. N.M. Vaxevanidis (Greece).

Professors from the Serbia that gave "personal" contribution on the development of the TQM Conference from 2001 to 2015:

Prof. Dr. P. Bojanić, Prof. Dr. B. Kamberović, Prof. Dr. B. Đedović, Prof. Dr. D. Đorđević, Prof. Dr. M. Hadžistević, (Mrs) Prof. Dr. Valentina Marinkovic, Prof. Dr. V. Milačić, Prof. Dr. Z. Miljkovic, Prof. Dr. V. Moračanin, (Mrs) Prof. Dr. Snežana Pejčić-Tarle, Prof. Dr. P. Popović, (Miss) Prof. Dr. Tatjana Sibalija, (Mrs) Prof. Dr. Vesna Spasojević-Brkić, Prof. Dr. J. Stanic, Prof. Dr. V. Radlovački, Prof. Dr. M. Trajanovic, (Mrs) Prof. Dr. Ljiljana Tasić, Prof. Dr. D. Stanivuković, Prof. Dr. V. Stojilković, (Mrs) Prof. Dr. Gordana Ušćebrka, Prof. Dr. D. Čočkaló.

National Honorary Committee from 2001 to 2015.

Prof. Dr. N. Hajdin, President of Serbian Academy Science and Arts; Prof. Dr. R. Mitrović, Former State Secretary for Sciences of Technology; Prof. Dr. M. Milovančević, Dean of Mechanical Engineering Faculty, Belgrade; Prof. Dr. M. Nedeljković, Mechanical Engineering Faculty, Belgrade; Prof. Dr. A. Sedmak, Director of Innovation Centre, Mechanical Engineering Faculty, Prof. Dr. V. Lučanin, Vice-Dean for Research, Mechanical Engineering Faculty, Prof. Dr. B. Babić, Chief of Production Engineering Department, Mechanical Engineering Faculty, Prof. Dr. Lj. Tanovic, Production Engineering Department, Mechanical Engineering Faculty.

National / International Sponsors Honorary Committee from 2001 to 2015.

Prof. Dr. A. Weckenmann, CIRP, Paris; Prof. Dr. D. Kiritsis, IFIP, Laxenburg Austria; Prof. Dr. Y. Takaya, IMEKO, Laxenburg Austria; Prof. Dr. M. Taisch, IMS, Zurich, Swiss; Gainluca Mule, EFQM, Brussels, Begium; Prof. Dr. A. Douglas, Emerald Publishing, UK; Milena Matijašević, Carlsberg Srbija doo, Belgrade; Jovana Mladenović, Carlsberg Srbija doo, Belgrade; MSc. Vida Živković, National Institute for Metrology, Belgrade; P. Jakovljević, Metalac Holding, Gornji Milanovac;

D. Lazić, Metalac Holding, Gornji Milanovac; M. Milatović, Energoprojekt Holding, Belgrade; B. Sladić, Energoprojekt oprema, Belgrade; Dr. P. Popović, Institute for Nuclear Science "Vinča" – Department for certification, Belgrade, Dr. L. Jalba, Microelectronica S.A., Bucharest, Romania; M. Luković, Company "Sloboda", Čačak; S. Srećković, Informatika, Beograd; G. Ušendić, Gemont, Belgrade; B. Erčević, IVA 28, Obrenovac, D. Korčak, Abela Pharm, Beograd.

International organizations that have supported the development of the TQM Conference, from 2001 to 2015.

The International Academy for Production Engineering (CIRP), Paris, France.

Japanese Union of Scientist and Engineers (JUSE); Tokyo; Japan.

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.

Note: Ministry of Education, Science and Technology the Republic of Serbia supports this Conference since 2001.

We all thank them immensely for the growth and development of TQM Conference.

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 of a PhD student from their PhD thesis.*

In 2007, the first winners, were [Prof. Dr. Herbert Osanna, TU Vienna, Austria](#), the honorary president of the Conference. He is 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 a young researcher, for his/her doctoral thesis research.* From this reason, the Special Session – Young researches, has been introduced at 2007 and is awarded to a deserving, PhD student who presented his/her researches at the Conference. This award was won by [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 winners in 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 worldwide known scientist in Manufacturing engineering and "father" of the 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*”.

The laureates for 2013, have been: (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 a world renowned scientist in Manufacturing metrology and Quality management. He is also member of CIRP and former President of CIRP STC for Metrology, and also a member of IMEKO and President of TC 14 for Engineering Metrology, (ii) 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*”.

With the greatest please, I would like to introduce **the winner for 2015:**

The laureates for 2015, are: (i) [Prof. Dr. Numan Durakbasa, TU Vienna, Austria](#), the honorary president of the Conference, with regular participation since 2007, who has presented introduction papers at each conference from its foundation, showing the way toward QM and Manufacturing Metrology theory and practice progress. He is a world renowned scientist in Manufacturing metrology and Quality management and is also a member of IMEKO Board of TC 14 for Engineering Metrology, (ii) this year, the award for the best young researcher belongs to [Ina Heine, PhD student from Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany](#), for the paper „*Critical Incidents of Quality Orientation in Lower and Middle Management*”.

The Conference 2015 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:

Session1 - Workshop 1 / Round Table Discussion 1: Topics: Critical Incident Technique /Overview of the Industry-University Cooperative Research Center (I-UCRC) on Intelligent Maintenance Systems at the University of Texas at Austin / Writing for Publication in Journal from SCI lists.

Session 2: The Opening Ceremony and Plenary Presentation

Session 3 - Opening Plenary Session: Advanced Quality – World - wide Approaches (State of the Art)

Session 4 – Young PhD researchers

Session 5 - Quality management and advance regulations

Session 6 - TQM and Knowledge Management

Session 7 - Continuous improvement

Session 8 – Special Conference "Manufature in Serbia 2015" / Advanced Manufacturing Technology.

Session 9 – Advanced Quality Model – ISO 9001:2015

Session 10 – Special Conference / 6th Balkan Conference on Quality / 7th Balkan Quality Forum - The Balkan As A Region Of Quality

Session 11 - Quality management in service sectors

Session 12 - Workshop 2 - Holistic Approaches to Quality Improvement in Manufacturing

Session 13 - Advanced approaches of quality and metrology

Session 14 - Session – QM and enable technologies

Session 15 - Quality management in education and education for Quality

Session 16 - Quality engineering techniques application

Session 17 – Hall 211 (Second floor) - **Closing Plenary Session:** TQM & QM New Dimensions

The greatest value of the Conference refers to the **authors/participants from five continents and 36 countries**. Their high competence and high-quality level of papers have given the crucial contribution to the Conference.

The special gratitude is owed refers to the **Honorary Presidents of the Conference, the members of International Program Committee and the Presidents of the Sessions**, for their personal contribution to the success of the Conference.

A large number of organizations, institutions and individuals contributed to the preparation of the Conference, for which I am especially grateful. Some of them have been supporting us continuously, so they deserve special acknowledgement: *Serbian Academy of Science and Arts, and its Former President Prof. Dr. Nikola Hajdin, CIRP, Paris, France. JUSE (Japanese Union of Scientist and Engineers), Tokyo, Japan, Dr. Isaac Sheps, Senior Executive Advisor to Carlsberg Group, Israel, and Dr. Liviu Jalba, General Manager, Company "Mikroelectronica", Bucharest, Romania .*

A special acknowledgment is extended to the **main patron – Carlsberg Serbia**, who, by its contribution, enables a high level of arrangement and organisation of the Conference, **since 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, Science and Technological Development of Republic of Serbia has supported the Conference, since 2001, and I would like to express our sincere gratefulness.

Belgrade, April 20th 2015.

Prof. Dr. Vidosav D. Majstorović,

The President and Founder of TQM Conference

Acknowledgment

The Belgrade University, Mechanical Engineering Faculty, Production Engineering Department, 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 **8th International Working Conference "TOTAL QUALITY MANAGEMENT – ADVANCED AND INTELLIGENT APPROACHES"**. This traditionally Conference will be held as a part of INTERNATIONAL QUALITY CONVENTION, Belgrade - 2015. This Conference will be held between 1st – 5th June, 2015 in Belgrade, Serbia.

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- Institute for Nuclear Science "Vinča" – Department for certification, Belgrade.
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- Gemont, Belgrade.
- IVA 28, Obrenovac,
- Institute "Kirilo Savić", Belgrade, Serbia,
- Institute "Lola", Belgrade, Serbia,
- Wiener Städtische osiguranje a.d.o. Belgrade, Serbia.

National Honorary Committee:

Prof. Dr. N. Hajdin, President of Serbian Academy Science and Arts; Prof. Dr. M. Milovančević, Dean of Mechanical Engineering Faculty, Belgrade; Prof. Dr. A. Sedmak, Director of Innovation Centre, Mechanical Engineering Faculty, Prof. Dr. V. Lučanin, Vice-Dean for Research, Mechanical Engineering Faculty, Prof. Dr. B. Babić, Chief of Production Engineering Department, Mechanical Engineering Faculty.

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International Program Committee:

Honorary Chairs: *Prof. Dr. L. Alting (Dk), M. Debenham (UK), Prof. Dr. N. Durakbasa (At), Prof. Dr. S. Karapetrovic (Ca), 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).

