



CROATIAN QUALITY MANAGERS SOCIETY

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26th INTERNATIONAL SYMPOSIUM ON QUALITY “QUALITY – YESTERDAY, TODAY, TOMORROW”

Invitation

April 2 – April 4, 2025



Croatia, Šibenik



THEMATIC AREAS

Papers should refer to the following thematic areas:

- Quality – historical and theoretical assumptions
- Quality as a scientific discipline
- Control, assurance and management of the quality of products (services), business processes and the process structure of organizations
- Quality and quality management in different sectors and business areas
- Business quality management and business excellence in the real and public sector
- Sustainability, energy efficiency, sustainable management systems and socially responsible business
- Industry 4.0 and 5.0, Quality 4.0 and 5.0 and SMART models and solutions
- Resilience, risk management and business continuity management
- Quality infrastructure – metrology, standardization, accreditation, tests, inspections, and consumer protection
- Audit, certification and quality marks
- Controlling and financial aspects of quality and competitiveness with the aim of continuous business success
- Good business practices (GMP, GDP...)
- Standardization of management systems and integrated management systems
- Quality of life, anti-corruption systems, and sustainable and smart cities
- Education and training, consulting, and ensuring the competence of people and organizations for management systems
- Quality and art

**Working languages of the Symposium: Croatian and English
(simultaneous interpretation provided)**

ORGANIZER:



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OPENING STATEMENT

Dear colleagues and fellow members of the Croatian Quality Managers Society (*Hrvatsko društvo menadžera kvalitete* = HDMK), scientists and experts in the field of management systems, dear friends, the culture of quality as a fundamental premise of a different way of doing business and life for a more sustainable future, and its application in all areas of business and life, is a common denominator of the new 26th International Symposium on Quality. Therefore, we invite all those interested to actively participate through papers, panels, round tables, or with their presence in Šibenik from April 2 to April 4, 2025 at the 26th International Symposium of the Croatian Quality Managers Society, entitled Quality – Yesterday, Today, Tomorrow.

HDMK gathers scientists and experts, managers of quality, environment, safety, risk and other management systems, as well as auditors, consultants and all others who directly or indirectly deal with quality problems, with the aim of:

- creating opportunities for a joint approach to improving quality from products through processes and organizations to society,
- organized action on the promotion and popularization of the quality of management systems,
- spreading the culture of quality from the individual to the society,
- protecting members' professional interests,
- promoting scientific and professional personnel in the field of quality management.

HDMK and their members carry out their activities in the spirit of affirming the principles of quality management and improvement of the market economy, social responsibility and general democratization of the society. HDMK members are prominent scientists and experts in the field of management systems and others: rectors and vice-rectors of universities, deans of faculties, prominent university professors, politicians, top managers, chairmen of numerous institutions and agencies, and experts from practice who on a daily basis promote the principles of quality management in various activities in their companies and other organizations. Moreover, among our members, there are prominent members of international organizations for quality, among others, EOQ – European Organization for Quality, ASQ – American Society for Quality, and IAQ – International Academy for Quality.

In the past, HDMK has launched a series of initiatives aimed at increasing the competitiveness of the economy and better positioning of the Republic of Croatia on the international market. We hope that this is a good enough invitation to join the Society as a member and actively participate in the development of the society and the profession. ([HDMK membership](#)).

After the successfully held 25th Symposium, we decided to remain at the location of Amadria Park in Šibenik and organize the 26th International Symposium in their Convention Center Šibenik with the aim of increasing the number of participants and its international recognition. We also wish to expand on the topics that will be significant for both scientific and professional audiences, the real and the public sector, as well as the society as a whole. We therefore expanded the thematic areas, expecting not only the traditional transfer of information through paper presentations, but also through an entire series of other events (panels, round tables, workshops, invited lectures by top experts, exhibitions, and presentations), in order to connect the participants who will make professional contacts through networking, direct communication, and shared positive experiences.

More than 1100 authors from about 40 countries have participated in the 25 international symposia that we have organized so far, with around 920 scientific and professional papers published in the proceedings, and it can rightly be said that this is one of the most internationally significant conferences in the field of quality and management systems in this part of Europe. That fact, as well as the constant growth of interest in the conference, are an invitation to everyone to join us and to share their knowledge and experiences with others, to connect with the experts from their profession and colleagues who operate within the same professional fields, to hear the latest information about the development of norms in the field of management systems and the possibilities of their application, to present examples of good practice, but also to introduce us to new knowledge and solutions with the aim of raising the quality of management and the sustainable success of organizations, the economy, and the society.

