



CROATIAN QUALITY MANAGERS SOCIETY

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24th INTERNATIONAL SYMPOSIUM ON QUALITY „QUALITY – YESTERDAY, TODAY, TOMORROW“

Notification

22nd – 24th, March 2023
Croatia, Opatija, Hotel Admiral 4*



Opatija

THEMATIC AREAS

Papers should address the following thematic areas:

- Quality – yesterday, today, tomorrow
- Quality in public administration
- Quality as a strategy
- Quality and social responsibility
- Quality and competitiveness
- Process environmental management
- Process risk management
- Managing for the sustained success
- Quality and logistic systems
- Quality in production and construction
- Quality in media
- Quality in health care
- Quality in education
- Quality in politics
- Quality in tourism and sport
- Quality and traffic systems
- Quality in the context of innovation and Industry 4.0
- Quality and smart cities
- Quality and anti-corruption
- Quality as a science
- Integrated management systems

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FOREWORD

Dear colleagues, members of Croatian Quality Managers Society (CQMS), scientists and experts in the field of management systems, dear friends, it is my pleasure to invite you to actively participate in the 24th International Symposium on Quality, under the title QUALITY - YESTERDAY, TODAY, TOMORROW. We have been using this name since the 20th symposium and we have decided that since then all subsequent symposiums have the same name.

CQMS was founded on July 3rd, 1996. It has over 150 members from the country and abroad. The goal of CQMS is to bring together experts in the field of quality to develop, promote and disseminate policies and develop quality management systems in accordance with the requirements of international standards ISO 9000, ISO 14000, and others. The task of CQMS is to improve the theory, practice and culture of quality, scientific and professional work in the field of quality management and to advocate for a more complete implementation.

More than 1,050 authors from about 40 countries have participated in the 24 international symposiums on quality so far, with around 870 scientific and professional papers published in proceedings. Senior sponsors of the 10th symposium held in March 2009 in Zadar, the 15th symposium held in 2014 in Zagreb and the 20th symposium held in 2019 in Pula, were the then presidents of Republic of Croatia. President Stjepan Mesić personally opened the 10th symposium in 2009 in Zadar.

CQMS brings together scientists and experts, quality, environment, safety, risk managers and auditors, consultants and all others who directly or indirectly deal with quality issues, with the aim of:

- creating opportunities for a common approach to quality improvement,
- organized action to promote and popularize the quality of the management system,
- spreading the culture of quality,
- protection of professional interests of members,
- raising scientific and professional staff in the field of quality management.

CQMS and its members operate in the spirit of affirming the principles of quality management and improving the market economy, social responsibility, and general democratization of society.

CQMS members are prominent scientists and experts in the field of management systems and others: vice-rectors and deans of faculties, prominent university professors, politicians, top managers, directors of numerous institutions and agencies and practitioners who promote quality management principles in various activities in their companies and other organizations.

In its work so far, CQMS has launched several initiatives aimed at increasing the competitiveness of the economy and better positioning of the Republic of Croatia on the international market.

As before, CQMS, by organizing the 24th international symposium on quality, is making an effort to gather a critical mass of knowledge and competence in the field of management systems in order to contribute to the development of awareness of the need for a more significant implementation of quality management principles and the *Quality Manifesto for the 21st century*, in modelling development concept compatible with all economic systems.

Thus, designed development contributes to the competitiveness of the economy as a prerequisite for ensuring a better quality of life for its citizens, which is the essence of the policy of all democratic systems. Especially in the new conditions when quality management systems established in individual entities are no longer sufficient to achieve global quality goals, but the implementation and quality management system should be directed towards public administration holders and communities.

The problem of climate change and the growing degree of commitment of key factors to take measures to mitigate the damage in the coming decades, are areas that require additional resources, including the overall knowledge of mankind.

The current global geopolitical situation, disruptions in the development of global supply chains and global logistical problems threaten the achieved level of quality of life of all people on the planet and represent a threat to global balance and peace. In this context, certain concepts of quality are also changing. Understanding the context and accepting quality as a global strategy are prerequisites for re-establishing global balances and increasing the level of quality of life for everyone on the planet.