Conference Chair and Founder : Prof. Dr. V. Majstorovic (Ser).

Members: Prof. Dr. I. Angeli (Cy), Prof. Dr. B. Ačko (SI), Prof. Dr. I. Bacivarov (Ro), Prof. Dr. M. Bobrek (BiH), Prof. Dr. J. Barouch (F), Prof. Dr. A. Bernard (Fr), Prof. Dr. C. Bouzakis (Gr), Prof. D. Brissaud (F), Prof. Dr. A. Brun (I), Dr. L. Cagnazzo (I), Prof. Dr. P. Castka (NZ), Dr. J. Caldeira (PI), (Miss) Dr. Eng. L. Catellani (I), Prof. Dr. E. Chlebus (PI), Prof. Dr. K. Cho (K), Prof. Dr. G. Chryssolours (Gr), Prof. Dr. G. Constantin (Ro), Prof. Dr. P. Cunha (Po), Prof. Dr. L. DeChiffre (Dk), B. Dimitrijević (Ca), Dr A. Douglas (UK), Prof. Dr. N. Dragulanescu (Ro), Prof. Dr. J. Dufflou (Be), Prof. Dr. D. Djurdjanovic (USA),), Prof. Dr. A. El Kashlan (Egypt), Prof. Dr. F. Fang (Ch), (Mrs) Prof. Dr. A. Fisher (Is), Prof. Dr. M. Frota (Br), A. Gentili (I), (Mrs) Prof. Dr. D. Grubišić (Hr), Prof. Dr. I. Inasaki (J), Dr. R. Isaksson (S), Dr. L. Jalba (Ro), Prof. Dr. A. Jesus (Br), Prof. Dr. J. Jedrzejewski (PI), Prof. Dr. R. Jochem (D), Prof. Dr. Z. Katz (SA), Prof. Dr. F. Kimura (J), (Mrs) Prof. Dr. A. Kjellberg (S), Prof. Dr. P. Kopacek (At), Prof. Dr. J. P. Kruth (Be), Prof. Dr. A. Kusiak (USA), Prof. Dr. P. Kuhlant (At), Prof. Dr. S. Lu (USA), (Mrs) Prof. Dr. V. Marinkovic (Ser), Prof. Dr. G. Maropoulos (UK), (Mrs) Prof. Dr. A. Marcheua (Bu), (Mrs) I. Mezinska (Lv), Prof. Dr. V. Milačić (Ser), Prof. Dr. Z. Miljkovic (Ser), Prof. Dr. A. Molina (Mx), Prof. Dr. P. Molnar (H), Prof. Dr. G. Morel (F), Prof. Dr. D. Mourtzis (Gr), Prof. Dr. S. Naruo (J), Prof. Dr. J. Ni (USA), (Mrs) L. Nitu (Ro), (Mrs) Dr A. Paci (I), Prof. Dr. H. Panetto (Fr), Dr. R. Paskevicius (Lt), Dr. G. Pegs (UK), (Mrs) Prof. Dr. S. Pejčić-Tarle (Ser), Prof. Dr. C. Periera (Br), (Mrs) Prof. Dr. L. Petrova-Galabova (Bu), Dr. S. Rosu (Ro), Prof. Dr. R. Roy (UK), Dr. S. Ruprai (Au), Dr. I. Sheps (Is), Prof. Dr. W. Sihn (At), (Miss) Prof. Dr. T. Sibalija (Ser), Prof. Dr. M. Sphitalini (Is), Prof. Dr. M. Soković (SI), Prof. Dr. V. Spasojević-Brkić (Ser), Prof. Dr. S. Takata (J), Prof. Dr. T. Sorin (Ro), Prof. Dr. M. Taisch (I), Prof. Dr. R. Teti (I), Prof. Dr. M. Trajanovic (Ser), Prof. Dr. R. Tuokko (Fi), Prof. Dr. K. Ueda (J), Prof. Dr. G. Zhang (Ch), Prof. Dr. S. Yamada (J), Prof. Dr. F. Vernadat (Fr), Prof. Dr. E. Westkaemper (G).

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The International Academy for Production Engineering (**CIRP**), Paris, France.

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Japanese Union of Scientist and Engineers (**JUSE**); Tokyo; Japan.

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

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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

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Microelektronika, Bucharest, Romaniaia.

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: 1st – 5th June, 2015.

VENUE: **Mechanical Engineering Faculty**, str. Kraljice Marije 16, Belgrade / Hall 211 (second floor), Hall CeNT (first floor), Hall 514 (5th floor), Hall 518 (5th 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 or www.jusk.rs

E - mail: vidosav.majstorovic@sbb.rs or jusk@eunet.rs

IMPORTANT DATES

Early Registration:	Before May 15th, 2015.
Late Registration:	After May 15th, 2015.
Welcome Cocktail:	June 2 nd , 2015.
Opening Session:	June 2 nd , 2015.
Opening Cocktail:	June 2 nd , 2015.
Conference Dinner (informal):	June 2 nd , 2015.
Excursion tour:	June 5 th , 2015.
Workshop/RTD 1:	June 1 st , 2015.
Special Conferences:	June 3 rd , 2015.
Closing Plenary Session:	June 4 th , 2015.
Farewell Cocktail:	June 4 th , 2015.

CONFERENCE (Registration Office)

Prof. Dr. Vidosav D. MAJSTOROVIĆ

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11020 Beograd, PF 35, SERBIA**

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Web: www.mas.bg.ac.rs or www.jusk.rs

The 8th IWC TQM CONFERENCE PLAN

1 st June, 2015 / Monday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
<p>16:00 – 18:00</p> <p>Registration on reception desk (first floor – hall CeNT) in Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade.</p> <p>19.00 – Mechanical Engineering Faculty – Hall CeNT (first floor - str. Kraljice Marije 16, Belgrade).</p> <p>TQM 2015 / Session1 - Workshop 1 / Round Table Discussion 1: Chairman – Prof. Dr. S. Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.</p> <p>Topics:</p> <ol style="list-style-type: none">Critical Incident Technique, Dr. Jacqueline A. Douglas, <i>Liverpool John Moores University, UK</i>.Overview of the Industry-University Cooperative Research Center (I-UCRC) on Intelligent Maintenance Systems at the University of Texas at Austin, Prof. Dr. Dragan Djurdjanovic, <i>Dept. of Mechanical Engineering, University of Texas at Austin, USA</i>.Writing for Publication in Journal from SCI lists, Prof. Dr. Alexander Douglas, <i>Editor The TQM Journal, Emerald Group Publishing Ltd, Howard House, Wagon Lane, Bingley, BD16 1WA, UK</i>. <p>(Note: Please ask, as soon as possible jusk@eunet.rs for detailed information. Number of participants are limited).</p> <p>20:30</p> <p>Welcome Cocktail - Club CeNT (first level), Mechanical Engineering Faculty, Belgrade.</p> <p style="text-align: center;">Sponsored by Abela Farm doo, Belgrade, Serbia – Cockatil party</p>	

The 8th IWC TQM CONFERENCE PLAN

Date: 2 nd June, 2015 / Tuesday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration

Time	Hall 211 (Second floor)	
10:00 - 11:00	TQM 2015 / Session 2: The Opening Ceremony and Plenary Presentation Opening addresses Awards Opening Plenary Presentation: DEVELOPMENT OF IMPROVED TECHNIQUES FOR NEW LEVELS OF MANUFACTURING PRECISION WITH THE MICRO- AND NANO-COMPONENTS, N. M. Durakbasa, Interchangeable Manufacturing and Industrial Metrology, Institute for Production Engineering and Laser Technology, Vienna University of Technology, Vienna, Austria;	
11:00 - 11:30	Welcome Cocktails - Club CeNT (first level)	
11:30 - 13:30	TQM 2015 / Session 3: Opening Plenary Session – Advanced Quality – World-wide Approaches - Hall 211 (second floor) - Mechanical Engineering Faculty, Belgrade. Introductions Plenary Presentations	
13:30 - 15:00	Break	
	Hall 211 (Second floor)	Hall 518 (Fifth floor)
15:00 - 16:30	TQM 2015 / Session 4 Young PhD researchers	TQM 2015 / Session 5 Quality management and advance regulations
16:30 - 17:00	Break	
17:00 - 18:30	TQM 2015 / Session 6 TQM and Knowledge Management	TQM 2015 / Session 7 Continuous improvement

20:30 IWC TQM 2015 / Conference Dinner (informal).

