



CROATIAN QUALITY MANAGERS SOCIETY

[www.hdmk.hr](http://www.hdmk.hr)

# 25<sup>th</sup> INTERNATIONAL SYMPOSIUM ON QUALITY „QUALITY – YESTERDAY, TODAY, TOMORROW“

## Notification

20<sup>th</sup> – 22<sup>nd</sup>, March 2024  
Croatia, Šibenik, Hotel Ivan 4\*

## THEMATIC AREAS

Papers should address the following thematic areas:

- Quality – yesterday, today, tomorrow
- Quality in media
- Quality in tourism and sport
- Quality and social responsibility
- Quality and competitiveness
- Process environmental management
- Process risk management
- Managing for the sustained success
- Quality and logistic systems
- Quality in the pharmaceutical supply chain
- Quality in production and construction
- Quality in public administration
- Quality in health care
- Quality in education
- Quality in politics
- Quality as a strategy
- 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



Šibenik

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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 25<sup>th</sup> International Symposium on Quality, under the title QUALITY - YESTERDAY, TODAY, TOMORROW. We have been using this title since the 20<sup>th</sup> symposium and we have decided that since then all subsequent symposiums have the same name.

CQMS was founded on July 3<sup>rd</sup>, 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 1,100 authors from about 40 countries have participated with around 920 scientific and professional papers published in proceedings. Senior sponsors of the 10<sup>th</sup> symposium held in March 2009 in Zadar, the 15<sup>th</sup> symposium held in 2014 in Zagreb and the 20<sup>th</sup> symposium held in 2019 in Pula, were the then presidents of Republic of Croatia. President Stjepan Mesić personally opened the 10<sup>th</sup> symposium in 2009 in Zadar.

Since 1997, when the first symposium was held in Duga Uvala, we have held symposia in: Opatija 3 times, Vodice 3 times, Trogir, Zadar 3 times, Šibenik, Baška, Plitvice 2 times, Sv. Martin na Muri, Osijek, Solin, Rovinj, Zagreb, Pula, Crikvenica (online), Poreč 2 times (hybrid) and this 25<sup>th</sup> again, for the second time, in Šibenik.

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. Among our members there are prominent members of international organizations for quality, among others, EOQ – European Organization for Quality, ASQ – American Society for Quality, IAQ – International Academy for Quality.

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 25<sup>th</sup> 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 21<sup>st</sup> 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, consequences of climate change, 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 the history of civilization so far, the key word was "competitiveness". It brought material well-being to humanity and the spiritual values that surround us. But it also brought global imbalances that cause conflicts, inequality, migration, and wars. It is becoming more and more evident that the concept of unlimited economic growth will not be possible in the future in the way it has been. We are in a period when it is necessary to find a new key word that will determine the future of civilization. That key word could be "collaboration". 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 21<sup>st</sup> 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 25<sup>th</sup> symposium in the Šibensko-kninska County, in the city of Šibenik. Welcome to Šibenik, a city that changed its vision and strategy twenty years ago and successfully transitioned from an industrial city with economic, environmental and other problems into a recognizable tourist and cultural centre, one of the few cities in the world that has two cultural monuments under the protection of UNESCO.

Assoc. Prof. Miroslav Drlijača, 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](mailto: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](http://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 are invited to submit the title and the abstract of their paper not later than **15<sup>th</sup> DECEMBER 2023**, to the e-mail address: [info@hdmk.hr](mailto:info@hdmk.hr)

Finished manuscripts should be received not later than **15<sup>th</sup> FEBRUARY 2024**, 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 300.00 EUR. The price includes the Proceedings in the form in which it will be published, welcome drink, consumption during coffee breaks, excursion, dinner on March 21<sup>st</sup>, drinks while socializing with music after dinner on March 21<sup>st</sup>;
- Fee for accompanying person 250.00 EUR. The price includes welcome drink, excursion, dinner on March 21<sup>st</sup>, drinks while socializing with music after dinner on March 21<sup>st</sup>;
- The participation fee for one-day (any day) participation is EUR 250.00. The price includes the Proceedings in the form in which it will be published, consumption during coffee breaks, excursion, dinner on March 21<sup>st</sup>, drinks while socializing with music after dinner on March 21<sup>st</sup>;
- Students, all three days EUR 240.00. The price includes the Proceedings in the form in which it will be published, welcome drink, consumption during coffee breaks, excursion, dinner on March 21<sup>st</sup>, drinks during socializing with music after dinner on March 21<sup>st</sup>;
- The participation fee for publication of a peer-reviewed paper in the Proceedings, without presentation and participation, is 200.00 EUR.

An early bird registration fee is available for those who register and pay up to **December 31<sup>st</sup>, 2023**. In these cases, the organizer approves **15%** discount. 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 ZABAHR 2X IBAN HR0623600001101505393**.