Unlike any political program, quality as a business philosophy and practical approach promotes management principles that are acceptable to everyone and enables a better quality of life for everyone. In this context, the *Quality Manifesto for the 21st century* was created by the IAQ – International Academy for Quality, as a framework for action to order to raise the level of quality of life for everyone. The *Quality Manifesto* has been accepted by numerous organizations around the world and has been translated into numerous languages.

We are organizing the 24th symposium in the Primorje-Gorski Kotar County, one of the most economically developed parts of the Republic of Croatia, in the city of Opatija.

Welcome to Opatija, the pearl of the Adriatic and the cradle of Croatian tourism, one of the most desirable places to live in Croatia, which is significantly contributed to by a whole series of measures and programs by which the city administration raises quality standards and makes life easier for its citizens.

Assoc. Prof. Miroslav Drljača, Ph. D
IAQ – Academician
ASQ – Member
EOQ – Member
President of the CQMS

INSTRUCTIONS FOR AUTHORS OF PAPERS:

Papers should be prepared using personal computers (MS Word, Times New Roman 12 pt.), maximum volume up to 10 pages and sent by e-mail to: info.hdmk.hr

Papers may be prepared in the following languages: Croatian (Serbian, Bosnian, Montenegrin) or English and they will be published in the Proceedings in these languages. Paper title, key words and abstracts of papers written in Croatian (Serbian, Bosnian, Montenegrin) shall be translated in English.

Authors shall give the following data: name and surname, profession and title, name, place and country of the company or institution in which they are employed, and their e-mail address.

Instructions for preparation of papers, in Croatian and English, can be found on the web page: www.hdmk.hr

PROCEEDINGS PUBLISHER:

Croatian Quality Managers Society, Radoslava Cimermana 36a, 10 000 Zagreb, Croatia.

All wanted to participate in the Symposium with a written paper, a presentation or a poster are invited to submit the title and the abstract of their paper not later than **15th DECEMBER 2022**, to the e-mail address: info.hdmk.hr

Finished manuscripts should be received not later than **15th JANUARY 2023**, and after a positive review and preparation they will be published in the Symposium Proceedings. The Proceedings will be published with the ISSN number issued by the Croatian National and University Library. All published papers will have the CIP cataloguing in the publication and DOI. The Proceedings is referred to in secondary publications JEL classification – Journal of Economics Literature, EconLit, Pittsburg, USA and CAB Abstracts and/or Global Health Databases and Crossref and is in the process of being included in the Scopus database.

REGISTRATION/PARTICIPATION FEE:

- The participation fee for the symposium (entire duration) is 200.00 EUR. The price includes the Proceedings in the form in which it will be published, welcome drink, consumption during coffee breaks, excursion, joint dinner,
- Fee for accompanying person 130.00 EUR. The price includes welcome drink, excursion, joint dinner,
- The participation fee for one-day participation is EUR 130.00. The price includes the Proceedings in the form in which it will be published, consumption during coffee breaks.
- The participation fee for publication of a peer-reviewed paper in the Proceedings, without presentation and participation, is 130.00 EUR.

An early bird registration fee is available for those who register and pay up to **31st December 2022**. In these cases, the organizer approves **15%** discount. Students and retired CQMS members do not pay a participation fee. The organizer is not in the VAT system, and it is not calculated on the registration fee.

Payment to the giro account of the CQMS, Radoslava Cimermana 36a, 10000 Zagreb, Croatia: **SWIFT ZBAHR 2X IBAN HR0623600001101505393**.

THE CITY OF OPATIJA:

The Symposium is held in the city of Opatija, in the Primorje-Gorski Kotar County: <https://opatija.hr>

HOTEL:

The Symposium is held in the **Admiral** hotel ****. Participants book accommodation directly, at special prices, through a promo code on the website www.liburnia.hr; after selecting the room type and date, enter the promo code: **MANAGER23**, or click on the following link: [Availability \(liburnia.hr\)](http://www.liburnia.hr):

- The price per person per day on a bed and breakfast basis in a single room is 72.00 EUR, and in a double room 44.00 EUR per person, if there are two people in the room, or 87.00 EUR for the room,
- Price per person per day based on half board 85.00 EUR single use, and double room based on half board 57.00 EUR per person for two people in the room, or 113.00 EUR for the room.