The 8th IWC TQM CONFERENCE PLAN

Date: 3 rd June, 2015 / Wednesday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration / CeNT (first level)

Time	Hall 211 (Second floor)	Hall 518 (Fifth floor)
09:00-10:30	TQM 2015 / Session 8 Fourth Special Conference "Manufature in Serbia 2015" - Advanced Manufacturing Technology.	TQM 2015 / Session 9 Advanced Quality Model – ISO 9001:2015
10:30-11:00	Break	
11:00-13:00	TQM 2015 / Session 10 6th Balkan Conference on Quality / 7th Balkan Quality Forum - <u>THE BALKAN AS A REGION OF QUALITY</u>	TQM 2015 / Session 11 Quality management in service sectors
13:00-15:00	Break	
15:00-16:30	TQM 2015 / Session 12 Workshop 2 - Holistic Approaches to Quality Improvement in Manufacturing	TQM 2015 / Session 13 Advanced approaches of quality and metrology
16:30-17:00	Break	
17:00-18:30	TQM 2015 / Session 14 Quality management in education and education for Quality	TQM 2015 / Session 15 QM and enable technologies

The 8th IWC TQM CONFERENCE PLAN

Date: 4 th June, 2015 / Thursday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 11:00 Registration

Time	Hall 211 (Second floor)
09:00-10:30	TQM 2015 / Session 16 Quality engineering techniques application
10:30-11:00	Break
11:00-13:00	TQM 2015 / Session 17 Closing Plenary Session: TQM & QM - New Dimensions
13:00-14:00	Farewell Cocktails in Club CeNT (first level)

Date: 5 th June, 2015 / Friday	Place: Lola Institute, Belgrade.
08.00-12:00	TQM 2015 / Excursion tour – Lola Inastitute (www.li.rs) . For details please contact: jusk@eunet.rs , as soon as possible, because number of participants are limited (min 30, max 50). Host of excursion tour is Lola Institute, Belgrade.

The 8th IWC TQM CONFERENCE PROGRAM

1 st June, 2015 / Monday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
<p>16:00 – 18:00</p> <p>Registration on reception desk (first floor – hall CeNT) in Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade.</p> <p>19.00 – Mechanical Engineering Faculty – Hall CeNT (first floor - str. Kraljice Marije 16, Belgrade).</p> <p>TQM 2015 / Session1 - Workshop 1 / Round Table Discussion 1: Chairman – Prof. Dr. S. Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.</p> <p>Topics:</p> <ol style="list-style-type: none">Critical Incident Technique, Dr. Jacqueline A. Douglas, <i>Liverpool John Moores University, UK</i>.Overview of the Industry-University Cooperative Research Center (I-UCRC) on Intelligent Maintenance Systems at the University of Texas at Austin, Prof. Dr. Dragan Djurdjanovic, <i>Dept. of Mechanical Engineering, University of Texas at Austin, USA</i>.Writing for Publication in Journal from SCI lists, Prof. Dr. Alexander Douglas, <i>Editor The TQM Journal, Emerald Group Publishing Ltd, Howard House, Wagon Lane, Bingley, BD16 1WA, UK</i>. <p>(Note: Please ask, as soon as possible jusk@eunet.rs for detailed information. Number of participants are limited).</p> <p>20:30</p> <p>Welcome Cocktail - Club CeNT (first level), Mechanical Engineering Faculty, Belgrade.</p> <p style="text-align: center;">Sponsored by Abela Pharm doo, Belgrade, Serbia – Cockatil party</p>	

The 8th IWC TQM CONFERENCE PROGRAM

Date: 2 nd June, 2015 / Tuesday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration

Time	Hall 211 (Second floor)
10:00-11:00	<p>TQM 2015 / Session 2: The Opening Ceremony and Plenary Presentation</p> <ul style="list-style-type: none"> • Welcome and Opening addresses • Awards • <u>Opening Plenary Presentation:</u> <p>DEVELOPMENT OF IMPROVED TECHNIQUES FOR NEW LEVELS OF MANUFACTURING PRECISION WITH THE MICRO- AND NANO-COMPONENTS, Prof. Dr. Numan M. Durakbasa, Interchangeable Manufacturing and Industrial Metrology, Institute for Production Engineering and Laser Technology, Vienna University of Technology, Vienna, Austria;</p>
11:30-13:30	<p>TQM 2015 / Opening Plenary Session – Session 2: Advanced Quality – World-wide Approaches (State of the Art)</p> <p><u>Chairmen Session:</u></p> <p>Prof. Dr. Numan M. Durakbasa, Interchangeable Manufacturing and Industrial Metrology, Institute for Production Engineering and Laser Technology, Vienna University of Technology, Vienna, Austria;</p> <p>Prof. Dr. Alexander Douglas, Editor The TQM Journal, Emerald Group Publishing Ltd, Howard House, Wagon Lane, Bingley, BD16 1WA, UK;</p> <p>Prof. Dr. Dimitris Mourtzis, Laboratory for Manufacturing Systems and Automation, Department of Mechanical Engineering and Aeronautics, University of Patras, Rio Patras, Greece.</p> <p>Prof. Dr. Jun Ni, College of Engineering, University of Michigan, Ann Arbor, MI 48109, USA.</p> <p>Prof. Dr. Stanislav Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.</p> <p>Gianluca Mulé, EFQM, Brussels, Avenue des Olympiades 2, 1200, Brussels, Belgium;</p> <p>Prof. Dr. Dragan Djurdjanovic, Department of Mechanical Engineering, University of Texas, Austin, TX, USA.</p> <p>Dr. Isaac Sheps, Senior Executive Advisor to Carlsberg Group's CEO and the Excom, Israel;</p> <p>Prof. Dr. George Constantin, Machines and Manufacturing Systems Department, University "Politehnica" of Bucharest, Romania;</p> <p>Prof. Dr. Valentina Marinković, Belgrade University, Faculty of Pharmacy, Belgrade, Serbia;</p>

Keynote Speakers:

1. **DRIVE OUT FEAR: DEMING'S TQM CULTURAL CHALLENGE**, Alexander Douglas (1), Jacqueline Douglas (2), (1)Editor *The TQM Journal*, Emerald Group Publishing Ltd, Howard House, Wagon Lane, Bingley, BD16 1WA, UK; (2) Senior Lecturer in Quality Management, Liverpool Business School, Liverpool John Moores University, Brownlow Hill, L3 1UG, UK.
2. **A NEW ERA OF WEB COLLABORATION: CLOUD COMPUTING AND ITS APPLICATIONS IN MANUFACTURING**, Dimitris Mourtzis*, Babis Schoinochoritis, Ekaterini Vlachou, Laboratory for Manufacturing Systems and Automation, Department of Mechanical Engineering and Aeronautics, University of Patras, 26500, Rio Patras, Greece.
3. **OUTLOOK ON FUTURE MANUFACTURING COMPETITIVENESS**, Prof. Dr. Jun Ni, College of Engineering, University of Michigan, Ann Arbor, USA.
4. **IMS WITH AUGSs: TEN YEARS LATER**, Prof. Dr. Stanislav Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.
5. **EFQM AND ITS BENEFITS**, Gianluca Mulé, Matt Fisher, EFQM, Brussels, Avenue des Olympiades 2, Brussels, Belgium;
6. **IDENTIFICATION OF INDIVIDUAL SLIT VALVES IN SEMICONDUCTOR MANUFACTURING EQUIPMENT USING THEIR VIBRATION SIGNATURES**, M. W. Musselman¹, H. Xie² and D. Djurdjanovic², ¹Lam Research Corporation, Fremont, CA, USA; ²Department of Mechanical Engineering, University of Texas, Austin, TX, USA.
7. **ISO 9001:2015 FDIS VERSION - CHALLENGES AND OPPORTUNITIES**, Dr. Isaac Sheps, Senior Executive Advisor to Carlsberg Group's CEO and the Excom, Israel;
8. **INTEGRATION OF MODELING AND SIMULATION TOOLS TOWARDS VIRTUAL MACHINE TOOL**, G. Constantin, Machines and Manufacturing Systems Department, University "Politehnica" of Bucharest, Romania;
9. **TQM IN PHARMACEUTICAL COMPANIES IN SERBIA**, V. Marinković¹, T. Šibalića², S. Bekčić³, G. Pejović⁴, V. Majstorović⁵, Lj. Tasić¹ ¹Belgrade University, Faculty of Pharmacy, ²Metroplitan University, Faculty of Management, Belgrade, ³Institute Torlak, Belgrade, ⁴Belgrade University, ⁴ Medicines and Medical Devices Agency of Serbia, Belgrade, Serbia, ⁵Mechanical Engineering Faculty, Belgrade, Serbia;

