



# ASSOCIATION FOR QUALITY AND STANDARDIZATION OF SERBIA

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## REPORT

During the period 10th-12th of December, 2014 was held on 16th national and 2nd international scientific conference QUALITY SYSTEM CONDITION FOR SUCCESSFUL BUSINESS AND COMPETITIVENESS organized by the Association for Quality and Standardization of Serbia and co-organizers High School of Business Economics and Entrepreneurship from Belgrade and the College of Professional studies "Prof. Dr. Radomir Bojković" from Krusevac.

By participation in the Conference by Deputy Prime Minister and Minister of State Administration and Local Government Dr. Kori Udovicki, State Secretary of the Ministry of State Administration and Local Self Government Vidosava Džagić, as well as advisor for public relations Jelena Parezanović these ministries provided maximum support to Association for Quality and Standardization of Serbia.

The Ministry of Defence of Republic of Serbia also supported the organization of this event and its representatives have actively participated in the work.

It was reported 54 scientific papers for both conferences (national and international), and a total 135 authors and co-authors of papers

The works presented on the conference included areas of interest such as:

- Improvement the quality infrastructure in the region
- Development of integrated management systems
- Environmental Management
- Health and safety management at work
- Quality system in education, health and tourism
- Quality and Social Responsibility
- Quality system in the public sector
- Knowledge Management
- Path to business excellence
- Innovation and quality
- Organizational behavior, leadership and management

The conference was attended by 250 participants, and participation in the Conference took representative and there were participants from Serbia, Montenegro, Bosnia and Herzegovina, the Republic of Serbian, Croatian and Russian

On this occasion, signed a memorandum of understanding and cooperation between the countries of Central and Eastern Europe, consisting of companies, organizations and associations from Bosnia and Herzegovina, Montenegro, Czech, Croatian, Macedonian, Polish, Russia, Slovenia, Serbia and other countries with the possibility of expansion to North, South, East and West Europe.

The signatories of the memorandum are:

- Association for quality and standardization of Serbia
- Croatian Society of Quality Managers
- Association for quality of Bosnia and Herzegovina
- Foundation for Quality Culture and Excellence, Serbia
- Center for Quality, Faculty of Mechanical Engineering, Podgorica, Montenegro
- Herzen state pedagogical University, Faculty of Management, Russia

Future cooperation between these institutions will be carried out in the following areas:

- exchange of experiences
- organize and maintain scientific and professional meetings

- scientific research
- solving practical problems
- publication of scientific papers
- publishing
- cooperation in the exchange of ISBN numbers
- co-authorship
- participation in joint projects
- cooperation in teaching,

During the conference, are presented two journals:

- International Review, issue the High School of Business Economics and Entrepreneurship from Belgrade
- Trends in business, publisher College of Professional studies "Prof. Dr. Radomir Bojković" from Krusevac

There were two roundtable discussions:

1. **" Quality management as a tool for public administration reform oriented to satisfying requests and expectations of the citizens and the economy "**, held under the auspices of the The Ministry of State Administration and Local governments moderatet by Vidosava Džagić.

At the roundtable participants discussed about tools for successful implementation public administration reform, taking into consideration criteria such as: leadership, strategy and planning, processes and services, human resources, partnership with key stakeholders, orientation to meet the demands and expectations of citizens, businesses, community.

This round table has attracted much attention because was joined Kori Udovicki PhD, Serbian Deputy Prime Minister and Minister of State Administration and Local Government. She spoke about the role of the Ministry at public administration reform, and the necessity of standards implementation

2. **"Management of Food Quality and Safety in the order to improve the standard with a special emphasis on student dormitories"** - moderated by Dobrila Jakić Dimic PhD from the Scientific Veterinary Institute of Serbia. She gave a full contribution to the necessity of food security.

Parallel with the conference, there was partners meeting about Tempus project Improvement of Partnership with Enterprises by Enhancement of a Regional Quality Management Potentials in WBC

The meeting was attended by partners from the following institutions:

- UNIVERSITY OF MONTENEGRO
- UNIVERSITY OF KRAGUJEVAC
- UNIVERSITY OF EAST SARAJEVO
- CITY DEVELOPMENT AGENCY EAST SARAJEVO
- ASSOCIATION FOR QUALITY AND STANDARDIZATION OF SERBIA

The meeting was held in accordance with the planned agenda. First day meeting was conducted analysis of completed project activities and defined a plan for the implementation of future activities.

On the second day were held workshops:

- Quality and ethics
- Leadership at public sector
- Implementation of ISO 18001: 2008 with special emphasis on the legal and other requirements

At the third day there was a meeting of National consortium and Meeting of the Quality Assurance Working group

Based on the presented papers, realized roundtables, discussions and workshops can be concluded:

- Should be achieve a stronger cooperation between the Association for Quality and Standardization of Serbia and the Ministry of State Administration and Local government;
- It is necessary to form the Council for Quality Serbia and engage experts for improvement quality infrastructure, to quality representation in all professions;
- It is necessary to active participation by all Ministries on the implementation standards as well as support activities of the Association for Quality and Standardization of Serbia, to collaborate in the recovery of the economy

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- Constant supervision and control by state those who are professionally concerned with quality in accordance with national international recommendations
- Universities and other organizations dealing with the promotion of quality infrastructure should be supported by the State with order to obtain international and domestic projects
- Cooperation has been established through the signing of a Memorandum of Understanding societies, associations and for the quality of Central and Southeastern Europe
- It is necessary to start with mass non-formal education of employees in local governments and the public sector
- Participate in joint projects with organizations and associations of Central and Eastern Europe;
- Find a way to review suspicious obtained the certificate and those who have and certificates issued
- State should support the national award for business excellence - Quality Oscar and company winners to be stimulated in order to struggling others for the prestigious award

President of Association for quality and standardization of Serbia



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