A residence tax of 1.33 EUR per person/per day will be added to the room price. The hotel has its own underground garage. The price of using the garage is 15.00 EUR per car/per day. Address for GPS: *Croatia, 51410 Opatija, Maršala Tita 139*, or 45°19'41.5"N 14°17'59.9"E (45.328184, 14.299980). Information about the hotel can be found at the link: [Hotel Admiral Opatija in Croatia | Liburnia](http://www.liburnia.hr)

HOW TO GET TO OPATIJA:

By airplane: Rijeka Airport (RJK) <http://www.rijeka-airport.hr/> Transfer from the airport to Opatija can be booked at info@taxirijeka.com; taxirijeka@gmail.com. From Zagreb Airport (<http://www.zagreb-airport.hr/>) 180 km by highway A1 from Zagreb (Lučko) – Karlovac – Bosiljevo and A6 Bosiljevo – Rijeka – Opatija.

By car: by highway from Zagreb: A1 Zagreba (Lučko) – Karlovac – Bosiljevo and A6 Bosiljevo – Rijeka (Exit Grobnik). Pay toll Zagreb (Lučko) – Rijeka, approx. 9.30 EUR.

By bus: from Zagreb: Zagreb Bus Terminal – Opatija (180 km) <http://www.akz.hr/>

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NOTE: In case of an unfavourable epidemiological situation, the symposium will be held online at the same time. In this case, the Organizer is not responsible for any travel costs and other costs of participants.



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**24th INTERNATIONAL SYMPOSIUM ON QUALITY
QUALITY – YESTERDAY, TODAY, TOMORROW**
Opatija, 22nd - 24th, March 2023.
Hotel Admiral

PROGRAM

Wednesday: 22nd March 2023		
15:00 – 21:00	Registration of participants	Hotel Admiral Reception
17:00 – 18:30	Panel: „Quality in public administration“	Hotel Admiral Hall
18:45 – 19:45	MSEECQI – Middle and South-East European Countries Quality Initiative, Steering Committee Meeting	Hotel Admiral Hall
20:00 – 22:00	Welcome party	Hotel Admiral
Thursday: 23rd March 2023		
08:00 – 09:30	Breakfast Registration of participants	Hotel Admiral Restaurant Hotel Admiral Reception
09:30 – 10:30	Opening ceremony Award ceremony “Dr. sc. Josip Čiček”, for the best student paper	Hotel Admiral Plenary Hall
10:30 – 11:00	Coffee break	Hotel Admiral
11:00 – 12:30	Paper presentations (Plenary section)	Hotel Admiral Plenary Hall
12:30 – 13:00	Coffee break	Hotel Admiral
13:00 – 14:30	Panel: „Climate changes“	Hotel Admiral Plenary Hall
14:30 – 15:30	Free time to prepare for the excursion	
15:30 – 19:00	Excursion – tourist tour of the city of Opatija (professional guidance in English and Croatian).	Hotel Admiral Reception City of Opatija
20:00 – 24:00	Gala dinner Music	Hotel Admiral Restaurant
Friday: 24th March 2023.		
08:00 – 09:15	Breakfast Registration of participants	Hotel Admiral Restaurant Hotel Admiral Reception
09:15 – 10:45	Panel: „Strategy for the development of ISO 9000ff standards“	Hotel Admiral Plenary Hall
10:45 – 11:15	Coffee break	Hotel Admiral
11:15 – 12:45	Paper presentations (Section 1)	Hotel Admiral Plenary Hall
	Paper presentations (Section 2)	Hotel Admiral Small Hall
12:45 – 13:15	Closing of the symposium	Hotel Admiral Plenary Hall

Paper presentations in the plenary hall will be simultaneously translated from English to Croatian and from Croatian to English.

Presentations in pp last a maximum of 15 minutes.