Time	Hall 211 (Second floor)
15:00-16.30	<p>TQM 2015 / Session 4 – Young PhD researchers</p> <p>Chairmen Session:</p> <p>Ina Heine, Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany.</p> <p>Philip Karcher, Fraunhofer-Institute for Production Systems and Design Technology IPK, Quality Management Pascalstr. 8-9, 10587 Berlin, Germany;</p> <p>Slavenko M. Stojadinovic, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Kraljice Marije 16, Belgrade, Serbia;</p> <p>Mussa Mahmud, Faculty of Engineering-Egdabia., University Benghazi, Libya;</p> <p>Nemanja Majstorovic, Faculty of Detistry, Belgrade, Serbia;</p> <p>Svetoslav Georgiev, Graduate School of Economics and Management, Tohoku University, Sendai, Japan.</p> <ol style="list-style-type: none"> 1. CRITICAL INCIDENTS OF QUALITY ORIENTATION IN LOWER AND MIDDLE MANAGEMENT, Introduction paper, I. Heine, R. Schmitt, and P. Beaujean, Laboratory for Machine Tools and Production Engineering, RWTH Aachen University, Aachen, Germany. 2. METHODOLOGY FOR A COMPETENCY-BASED TEAM ORGANIZATION IN ACCORDANCE WITH DIN EN ISO 50001, P. Karcher, N. Fritz, L. Rumoeller, T. Theiss and R. Jochem, Fraunhofer-Institute for Production Systems and Design Technology IPK, Quality Management Pascalstr. 8-9, 10587 Berlin, Germany; 3. AN ALGORITHM FOR SIMULATION CMM MEASURING PATH BASED ON THE CAD MODEL, Slavenko M. Stojadinovic, Prof. Dr Vidosav D. Majstorovic, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Kraljice Marije 16, Belgrade, Serbia; 4. LOCAL COMPARISON OF MULTIMODAL MEDICAL SURFACES USING A COMPOUND REGISTRATION-RECONSTRUCTION ALGORITHM, Mussa Mahmud 1, Ahmad Imjabber 1, Moamer Ehtash 2, David Joannic 2, 1 Faculty of Engineering-Egdabia., University Benghazi,- Libya; 1 ECE Department, University of Sebha, Libya, 2 High Institute for Engineering professions, Tripoli- Libya; 2 Laboratoire d'Electronique, Informatique et Image (Le2i), Université de Bourgogne, AUXERRE, France; 5. DETERMINATION ORTODONTICS PARAMETERS BY GEOMETRICAL ENTITIES, N. Majstorovic, B. Glisic, Faculty of Detistry, Belgrade, Serbia; L. Čerče, Prof. Dr. M. Soković, Prof. Dr. J. Kopač, Faculty of Mechanical Engineering, Ljubljana, Slovenia. 6. THE UNFORTUNATE LEGACY OF TRANSITION ECONOMIES: A COMPARISON BETWEEN BULGARIA AND THE REST OF THE CENTRAL AND EASTERN EUROPEAN STATES IN THE FIELD OF QUALITY MANAGEMENT, Svetoslav Georgiev, Seiichi Ohtaki, Graduate School of Economics and Management, Tohoku University, Sendai, Japan.

Time	Hall 518 (Fifth floor)
15:00-16.30	<p>TQM 2015 / Session 5 – Quality management and advance regulations</p> <p>Chairmen Session:</p> <p>Prof. Dr. Predrag Popović, Institute for Nuclear Sciences Vinča, M. Petrovića Alasa 12, Belgrade, Republic of Serbia;</p> <p>Miroslav Tufegdžić, Institut za nuklearne nauke "VINČA", 11001 Beograd, p p. 522, Serbia;</p> <p>Ankica R. Milinković, Calibration Laboratory, Vekom Geo, Trebinjska 24, Belgrade, 11000, Serbia;</p> <p>Dejan Brankovic, SHP Celex Banja Luka, Veljka Mladjenovica bb, 78000 Banja Luka, Bosnia and Herzegovina.</p> <p>Jasmina Vesić - Vasović, Faculty of Technical Sciences Čačak, University of Kragujevac, Svetog Save St.,65, Čačak, Serbia.</p> <ol style="list-style-type: none"> 1. RISK ASSESSMENT FOR RADIO AND TELECOMMUNICATION TERMINAL EQUIPMENT, Introduction paper, A. Bašić¹, P. Popović², ¹ RATEL, Višnjićeva 8, Belgrade, Republic of Serbia; ² Institute for Nuclear Sciences Vinča, M. Petrovića Alasa 12, Belgrade, Republic of Serbia; 2. THE CERTIFICATION PROCEDURE OF EMPTY ENCLOSURES OF ELECTRICAL EQUIPMENT AS COMPONENTS, ACCORDING TO EUROPEAN DIRECTIVE "ATEX", M. Tufegdžić, A. Đurđević, A. Videnović, Institut za nuklearne nauke "VINČA", 11001 Beograd, p p. 522, Serbia; 3. APPLYING THE REGULATION (EC) No 765/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL ON THE IMPLEMENTATION CROSS-BORDER ACCREDITATION CAB WITH MULTISITE APPROACH, Ankica R. Milinković, Calibration Laboratory, Vekom Geo, Trebinjska 24, Belgrade, 11000, Serbia; 4. THE PREFORMANCE OF IMPLEMENTATION OF INVESTMENT ACTIVITIES BY APPLYING THE MODEL OF INFLUENCE, Dejan Brankovic ¹, Zdravko N. Milovanovic ², Stevo Borojević ³SHP Celex Banja Luka, Veljka Mladjenovica bb, 78000 Banja Luka, Bosnia and Herzegovina, ² and ³ University of Banja Luka, Faculty of Mechaical Engineering, Stepe Stepanovica 71, Republic of Srpska, Bosnia and Herzegovina. 5. INCREASE OF EFFICIENCY OF MULTI-CRITERIA DECISION MAKING PROCESS IN THE SELECTION OF DEVELOPMENT INVESTMENT PROJECTS, Jasmina Vesić Vasović^a, Miroslav Radojičić^a, Predrag Popović^b, Zoran Nešić^a, ^aFaculty of Technical Sciences Čačak, University of Kragujevac, Svetog Save St.,65, Čačak, Serbia, ^bVinča Institute of Nuclear Sciences, University of Belgrade, 11001 Belgrade, Serbia

Time	Hall 211 (Second floor)
16:30-18.00	<p>TQM 2015 / Session 6 – TQM and Knowledge Management</p> <p>Chairmen Session:</p> <p>Prof. Dr. Abel Ribeiro de Jesus, Mechanical Engineering Department, Polytechnic School of the Federal University at Bahia, Salvador, Brazil;</p> <p>Dr. Sebastian Marius Rosu, Special Telecommunications Service, Radio Communications Department, 323A Splaiul Independentei, sector 6, 060032, Bucharest, Romania.</p> <p>Prof. Dr. Aida Habul, Ekonomski fakultet Sarajevo, Trg Alije Izetbegovića br.1,71000 Sarajevo-Bosna i Hercegovina.</p> <p>Prof. Dr. Dana Stancekova, Department of Machining and Manufacturing Engineering, University of Zilina, Univerzitna 1, 010 26 Zilina, Slovakia;</p> <p>Dr. Muhammad Saleem, Engineering Management Department, NUST College of Electrical & Mechanical Engineering (E&ME), Peshawar Road Rawalpindi, Pakistan.</p> <ol style="list-style-type: none"> 1. AFTER 20 YEARS, WHAT HAS REMAINED OF TQM? - A MULTI CASE STUDY, Introduction paper, Lis Lisboa Bernardino¹⁾ - Administration School, Federal University at Bahia, Salvador, Brazil, Francisco Lima Cruz Teixeira¹⁾ – Ava Santana Barbosa²⁾ - Mechanical Engineering Department, Polytechnic School of the Federal University at Bahia, Salvador, Brazil; Abel Ribeiro de Jesus²⁾ - Mauricio de Jesus Lordelo²⁾ - Mechanical Engineering Department, Polytechnic School of the Federal University at Bahia, Salvador, Brazil; 2. THE INTELLIGENT ENTERPRISE WiMAX NETWORK SOLUTION TO IMPROVE THE BUSINESS MANAGEMENT, Sebastian Marius Rosu¹⁾, George Dragoi²⁾, Ionel Bujorel Pavaloiu²⁾, Dan Alexandru Mitrea²¹⁾ Special Telecommunications Service, Radio Communications Department, 323A Splaiul Independentei, sector 6, 060032, Bucharest, Romania, Politehnica” University of Bucharest, Faculty of Engineering in Foreign Languages, 313 Splaiul Independenței, sector 6, 060042, Bucharest, Romania; 3. QMS - TQM, THEIR OPPOSITES AND THE ROLE OF THE MANAGER, Prof. Dr. Aida Habul, Ekonomski fakultet Sarajevo, Trg Alije Izetbegovića br.1,71000 Sarajevo-Bosna i Hercegovina, Mr.sci Ismet Šemić, konsultant/auditor, for ISO 9001, ISO 14001, ISO 50001, ISO 27001, Saba-Ing d.o.o., str. Hamdije Čemerlića br. 9, 71000 Sarajevo,Bosna i Hercegovina; 4. HOW TO IMPLEMENT OF KNOWLEDGE PROCESSES IN SMALL AND MEDIUM BUSINESS, I. Litvaj, ^{2)D. Stancekova}, ^{1)Department of Power Electrical Systems, University of Zilina, Univerzitna 1, 010 26 Zilina, Slovakia,} ^{2)Department of Machining and Manufacturing Engineering, University of Zilina, Univerzitna 1, 010 26 Zilina, Slovakia;} 5. EMPLOYEE RETENTION THROUGH KAIZEN CULTURE - A CASE STUDY OF AN AUTOMOBILE WORKSHOP COMPANY, Muhammad Saleem¹⁾ Dr Nawar Khan²⁾ Dr Tasweer Hussian Syed³⁾, Dr Syed Waheed ul Haq⁴⁾, ^{1 Engineering Management Department, NUST College of Electrical & Mechanical Engineering (E&ME), Peshawar Road Rawalpindi, Pakistan.}