You will have the possibility to get to know and follow the topics, the invited lecturers, and panelists on the website of [HDMK - Symposium on Quality](#), and we will also send you all the newest information about the program of the Symposium in time.

We look forward to your arrival and active participation at the Symposium, with another invitation to join the Croatian Quality Managers Society and together with us promote the culture of quality as a business and life philosophy that promotes management principles that are acceptable to everyone and that enable a better quality of life for everyone today and tomorrow. Join us at the Symposium to share your experiences with your colleagues, convey new research results, present yourself and your company, and secure new professional contacts. Be the voice of the profession that promotes the culture of quality and its application for a sustainable future.

See you in April 2025 in Šibenik!



President of the Organizational Committee
Full Professor Krešimir Buntak, PhD

GUIDELINES FOR WRITING PAPERS:

Your paper must be typed on a computer (MS Word, Times New Roman 12 pt), with a maximum length of up to 10 pages, and it has to be submitted via e-mail: info@hdmk.hr

Papers can be written in: Croatian (Serbian, Bosnian, Montenegrin) and English and will be published in these languages in the Proceedings. The title of the paper, keywords, and summaries of papers written in Croatian (Serbian, Bosnian, Montenegrin) also have to be translated into English.

Authors should provide the following information: first and last name, title, the name of the organization they represent, the place and country of the headquarters of the company or the institution where they are employed, and their e-mail address.

Guidelines for writing papers in Croatian and English can be found on the website: www.hdmk.hr

PROCEEDINGS PUBLISHER:

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

All those who wish to present a paper and hold a presentation are invited to submit the title and summary of their paper until 1 March 2025 via the following e-mail address: info@hdmk.hr

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

Presentations done in PowerPoint may last a maximum of 15 minutes. Working languages: Croatian and English.

Completed papers will be accepted by May 20, 2025. After a positive review and preparation, they will be published in the Proceedings of the Symposium. Proceedings will be published with an ISSN number issued by the National and University Library in Zagreb. All published papers will be provided with CIP and DOI identification. The Proceedings are indexed in the following secondary publications – JEL-EconLit, CAB Abstracts and/or Global Health databases and Crossref – and the process of inclusion in the SCOPUS database is underway.

FEES:

The Symposium fee depends on the category, day and number of days of participation in the Symposium, and on the date of payment as follows in the tables below.

HDMK 2025		Category	Fee until the date of the payment deadline			
			Until December 31, 2024	Until March 1, 2025	Until April 1, 2025	At the Symposium
Fee for participation at the Symposium	All days of the Symposium	Participant without a paper	€300.00	€350.00	€400.00	€500.00
		First author (up to three authors) with paper presentation	€300.00	€350.00	€400.00	€500.00
		Co-author of the paper (up to three authors)	€250.00	€300.00	€350.00	€500.00
		Author who submits a paper without the intent to present it, but with participation in the conference	€250.00	€300.00	€350.00	€500.00
		Author who submits a paper for publication in the Proceedings, but without participation at the conference	€250.00	€250.00	€250.00	€250.00
		Students	€250.00	€250.00	€250.00	€250.00
		Pensioners — HDMK members	€0.00	€0.00	€0.00	€0.00
		Pensioners	€250.00	€250.00	€250.00	€250.00
		Accompanying persons	€250.00	€250.00	€250.00	€250.00

HDMK 2025		Category	Fee until the date of the payment deadline			
			Until December 31, 2024	Until March 1, 2025	Until April 1, 2025	At the Symposium
Fee for participation at the Symposium	2 nd day of the Symposium (April 3)	Participant without a paper	€150.00	€175.00	€200.00	€250.00
		First author (up to three authors) with paper presentation	€150.00	€175.00	€200.00	€250.00
		Co-author of the paper (up to three authors)	€150.00	€175.00	€200.00	€250.00
		Author who submits a paper without the intent to present it, but with participation in the conference	€150.00	€175.00	€200.00	€250.00
		Author who submits a paper for publication in the Proceedings, but without participation at the conference	€250.00	€250.00	€250.00	€250.00
		Students	€150.00	€175.00	€200.00	€250.00
		Pensioners — HDMK members	€0.00	€0.00	€0.00	€0.00
		Pensioners	€150.00	€175.00	€200.00	€250.00
		Accompanying persons	€150.00	€175.00	€200.00	€250.00