## THE CITY OF ŠIBENIK:

The Symposium is held in the city of Šibenik, in the Šibensko-kninska County: [Službene stranice Grada Šibenika \(sibenik.hr\)](http://sluzbene.stranice.gradasibenika.hr)

## HOTEL:

The Symposium is held in the city of Šibenik, Solaris, hotel **Ivan \*\*\*\*+**. Participants book accommodation directly, at special prices, through a promo code on the website [www.amadriapark.com](http://www.amadriapark.com) after selecting the room type and date, enter the promo code: **AMP25HDMK**, or click on the following link: [25. Međunarodni simpozij o kvaliteti "Kvaliteta - jučer, danas, sutra"](http://www.amadriapark.com)

- The price per person/day, bed and breakfast basis in a single room is 111.00 EUR, and 127.00 EUR. In a double room 129.00 EUR or 145.00 EUR per room, for two people in the room, 65.00 EUR and 73.00 EUR per person;

A residence tax of 1.59 EUR per person/day will be added to the room price. The hotel has its own open car park places, free of charge for the participants.

Address for GPS: Croatia, 22000 Šibenik, Hoteli Solaris 86

Hotel information: <https://www.amadriapark.com/>

## HOW TO GET TO ŠIBENIK:

**By airplane:** Split Airport (SPU) [Pocetna \(split-airport.hr\)](http://www.pocetna-split-airport.hr) – Šibenik 55 km. Zadar Airport (ZAD) [Zračna luka Zadar - Zadar Airport \(zadar-airport.hr\)](http://www.zracna-luka-zadar.hr) – Šibenik 85 km.

From Zagreb Airport (<http://www.zagreb-airport.hr>) cca 342 km by highway A1 from Zagreb (Lučko) – Karlovac – Bosiljevo – Šibenik. Pay toll Zagreb (Lučko) – exit Šibenik 20.10 EUR.

**By car:** by highway from Zagreb: A1 Zagreba (Lučko) – Karlovac – Bosiljevo – exit Šibenik (342 km). Pay toll 20.10 EUR.

**By bus:** from Zagreb: Zagreb Bus Terminal – Šibenik (342 km) <http://www.akz.hr>

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**The High Patron is the President of the Republic of Croatia, Zoran Milanović**



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Mrs. Anita Zado Bešker: 098 672292; E-mail: [anita.besker@oskar.hr](mailto:anita.besker@oskar.hr)

**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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**25<sup>th</sup> INTERNATIONAL SYMPOSIUM ON QUALITY  
QUALITY – YESTERDAY, TODAY, TOMORROW**  
Šibenik, 20 - 22<sup>nd</sup>, March 2024.  
Solaris, Hotel Ivan

### PROGRAM

<b>Wednesday: 20<sup>th</sup> March 2024</b>		
15:00 – 21:00	Registration of participants	Hotel Ivan Reception
17:00 – 18:30	Panel: “Quality of the tourist destination “	Hotel Ivan Hall ŠIBENIK IX
18:45 – 19:45	MSEECQI – Middle and South-East European Countries Quality Initiative, Steering Committee Meeting	Hotel Ivan Hall ŠIBENIK IX
20:00 – 22:00	Welcome party	Hotel Ivan Ground floor
<b>Thursday: 21<sup>st</sup> March 2024</b>		
08:00 – 09:30	Breakfast Registration of participants	Hotel Ivan Restaurant Hotel Ivan Reception
09:30 – 10:30	Opening ceremony Award ceremony “Dr. sc. Josip Čiček”, for the best student paper Awards and recognition of CQMS on the occasion of the 25 <sup>th</sup> symposium	Hotel Ivan Plenary Hall ŠIBENIK X
10:30 – 11:00	Coffee break	Hotel Ivan
11:00 – 12:30	Paper presentations (Plenary section)	Hotel Ivan Plenary Hall ŠIBENIK X
12:30 – 13:00	Coffee break	Hotel Ivan
13:00 – 14:30	Panel: „Artificial intelligence and its impact on the quality of life“	Hotel Ivan Plenary Hall ŠIBENIK X
14:30 – 15:30	Free time to prepare for the excursion	
15:30 – 19:00	Excursion – tourist tour by boat: Cathedral of St. Jakov - the fortress of St. Nikola, two cultural monuments under UNESCO protection. Prvić Island (Faust Vrančić Museum) (professional guidance in English and Croatian).	Hotel Ivan Reception Prvić Island
20:00 – 24:00	Dinner Socializing in a nightclub after dinner, with music. Awarding of EOQ certificates to management system managers/auditors	Hotel Ivan Restaurant Hotel Ivan Nightclub
<b>Friday: 22<sup>nd</sup> March 2024</b>		
08:00 – 09:15	Breakfast Registration of participants	Hotel Ivan Restaurant Hotel Ivan Reception
09:15 – 10:45	Panel: „The contribution of the quality management system to the company's business performance“	Hotel Ivan Plenary Hall ŠIBENIK X
10:45 – 11:15	Coffee break	Hotel Ivan
11:15 – 12:45	Paper presentations (Section 1)	Hotel Ivan Plenary Hall ŠIBENIK X
	Paper presentations (Section 2)	Hotel Ivan Hall ŠIBENIK IX
12:45 – 13:15	Closing of the symposium	Hotel Ivan Plenary Hall ŠIBENIK X

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.