Time	Hall 518 (Fifth floor)
17:00-18.30	<p>TQM 2015 / Session 7 – Continuous improvement</p> <p>Chairmen Session:</p> <p>Prof. Dr. Branko Djedović, School for business applied studies, Cacak; 11080, Belgrade, 2 Gradski park Street, Serbia;</p> <p>Prof. Dr. Dragana Makajić-Nikolić, University of Belgrade, Faculty of Organizational Sciences, Jove Ilića 154, Belgrade, Serbia;</p> <p>Velimir R. Komadinić, LOLA Institute, Kneza Višeslava 70a, 11030 Belgrade, Serbia.</p> <p>Ljiljana Pecić, College of Applied Professional Mechanical Studies Trstenik, Serbia;</p> <p>Nebojsa Denic, Faculty of information Technology, Alfa University, Palmira Toljatija 3 , Belgrade, Serbia.</p> <ol style="list-style-type: none"> 1. STATISTICAL METHODS OF TESTING PROJECT QUALITY BY DETERMINING THE EFFECTS ON ECONOMIC INDICES, Introduction paper, Professor Branko Djedović, PhD, School for business applied studies, Cacak; 11080, Belgrade, 2 Gradski park Street, Professor Dragana Petrović, PhD, School for business applied studies, Cacak; from Belgrade, 11080 Belgrade, 2 Gradski park Street, Serbia; 2. FOOD SAFETY RISK ASSESSMENT USING THE BOW TIE METHOD, Mihailo Rokvić, Dragana Makajić-Nikolić, Ana Belić, Mirko Vujošević, University of Belgrade, Faculty of Organizational Sciences, Jove Ilića 154, Belgrade, Serbia; 3. INTEGRATION OF MANAGEMENT SYSTEM - KEY ISSUES, Velimir R. Komadinić 1, Vidosav D. Majstorović 2, 1: LOLA Institute, Kneza Višeslava 70a, 11030 Belgrade, Serbia; 2:University of Belgrade, Mechanical Engineering Faculty, Laboratory for Production Metrology and TQM, Kraljice marije 16., 11120 Belgrade, Serbia. 4. RESEARCH INTO THE FACTORS INFLUENCING THE MARKET ORIENTATION OF SMEs IN TRANSITION, Ljiljana Pecić¹, Milan Kolarević² ¹College of Applied Professional Mechanical Studies Trstenik, Serbia; ²Faculty of Mechanical and Civil Engineering in Kraljevo, University oin Kragujevac, Kragujevac, Serbia; 5. QUALITY MANAGEMENT IN IT PROJECTS, Nebojsa Denic¹, Vesna Stevanović¹ Faculty of information Technology, Alfa University, Palmira Toljatija 3 , Belgrade, Serbia

20:30 IWC TQM 2015 / Conference Dinner (informal).

The 8th IWC TQM CONFERENCE PROGRAM

Date: 3 rd June, 2015 / Wednesday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 16:30 Registration / CeNT (first level)

Time	Hall 211 (Second floor)
09:00-10:30	<p>TQM 2015 / Session 8 – Special Conference "Manufacture in Serbia 2015" / Advanced Manufacturing Technology.</p> <p>Chairmen Session:</p> <p>Prof. Dr. Miroslav Trajanović, University of Niš, Faculty of Mechanical Engineering in Niš, Aleksandra, Medvedeva 14, Niš, 18000, Serbia;</p> <p>Prof. Dr. Nikolaos M. Vaxevanidis, School of Pedagogical & Technological Education (ASPETE)-Department of Mechanical Engineering-Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), N. Heraklion, 14121 Athens, Greece;</p> <p>Goran Mladenovic, Faculty of Mechanical Engineering, University of Belgrade, Department, Of Production Engineering, Kraljice Marije 16, 11120 Belgrade 35, Serbia;</p> <p>Milica Petrovic, Faculty of Mechanical Engineering, University of Belgrade, Department, Of Production Engineering, Kraljice Marije 16, 11120 Belgrade 35, Serbia;</p> <p>Igor Zukan, Quality Engineer Production, Grundfos Manufacturing Serbia, QEHS department, Obliazni put-Sever 21, 22320 Indjija, Serbia.</p> <p>Keynote Speakers:</p> <ol style="list-style-type: none"> 1. REVERSE MODELING OF HUMAN HUMERUS BY THE METHOD OF ANATOMICAL FEATURES (MAF), Mohammed Rashid, Karim Husain, Nikola Vitković, Miodrag Manić, Miroslav Trajanović, Jelena Milovanović, Ljiljana Radović, University of Niš, Faculty of Mechanical Engineering in Niš, Aleksandra, Medvedeva 14, Niš, 18000, Serbia; 2. VIRTUAL QUALITY ASSESSMENT FOR SCULPTURED SURFACE CNC TOOL PATH STRATEGIES AND RELATED PARAMETERS USING RSM AND GENERATE DMIS FILE, Nikolaos A. Fountas¹, Tatjana V. Šibalića², Vidosav D. Majstorovic³, Nikolaos M. Vaxevanidis¹, Jelena Macuzic³, Srdjan Zivkovic⁴, ¹School of Pedagogical & Technological Education (ASPETE)-Department of Mechanical Engineering-Laboratory of Manufacturing Processes and Machine Tools (LMProMaT), N. Heraklion, 14121 Athens, Greece; ²Faculty of Management, Metropolitan University, Tadeusa Kosciuska 63, 11000 Belgrade, Serbia; ³Faculty of Mechanical Engineering, University of Belgrade, Kraljice Marije 16, 11120 Belgrade, Serbia; ⁴Military Institute, Žarkovo, Belgrade, Serbia; 3. ERROR DETERMINATION FOR 3-AXIS MILLING OF FREE FORM SURFACES, G. Mladenovic, Lj. Tanovic, M. Pjevic, Faculty of Mechanical Engineering, University of Belgrade, Department, Of Production Engineering, Kraljice Marije 16, 11120 Belgrade 35, Serbia; 4. MODIFIED CHAOTIC PARTICLE SWARM OPTIMIZATION ALGORITHM FOR FLEXIBLE PROCESS PLANNING, Milica Petrović¹, Marko Mitić¹, Najdan Vuković², Jelena Petronijević¹, Zoran Miljković¹, Bojan

	<p>Babić¹University of Belgrade – Faculty of Mechanical Engineering, Production Engineering Department, Kraljice Marije 16, 11120 Belgrade 35, Serbia; ²University of Belgrade – Faculty of Mechanical Engineering, Innovation Center, Kraljice Marije 16, 11120 Belgrade 35, Serbia;</p> <p>5. IMPLEMENTATION OF CALIBRATION SYSTEM AND ESTIMATION OF UNCERTAINTY IN MEASUREMENT, M.Sc. Igor Zukan, Quality Engineer Production, Grundfos Manufacturing Serbia, QEHS department, Oblazni put-Sever 21, 22320 Indjija, Serbia.</p>
Time	Hall 518 (Fifth floor)
09:00-10:30	<p>TQM 2015 / Session 9 – Advanced Quality Model – ISO 9001:2015</p> <p>Chairmen Session:</p> <p>Dr. eng. Cristinel Roncea, SRAC CERT, 14 Vasile Parvan, Bucharest, Romania;</p> <p>Prof. Dr. Srđan Vulcanović, Faculty of Technical Sciences, Novi Sad, Department for Industrial Engineering and Management, Trg Dositeja Obradovića 6, Novi Sad, Serbia;</p> <p>Ivana Veličković, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Kraljice Marije 16, Belgrade, Serbia.</p> <p>Dr. Andrei Kolosovskii, Kaliningrad State Technical University, Sovetskii prospect 1, 236022 Kaliningrad, Russia.</p> <p>Leon Ljubić, JKP "Parking servis Kragujevac", Kragujevac, Vojislava Kalanovića b.b., 34000 Kragujevac Serbia.</p> <ol style="list-style-type: none"> AUDIT OF THE MANAGEMENT SYSTEMS IN THE CONTEXT OF NEW APPROACH IMPOSED BY ANNEX SL HIGH LEVEL STRUCTURE, Introduction paper, PhD. eng. Cristinel Roncea, SRAC CERT, 14 Vasile Parvan, Bucharest, Romania; ESTABLISHING THE ORGANIZATION'S CONTEXT – THE FIRST STEP TO RISK BASED QUALITY MANAGEMENT SYSTEM, Srđan Vulcanović PhD¹⁾, Vladan Radlovački PhD¹⁾, Milan Delić PhD¹⁾, Ivan Beker PhD¹⁾; ¹⁾Faculty of Technical Sciences, Novi Sad, Department for Industrial Engineering and Management, Trg Dositeja Obradovića 6, Novi Sad, Serbia; INTEGRATION OF MANAGEMENT SYSTEMS BASED ON PROCESS APPROACH AND ISO 9001:2015 AS AN INTEGRATION PLATFORM, I. Veličković, Prof. Dr.V.Majstorović, Production Engineering Department, Laboratory for Quality Management and Production Metrology, Faculty of Mechanical Engineering, Kraljice Marije 16, Belgrade, Serbia. OVERVIEW OF THE EUROPEAN FORUM: HORIZON 2020 ON THE PROGRAMME OF REINDUSTRIALIZATION OF EUROPE, Andrei Kolosovskii, Kaliningrad State Technical University, Sovetskii prospect 1, 236022 Kaliningrad, Russia. BUSINESS PROCESS ANALYSIS OF INFORMATION SYSTEM FOR HUMAN RESOURCES MANAGEMENT IN THE FUNCTION OF IMPROVING BUSINESS QUALITY, Leon Ljubić^a, Dejana Popović^b, Zoran Nešić^c, Miroslav Radojičić^c, Jasmina Vesić Vasović^c, ^aJKP "Parking servis Kragujevac", Kragujevac, Vojislava Kalanovića b.b., 34000 Kragujevac Serbia, ^bVinča Institute of Nuclear Sciences, University of Belgrade, 11001 Belgrade, Serbia, ^cFaculty of Technical Sciences Čačak, University of Kragujevac, Svetog Save St.65, 32000 Čačak, Serbia;