HDMK 2025		Category	Fee until the date of the payment deadline			
			Until December 31, 2024	Until March 1, 2025	Until April 1, 2025	At the Symposium
Fee for participation at the Symposium	3 rd day of the Symposium (April 4)	Participant without a paper	€100.00	€125.00	€150.00	€200.00
		First author (up to three authors) with paper presentation	€100.00	€125.00	€150.00	€200.00
		Co-author of the paper (up to three authors)	€100.00	€125.00	€150.00	€200.00
		Author who submits a paper without the intent to present it, but with participation in the conference	€100.00	€125.00	€150.00	€200.00
		Author who submits a paper for publication in the Proceedings, but without participation at the conference	€250.00	€250.00	€250.00	€250.00
		Students	€100.00	€125.00	€150.00	€200.00
		Pensioners — HDMK members	€0.00	€0.00	€0.00	€0.00
		Pensioners	€100.00	€125.00	€150.00	€200.00
		Accompanying persons	€100.00	€125.00	€150.00	€200.00

HDMK 2025		Category	Fee until the date of the payment deadline			
			Until December 31, 2024	Until March 1, 2025	Until April 1, 2025	At the Symposium
Fee for participation at the Symposium	2 nd and 3 rd day of the Symposium (April 3 and 4)	Participant without a paper	€250.00	€300.00	€350.00	€450.00
		First author (up to three authors) with paper presentation	€250.00	€300.00	€350.00	€450.00
		Co-author of the paper (up to three authors)	€250.00	€300.00	€350.00	€450.00
		Author who submits a paper without the intent to present it, but with participation in the conference	€250.00	€300.00	€350.00	€450.00
		Author who submits a paper for publication in the Proceedings, but without participation at the conference	€250.00	€250.00	€250.00	€250.00
		Students	€200.00	€200.00	€200.00	€250.00
		Pensioners — HDMK members	€0.00	€0.00	€0.00	€0.00
		Pensioners	€200.00	€200.00	€200.00	€250.00
		Accompanying persons	€200.00	€200.00	€200.00	€250.00

The fee for the Symposium (entire duration) includes: Proceedings in the form in which promotional materials of sponsors and organizers will be published, a welcome drink, refreshments during coffee breaks, an excursion, a dinner on April 3, and drinks while socializing with music after dinner on April 3. The fee for an accompanying person includes a welcome drink, an excursion, a dinner on April 3, a drink during socializing with music after dinner on April 3.

The fee for one-day participation includes: Proceedings in the form in which it will be published, a welcome drink (if the day of participation is April 2), refreshments during coffee breaks, an excursion (if the day of participation is April 3), a dinner on April 3 and a drink during socializing with music after dinner (if the day of participation is April 3).

HDMK members – pensioners are excluded from paying fees. The organizer is not in the VAT system and VAT is not calculated in the fees.

The payment is made in favor of HDMK, Radoslava Cimermana 36a, 10000 Zagreb, **IBAN HR0623600001101505393**.

Venue and accommodation

The Symposium is held in the [Convention Centre Šibenik](#), within the premises of the **Ivan****+ Hotel – Amadria Park Šibenik**. Participants are provided with accommodation in several hotels within the resort according to the prices listed in the table below.

HOTEL		Hotel Ivan Andrija****/Hotel Niko***	
DATE		2 – 4 April 2025	
Price for an overnight stay with breakfast per room and per day	40 rooms	Double or twin room (22m ²) with a view of the atrium - SINGLE USE - Hotel Ivan****	€107.00
		Double or twin room (22m ²) with a view of the atrium - DOUBLE USE - Hotel Ivan****	€127.00
	50 rooms	Double or twin room (22m ²) with a view of the courtyard/park - SINGLE USE - Hotel Ivan****	€117.00
		Double or twin room (22m ²) with a view of the courtyard/park - DOUBLE USE - Hotel Ivan****	€137.00
	10 rooms	Double or twin room (16m ²) with a view of the courtyard/park - SINGLE USE - Hotel Andrija****	€92.00
		Double or twin room (16m ²) with a view of the courtyard/park - DOUBLE USE - Hotel Andrija****	€112.00
	5 rooms	Double or twin room (18m ²) with a view of the courtyard - SINGLE USE - Hotel Niko***	€92.00
		Double or twin room (18m ²) with a view of the courtyard - SINGLE USE - Hotel Niko***	€112.00

Tourist tax** is not included in the price and it amounts to €1.70 per person per day.

The hotel has its own open parking lot. Parking is free for the participants of the Symposium.

GPS address: Croatia, 22000 Šibenik, Hoteli Solaris 86

VAT is included in the prices.