Time	Hall 211 (Second floor)
11:00-12:30	<p>TQM 2015 / Special Conference / 6th Balkan Conference on Quality / 7th Balkan Quality Forum - <u>THE BALKAN AS A REGION OF QUALITY</u></p> <p>Conference Co-Chairs and Founders: Prof. Dr. V. Majstorovic (Serbia), Prof. Dr. Lidia Petrova Galabova (Bulgaria), Prof. Dr. N.M. Vaxevanidis (Greece), Prof. Dr. N. Dragulanesku (Romania).</p> <p>Chairmen Session:</p> <p>Boyka Nenkova, GCR Ltd., 10 Vihren Str., 1618 Sofia, Bulgaria.</p> <p>Prof. Dr. Nicolae DRĂGULĂNESCU, University POLITEHNICA of Bucharest, Romania;</p> <p>MSc Sonja Čerepnalkovska, Standardization Institute of the Republic of Macedonia - ISRM, Vasil Glavinov br.8, 1000 Skopje, Republic of Macedonia;</p> <p>Prof. dr Miroslav Bobrek, Faculty of mechanical engineering, University of Banjaluka, S. Stepanovica 75, Banjaluka, 78000 BiH-RS.</p> <p>Prof. Dr. Adrian Stere Paris, Department of Materials Technology, University Politehnica, 313, Spl. Independentei, Bucarest, CP 060042, Romania.</p> <p>Dr. Srdjan Živković, Military Technical Institute Belgrade, Ratka Resanovića 1, 11030 Belgrade Serbia;</p> <p>Keynote Speakers:</p> <ol style="list-style-type: none"> PERFORMANCE INDICATORS FOR ASSESSMENT OF INTEGRATED MANAGEMENT SYSTEM EFFECTIVENESS, B. Nenkova¹, B. Manchev², E. Tomov³ ¹GCR Ltd., 10 Vihren Str., 1618 Sofia, Bulgaria, ² 3 Risk Engineering Ltd., 10 Vihren Str., 1618 Sofia, Bulgaria. QUARTER CENTURY OF QUALITY MANAGEMENT AND CONSUMER PROTECTION IN ROMANIA, Nicolae DRĂGULĂNESCU, Ph.D, Ph.D, Professor, University POLITEHNICA of Bucharest, Romania; BUSINESS PROCESS IMPROVEMENT BASED ON RISK, Sonja Čerepnalkovska¹, M.Sc.; Dr. Ivan Beker², ¹Standardization Institute of the Republic of Macedonia - ISRM, Vasil Glavinov br.8, 1000 Skopje, Republic of Macedonia; ²University of Novi Sad, Faculty of Technical Sciences, Novi Sad, Department of Industrial Engineering and Management, Trg Dositeja Obradovića 6, Novi Sad, Srbija; QUALITOLOGY AND SYSTEMS ENGINEERING AS A MAIN SOURCE OF KNOWLEDGE FOR EFFECTIVE QUALITY MANAGEMENT, Prof. dr Miroslav Bobrek, Faculty of mechanical engineering, University of Banjaluka, S. Stepanovica 75, Banjaluka, 78000 BiH-RS. MULTIVARIATE STATISTIC DECISION DESIGN, Adrian Stere Paris¹, Constantin Târcolea² ¹Department of Materials Technology, ²Department of Mathematics, University Politehnica, 313, Spl. Independentei, Bucarest, CP 060042, Romania. IMPLEMENTATION OF ANALYTIC HIERARCHY PROCESS METHOD IN THE SELECTION OF THE OPTIMAL PLM SOLUTION, Srdjan Živković, Zoran Vasić, Miodrag Ivanišević, Military Technical Institute Belgrade, Ratka Resanovića 1, 11030 Belgrade Serbia;

Time	Hall 518 (Fifth floor)
11:00-13:00	<p>TQM 2015 / Session 11 - Quality management in service sectors</p> <p>Chairmen Session:</p> <p>Dariusz Kosiorek, Faculty of Management, Warsaw University of Technology, Narbutta Street 85, 02-524, Warszawa, Poland;</p> <p>Prof. Dr. Marijana T. Petrović, Faculty of transport and traffic engineering Vojvode Stepe 305, Belgrade, Serbia;</p> <p>Prof. Dr. Dragan Čockalo, University of Novi Sad, Technical faculty "Mihajlo Pupin" in Zrenjanin, 23000 Zrenjanin, Djure Djakovica bb, Republic of Serbia</p> <p>Prof. Dr. A.El Kashlan, Productivity and Quality Institute³, P.O.Box 1029, Abo keir, Alexandria, Egypt.</p> <p>Prof. Dr. Marijana Vidas-Bubanja, Alpha University, Belgrade, Blegrade, Kraljice Marije 73, Serbia.</p> <ol style="list-style-type: none"> 1. CONNECTIONS BETWEEN EXCELLENCE PRINCIPLES AND ORGANIZATIONAL CULTURE, Introduction paper, Katarzyna Szczepańska, Dariusz Kosiorek, Faculty of Management, Warsaw University of Technology, Narbutta Street 85, 02-524, Warszawa, Poland; Dynamic Consulting, Makuszyńskiego Street 6, 41-808, Zabrze, Poland; 2. IMPROVING CUSTOMER CONTACT OPERATIONS WITH PERFORMANCE MANAGEMENT STANDARD: THE CASE OF MOBILE COMMUNICATION SERVICES, Marijana T. Petrović¹, Tatjana L. Manojlović², Snežana A. Pejčić Tarle¹¹ Faculty of transport and traffic engineering Vojvode Stepe 305, Belgrade, Serbia; ²Group Industrial Development, Telenor, Omladinskih brigade 90, Belgrade, Serbia; 3. ATTITUDES OF UNDERGRADUATE BUSINESS STUDENTS' IN SERBIA TOWARDS CSR AND COMPETITIVENESS, Dragan Čockalo¹, Srđan Bogetić², Dejan Đorđević³, Bešić Cariša⁴, ¹Associate professor, University of Novi Sad, Technical faculty "Mihajlo Pupin" in Zrenjanin, 23000 Zrenjanin, Djure Djakovica bb, Republic of Serbia, ²Professor, Belgrade Business School, 11000 Belgrade, Kraljice Marije 73, Republic of Serbia, ³Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin" in Zrenjanin, 23000 Zrenjanin, Djure Djakovica bb, Republic of Serbia, ⁴Associate Professor, University of Kragujevac, Faculty of technical science Čačak, 32000 Čačak, Svetog Save 65, Republic of Serbia; 4. A PROPOSED SERVICE QUALITY MODEL TO ACHIEVE USER SATISFACTION/LOYALTY FOR LIBRARY USERS: A CASE STUDY ON BIBLIOTHECA ALEXANDRINA, Reham Adel¹, Rasha Mohsen², A.El kashlan³ Academy for Science and Technology¹, Bibliotheca Alexandrina², Productivity and Quality Institute³, P.O.Box 1029, Abo keir, Alexandria, Egypt. 5. ICT AS A BASEMENT FOR QUOLITY IMPROVEMENTS IN HEALTH SERVICES, Marijana Vidas-Bubanja, PhD, Belgrade Business School and Faculty for Trade and Banking, Alpha University, Belgrade, Blegrade, Kraljice Marije 73, Serbia.

Hall 211 (Second floor)

15.00 – 16.30 TQM2015 / Session 12 – Workshop 2 / - Holistic Approaches to Quality Improvement in Manufacturing

Prof. Dr. Jun Ni, College of Engineering, University of Michigan, Ann Arbor, MI 48109, USA.

Over the last hundred years, much progress has been made in manufacturing quality. Globalization competitions have further pushed quality improvement to a new level. This presentation will first review some of the early quality control and improvement efforts such as SPC, design of experiments, quality engineering, etc. Then, several recent research directions will be presented with some highlighted real manufacturing examples. These include: (1) in-process quality improvement technologies (e.g., real-time error compensation, machining chatter suppression, active balancing for improved quality), (2) stream-of-variation modeling and automatic root cause identifications (e.g., dimensional variation reduction for automobile body assembly, continuous baby diaper production process, and progressive stamping fault diagnosis), (3) high-definition metrology driven process control (e.g., machined surface error detection and compensation, tool wear estimation and compensation, assembly fault detection), (4) robust process optimization (e.g., stamping tonnage optimization for variation reduction, fixture design optimization), (5) design for variation elimination (e.g., automobile body assembly), (6) process innovations (e.g., ultrasonic assisted friction stir welding for improved quality, dry/near dry electric-discharge machining for additive manufacturing), and (7) intelligent maintenance strategies (e.g., fault and anomaly detection, engineering immune system, maintenance decision support for yield improvement).

Time	Hall 518 (Fifth floor)
15:00-16:30	<p>TQM 2015 / Session 13 - Advanced approaches of quality and metrology</p> <p>Chairmen Session:</p> <p>Prof. Dr. R.Furutani, School of Engineering, Tokyo Denki University, Senju-Asahi-cho 5, Adachi, 120-8551 Tokyo, Japan;</p> <p>Prof. Dr. Mirko Sokovic, Faculty of Mechanical Engineering, University of Ljubljana, Slovenia;</p> <p>Prof. Dr. Zivana Jakovljevic, University of Belgrade, Faculty of Mechanical Engineering, Department for Production Engineering, Kraljice Marije 16, Belgrade, 11000, Serbia;</p> <p>Prof. Dr. Vladan Radlovački, Department of Industrial Engineering and Engineering Management, Faculty of Technical Sciences, Trg Dosijeta Obradovica 6, 21000 Novi Sad, Serbia;</p> <p>Prof. Dr. Miodrag Hadžistević, University of Novi Sad, Faculty of Technical Sciences, Department of Production Engineering, Trg Dositeja Obradovica 6, 21000 Novi Sad, Serbia;</p> <ol style="list-style-type: none"> 1. EVALUATION OF SIMPLIFIED PERFORMANCE TEST OF CMM, Introduction paper, R.Furutani and M.Ozaki, School of Engineering, Tokyo Denki University, Senju-Asahi-cho 5, Adachi, 120-8551 TOKYO, Japan; 2. MULTICRITERIA OPTIMIZATION OF CILINDER MANUFACTURING USING QUALITY TECHNIQUES, P. Eniko¹, B. Plesec¹, M. Sokovic², D. Kramar²,¹ MAPRO d.o.o., Industrijska ulica 12, Ziri, Slovenia; ² Faculty of Mechanical Engineering, University of Ljubljana, Slovenia; 3. RECOGNITION OF ONE CLASS OF QUADRIC SURFACES FROM UNSTRUCTURED POINT CLOUD, Zivana Jakovljevic, Veljko Markovic, University of Belgrade, Faculty of Mechanical Engineering, Department for Production Engineering, Kraljice Marije 16, Belgrade, 11000, Serbia; 4. DIFERENT APPROACHES IN UNCERTAINTY ESTIMATION FOR FLATNESS MEASUREMENTS USING COORDINATE MEASURING MACHINE, Štrbac, B^{1.}, Hodolič, J^{1.}, Spasić – Jokić, V^{2.}, Radlovački, V^{3.}, Hadžistević, M^{1.}, ¹Department of Production Engineering, Faculty of Technical Sciences ²Department of Power, Electronic and Telecommunication Engineering, Faculty of Technical Sciences, ³Department of Industrial Engineering and Engineering Management, Faculty of Technical Sciences, Trg Dosijeta Obradovica 6, 21000 Novi Sad, Serbia; 5. THE QUALITY MANAGEMENT OF THE INJECTION MOLDING PROCESS, Matin, I., Hadzistevic, M., Hodolic, J., Vukelic, D., Medic, V., University of Novi Sad, Faculty of Technical Sciences, Department of Production Engineering, Trg Dositeja Obradovica 6, 21000 Novi Sad, Serbia;

Time	Hall 518 (5 th floor)
17:00-18:30	<p>TQM 2015 / Session 14 - QM and enable technologies</p> <p>Chairmen Session:</p> <p>Sebastian Schötz, Fraunhofer Project Group Process Innovation, Universitaetsstrasse 30, 95447 Bayreuth, Bavaria, Germany;</p> <p>Prof. Dr. Vilos E. Ilios, Faculty of Technical science Bitola, University St.Kliment Ohridski Bitola – Bul."1-vi Maj" BB, Bitola, 7000 Bitola, Macedonia;</p> <p>Rayna Dimitrova, Department Material Science and Technology, Technical University-Sofia, Bulgaria.</p> <p>Gayathiri Madheswaran, Manager – Department of Quality Control, Department of Quality Control, Rashid Printers and Stationers, New Industrial Area, Ajman, United Arab Emirates;</p> <p>Angela Fajsi, Department of Industrial Engineering and Management, Faculty of Technical Sciences, Trg Dositeja Obradovića 6, Novi Sad, Republic of Serbia;</p> <ol style="list-style-type: none"> 1. A MATHEMATICAL METHODOLOGY TO ACHIEVE AN ECONOMICAL AND ENERGETIC OPTIMAL QUALITY CONTROL WITHIN THE PRODUCTION, Introduction paper, Sebastian Schötz 1, Steffen Butzer 1, Rolf Steinhilper 2, 1 Fraunhofer Project Group Process Innovation, Universitaetsstrasse 30, 95447 Bayreuth, Bavaria, Germany; 2 Chair Manufacturing and Remanufacturing Technology, University of Bayreuth, Universitaetsstrasse 30, 95447 Bayreuth, Bavaria, Germany; 2. IMPACT OF VARIATION OF THE GEOMETRIC CHARACTERISTICS AND PROPERTY OF THE MATERIALS TO THE BEARING CAPACITY OF SIMPLE SINGLE BOLT SHEAR LOADED CONNECTION, Vilos E. Ilios, Assoc. Prof., Faculty of Technical science Bitola, University St.Kliment Ohridski Bitola – Bul."1-vi Maj" BB, Bitola, 7000 Bitola, Macedonia; 3. ELECTROLESS NICKEL COATINGS ON SILICONE CARBIDE PARTICLES USING TWO NICKEL SALTS IN ALKALINE SOLUTION, Rayna Dimitrova, Department Material Science and Technology, Technical University-Sofia, Bulgaria. 4. BUSINESS PROCESS IMPROVEMENT WITH PDCA APPROACH & PROCESS REENGINEERING IN PRINTING PRESS, Gayathiri Madheswaran, Manager – Department of Quality Control, Department of Quality Control, Rashid Printers and Stationers, New Industrial Area, Ajman, United Arab Emirates; 5. THE TREND OF TECHNOLOGICAL FORECASTING IN THE QUALITY IMPROVEMENT PROCESS, Angela Fajsi, Slobodan Morača, Miloš Jovanović, Department of Industrial Engineering and Management, Faculty of Technical Sciences, Trg Dositeja Obradovića 6, Novi Sad, Republic of Serbia;

Time	Hall 211 (Second floor)
17:00-18:30	<p>TQM 2015 / Session 15 - Quality management in education and education for Quality</p> <p>Chairmen Session:</p> <p>Prof. Dr. Kristina Zgodavova, Department of Integrated Management, Technical University of Kosice, Letna 9, SK-04200 Kosice, Slovakia;</p> <p>Prof. Dr. Nicolae Drăgulănescu, University POLITEHNICA of Bucharest, Romania;</p> <p>Prof. Dr. A. El Kashlan, Academy for Science and Technology: Productivity and Quality Institute, P.O. Box 1029, Alexandria, Egypt.</p> <p>Prof. Dr. Tzvetelin K. Gueorguiev, Department of Machine Tools and Manufacturing, University of Ruse 'Angel Kanchev', Address, Ruse, 7017, Bulgaria;</p> <ol style="list-style-type: none"> 1. INTELLIGENT APPROACHES FOR ORGANISATIONS' MANAGEMENT SYSTEM CHANGE: WEB BASED ROLE PLAY SIMULATION ENVIRONMENT, Introduction paper, Kristina Zgodavova, Andrea Sutoova, Matus Kisela, Department of Integrated Management, Technical University of Kosice, Letna 9, SK-04200 Kosice, Slovakia; 2. PLAGIARISM BECAME A BASIC CHALLENGE OF QUALITY ASSURANCE IN EDUCATION - CASE STUDY: ROMANIAN STUDENTS' AND TEACHERS' VIEWS ON PLAGIARISM, Nicolae Drăgulănescu, Ph.D, Ph.D, Professor, University POLITEHNICA of Bucharest, Romania; 3. IMPROVING THE EDUCATIONAL SYSTEM AT PRIVATE UNIVERSITIES IN EGYPT THROUGH IMPLEMENTING TOTAL QUALITY MANAGEMENT, M. Abd Rabou, A. El Kashlan, Academy for Science and Technology: Productivity and Quality Institute, P.O. Box 1029, Alexandria, Egypt. 4. TEACHING PROFESSIONAL ENGLISH TO THE QUALITY SPECIALISTS OF TOMORROW, Tzvetelin K. Gueorguiev, Department of Machine Tools and Manufacturing, University of Ruse 'Angel Kanchev', Address, Ruse, 7017, Bulgaria;

The 8th IWC TQM CONFERENCE PROGRAM

Date: 4 th June, 2015 / Thursday	Place: Mechanical Engineering Faculty, str. Kraljice Marije 16, Belgrade
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Registration desk: 08:00 – 11:00 Registration