Information about the hotels can be found at the link: <https://www.amadriapark.com/>

Reservation of accommodation directly, at special prices, is possible by clicking on the following link:

[26th International Symposium on Quality](#).

TOWN OF ŠIBENIK:

The Symposium is held in Šibenik, a town located in the Šibenik-Knin County. Here is [the official website of the Town of Šibenik \(sibenik.hr\)](#).

HOW TO GET TO ŠIBENIK:

By plane: Split Airport (SPU) [main page \(split-airport.hr\)](#) – Šibenik 55 km; Zadar Airport (ZAD) [Zadar Airport \(zadar-airport.hr\)](#) – Šibenik 85 km

The distance from Zagreb Airport <https://www.zagreb-airport.hr/> is approximately 342 km via the A1 highway on the Zagreb (Lučko)-Karlovac-Bosiljevo-Šibenik route. Toll Zagreb (Lučko) – exit Šibenik amounts to €20.10.

By car: The distance from Zagreb is 342 km via the A1 highway on the Zagreb (Lučko)-Karlovac-Bosiljevo-Šibenik route. Toll Zagreb (Lučko) – exit Šibenik amounts to €20.10.

By bus: Zagreb-Šibenik bus station (342 km): <http://www.akz.hr/>

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Croatian Quality Award Foundation

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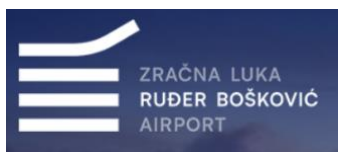
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Split Saint Jerome Airport, Split



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Registration for the Symposium is available at: www.hdmk.hr

NOTE: In the event of an unfavorable epidemiological situation, the Symposium will be held hybridly or online, in the agreed times. The organizer is not responsible for possible travel expenses and other expenses of the participants.



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**26th INTERNATIONAL SYMPOSIUM ON QUALITY
QUALITY – YESTERDAY, TODAY, TOMORROW**
Šibenik, April 2 – April 4, 2025
Hotel Ivan

PRELIMINARY PROGRAM

Wednesday: April 2, 2025		
15:00 – 21:00	Participant registration	Convention Centre Šibenik
16:00 – 17:30	Paper presentation of the selected section	
17:30-17:45	Coffee break	Hotel Ivan
17:45 – 18:45	Panel	Hotel Ivan Hall
19:00 – 19:45	Book promotion	Hotel Ivan Hall
20:00 – 22:00	Welcome cocktail	Hotel Ivan Ground Floor
Thursday: April 3, 2025		
08:00 – 09:30	Breakfast Participant registration	Hotel Ivan Restaurant Hotel Ivan Reception
09:30 – 10:30	Opening ceremony Presentation of the Dr. Sc. Josip Čiček Award, for the best student paper	Hotel Ivan Plenary Hall
10:30 – 11:00	Coffee break	Hotel Ivan
11:00 – 12:30	Invited lectures (plenary part)	Hotel Ivan Plenary Hall
12:30 – 13:00	Coffee break	Hotel Ivan
13:00 – 14:30	Panel:	Hotel Ivan Plenary Hall
14:30 – 15:30	Free time to prepare for the excursion	
15:30 – 19:00	Excursion (professional guide, English and Croatian language).	Hotel Ivan Reception Town of Šibenik – Island Prvić
20:00 – 24:00	Dinner Socializing in a night club after dinner, with music	Hotel Ivan Restaurant Rustica Hotel Ivan, Night Club
Friday: April 4, 2025		
08:00 – 09:15	Breakfast Participant registration	Hotel Ivan Restaurant Hotel Ivan Reception
09:15 – 10:15	Panel:	Hotel Ivan Plenary Hall
10:15 – 10:45	Coffee break	Hotel Ivan
10:45 – 12:15	Paper presentation (Section 1)	Hotel Ivan Plenary Hall
	Paper presentation (Section 2)	Hotel Ivan Plenary Hall
	Paper presentation (Section 3)	Hotel Ivan Hall
12:15-12:30	Coffee break	Hotel Ivan
12:30 – 14:00	Paper presentation (Section 4)	Hotel Ivan Plenary Hall
	Paper presentation (Section 5)	Hotel Ivan Hall
	Paper presentation (Section 6)	Hotel Ivan Hall
14:00 – 14:30	Closing ceremony	Hotel Ivan Plenary Hall

Paper presentations in the plenary hall will be simultaneously translated from English to Croatian and vice versa.
The maximum duration of PowerPoint presentations is 15 minutes.