Time	Hall 211 (Second floor)
09:00-10:30	<p>TQM 2015 / Session 16 - Quality engineering techniques application</p> <p>Chairmen Session:</p> <p>Prof. Dr. Sorin M. Croitoru, Department of Machines and Manufacturing Systems, Politehnica University of Bucharest, 313 Spl. Independentei, Sector 6, 060042-Bucharest, Romania;</p> <p>Prof. Dr. Katarina Monkova, Department of technical systems design, TU Kosice, Faculty of Manufacturing Technologies with the seat in Presov, Sturova 31, 080 01 Presov, Slovakia;</p> <p>Prof. Dr. Emilia Assenova, Society of Bulgarian Tribologists, 74B, G. Sofiiski St., 1606 Sofia, Bulgaria;</p> <p>Olga Štajdohar-Paden, Energy Institute, Ulica grada Vukovara 37 10000 Zagreb, Croatia.</p> <p>Stevan J. Budimir, Institute Goša, Milana Rakića 35, 11000 Belgrade, Serbia;</p> <ol style="list-style-type: none"> EXPERIMENTAL RESEARCH OF TITANIUM IMPLANTS, Introduction paper, S.M. Croitoru¹, I.N. Mihailescu², D.A. Maris³, I.A. Popovici⁴ 1) Department of Machines and Manufacturing Systems, POLITEHNICA University of Bucharest, 313 Spl. Independentei, Sector 6, 060042-Bucharest, ROMANIA; 2) Lasers Department, "Laser-Surface-Plasma Interactions" Laboratory, National Institute for Lasers, Plasma and Radiation Physics, PO Box MG-36, RO-77125, Magurele, Ilfov, ROMANIA; 3) Faculty of Dentistry, OVIDIUS University of Constanta, 7 Ilarie Voronca Str., 900684-Constanta, ROMANIA; 4) Chair of Dental Implantology, University of Medicine and Pharmacy of Bucharest, 37 Dionisie Lupu Str., Sector 2, 020022-Bucharest, ROMANIA; BENDING TESTS OF JOINTS FOR BUS SKELETON, ¹Peter Monka, ²Katarina Monkova, ³Filip Murgas, ^{1,3} Department of manufacturing technologies, TU Kosice, Faculty of Manufacturing Technologies with the seat in Presov, Sturova 31, 080 01 Presov, Slovakia; ²Department of technical systems design, TU Kosice, Faculty of Manufacturing Technologies with the seat in Presov, Sturova 31, 080 01 Presov, Slovakia; LUBRICANTS AND ADDITIVES IMPACT ON CONTACT SYSTEMS' QUALITY, Emilia Assenova¹, Mara Kandeve², Vidosav Majstorovic³, ¹Society of Bulgarian Tribologists, 74B, G. Sofiiski St., 1606 Sofia, Bulgaria; ²Technical University-Sofia, Faculty of Industrial Engineering, Tribology Center, 8, Blvd Kl. Ohridski, 1156 Sofia, Bulgaria; ³University of Belgrade, Faculty of Mechanical Engineering, Laboratory for Production Metrology and TQM, Kraljice Marije 16, 11120 Belgrade 35, Serbia; QUALITY MANAGEMENT AT DESIGNING AND BUILDING OF ELECTRICAL POWER FACILITIES, Olga Štajdohar-Paden, Energy Institute, Ulica grada Vukovara 37 10000 Zagreb, Croatia. MANUFACTURING COSTS OF GASKETED AND BRAZED PLATE HEAT EXCHANGERS, Marko S. Jarić¹, Nikola J. Budimir¹, Ivan M. Rakonjac², Stevan J. Budimir³, ¹ Innovation Center of the Faculty of Mechanical Engineering, Kraljice Marije 16, 11000 Belgrade, Serbia; ² Project Management College, Bože Jankovića 14, 11000 Belgrade, Serbia; ³ Institute Goša, Milana Rakića 35, 11000 Belgrade, Serbia;

Time	Hall 211 (Second floor)
11:00-13:00	<p>TQM 2015 / Session 17 - Closing Plenary Session: TQM & QM New Dimensions</p> <p>Chairmen Session:</p> <p>Prof. Dr. Stanislav Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada.</p> <p>Prof. Dr. Lidia P. Galabova, Department of Economics, Industrial Engineering and Management, Technical University of Sofia, 8 Kliment Ohridski Blvd., Sofia 1000, Bulgaria.</p> <p>Prof. Dr. Kristina Zgodavova, Technical University of Kosice, Faculty of Metallurgy, Department of Integrated Management, Letna 9, Kosice, SK-04200, Slovakia.</p> <p>Prof. Dr. Dragan Djurdjanovic, Department of Mechanical Engineering, University of Texas, Austin, TX, USA.</p> <p>Prof. Dr.-Ing. R. Refflinghaus, University of Kassel, Institut für Arbeitswissenschaft und Prozessmanagement (IfA), Fachgebiet Qualitäts- und Prozessmanagement, Heinrich-Plett-Str. 40, D-34132 Kassel, Germany;</p> <p>Prof. Dr. Mirko Sokovic, Faculty of Mechanical Engineering, University of Ljubljana, Askerceva 6, SI-1000 Ljubljana, Slovenia;</p> <p>Prof. Dr. Vesna Spasojević Brkić, University of Belgrade, Faculty of Mechanical Engineering, Industrial Engineering Department, KraljiceMarije 16, 11000 Belgrade, Serbia;</p> <p>Živorad Belić, FIAT Serbia, Kragujevac, Serbia;</p> <p>Keynote Speakers:</p> <ol style="list-style-type: none"> TQM & BE, Prof. Dr. Stanislav Karapetrovic, University of Alberta, Department of Mechanical Engineering, Edmonton, Canada. TOWARDS BUSINESS EXCELLENCE: KNOWLEDGE MANAGEMENT AND SIX SIGMA, Lidia P. Galabova¹, Boyka G. Nenkova², ¹Department of Economics, Industrial Engineering and Management, Technical University of Sofia, 8 Kliment Ohridski Blvd., Sofia 1000, Bulgaria, ² GCR Ltd., 10 Vihren Str., 1618 Sofia, Bulgaria. JOURNEY OF SLOVAK ORGANISATIONS PROVIDING SERVICES TOWARDS EXCELLENCE, Kristina Zgodavova, Technical University of Kosice, Faculty of Metallurgy, Department of Integrated Management, Letna 9, Kosice, SK-04200, Slovakia. VIRTUAL METROLOGY CONCEPT FOR PREDICTING DEFECT LEVELS IN SEMICONDUCTOR MANUFACTURING, Asad UI Haw, Dragan Djurdjanovic, Department of Mechanical Engineering, University of Texas, Austin, TX, USA. TOLERANCE MANAGEMENT IN THE BODY CONSTRUCTION ENVIRONMENT AS A BASE FOR THE CONFORMITY OF THE PRODUCTS WITH THEIR SPECIFICATION, Prof. Dr.-Ing. R. Refflinghaus¹, Dipl.-Ing. M. Roth, M.Sc. J. Witte², ¹University of Kassel, Institut für Arbeitswissenschaft und Prozessmanagement (IfA), Fachgebiet Qualitäts- und Prozessmanagement, Heinrich-Plett-Str. 40, D-34132 Kassel, Germany; ²BMW Group München, Germany.

<p>6. 40 INVENTIVE PRINCIPLES OF TRIZ, Matej Hohnjec, 3ZEN d.o.o., Tacenska 125B, SI-1000 Ljubljana, Slovenia; Mirko Sokovic, Faculty of Mechanical Engineering, University of Ljubljana, Askerceva 6, SI-1000 Ljubljana, Slovenia;</p> <p>7. EMPLOYEES FACTORS AS PREDICTOR AND RESPONSE VARIABLES OF LEAN SIX SIGMA CONCEPT, Spasojević Brkić V.¹⁾, Tomić B.²⁾, ¹⁾ University of Belgrade, Faculty of Mechanical Engineering, Industrial Engineering Department, KraljiceMarije 16, 11000 Belgrade, Serbia; ²⁾ Bombardier Aerospace, Quality Management, 123 Garratt Boulevard, Toronto, Canada.</p> <p>8. DETERMINING THE CAUSE FOR VARIABLE GEOMETRY OF THE PART OF BODY IN WHITE AND PROVIDING SOLUTIONS, Živorad Belić¹, Vidosav Majstorović², ¹⁾ FIAT Serbia, Kragujevac; ²⁾ University of Belgrade, Mechanical Engineering Faculty, Belgrade;</p>
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13:00 – 14.00 TQM 2015 / Farewell Cocktails in Club CeNT (first level)

The 8th IWC TQM CONFERENCE PROGRAM

Date: 5th June, 2015 / Friday		Place: Lola Institute, Belgrade.	
08.00-12:00	TQM 2015 / Excursion tour – Lola Institute (www.li.rs) . For details please contact: jusk@eunet.rs , as soon as possible, because number of participants are limited (min 30, max 50). Host of excursion tour is Lola Institute, Belgrade.		

Welcome in Belgrade on the 8th IWC TQM 2015 !