



**TEMPUS JP 543662-2013**

*Improvement of Partnership  
with Enterprises by Enhancement*

*of a Regional Quality Management Potentials in WBC*



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**(Draft)**

# **Report of analysis of training programs in the field of QMS and those existing in the PC**

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**Improvement of Partnership with Enterprises by  
Enhancement of a Regional Quality Management  
Potentials in WBC**

**DEV1 - Analysis and model definition for QMS  
enhancement**

**1.2 Analysis of training programs in the field of QMS**



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## 1) Analysis of study programs in the field of QMS on Universities in Serbia

Analysis of study programs has been made in the field of quality management systems. The analysis included Universities of Belgrade, Kragujevac, Novi Sad, Nis and Novi Pazar, Megatrend University and Singidunum University. Several study programs and training organizations were found that provide training in the field of Quality Management. Most of the study programs are implemented on the University of Belgrade and the University of Kragujevac.

### 1.1 UNIVERSITY OF BELGRADE

The faculties that provide programs in the field of Quality Management are: Faculty of Organizational Sciences, Faculty of Economics in Belgrade, Faculty of Security, Faculty of Pharmacy, Faculty of Geography, Faculty of Mechanical Engineering, Faculty of Agriculture, Faculty of Transport and Traffic Engineering, Technical Faculty in Bor and Faculty of Technology and Metallurgy.

Faculty	Name of course	Study level	Name of study program
Faculty of Organizational Sciences	Fundamentals of quality; Quality management; Documentation quality control; Normative regulation of quality; Standardization; Quality inspection; Quality management system; Quality management technologies; Environmental quality management system; Occupational health and safety management system; Quality engineering; Quality management methods and techniques; Business system quality assessment; Quality management in agroindustry		Quality management
Faculty of Economics	Quality management		
Faculty of Security	Industrial safety and protection		
	Information security		
Faculty of Pharmacy	Medical ecology		
Faculty of Geography	Eco management		
Faculty of Mechanical Engineering	Environmental protection		
	Quality management		
	Modern approaches to quality management		



Faculty	Name of course	Study level	Name of study program
Faculty of Agriculture	Environmental management in food production		
	Quality management in food production		
	Organization of work and laboratory accreditation		
Faculty of Transport and Traffic Engineering	Quality management in logistics		
Technical Faculty in Bor	Standards and legislation		
	Quality management		
	Environmental management		
Faculty of Technology and Metallurgy	Introduction to environmental and working environment		
	Fundamentals of Quality Management		
	Design and laboratory accreditation		

## 1.2 UNIVERSITY OF KRAGUJEVAC

The faculties that provide programs in the field of Quality Management are: Faculty of Economics in Kragujevac, Faculty of Engineering in Kragujevac, Faculty of Mechanical and Civil engineering in Kraljevo, and Faculty of Hotel Management and Tourism in Vrnjacka Banja.

Faculty	Name of course	Study level	Name of study program
Faculty of Economics in Kragujevac	Quality management	Bachelor	Business Economy and Management
	Enterprise performance management	Master	Business Economy and Management
	Merchandise quality management	PhD	Management and business economy
Faculty of Engineering in Kragujevac	Measurement, control and quality	Bachelor	Industrial engineering
	TQM	Master	Industrial engineering
	Quality management	Master	Production engineering
	Communication management	Master	Industrial engineering; Applied mechanics and automatic control; Informatics in engineering
	Service management	Master	Applied mechanics and automatic control; Informatics in engineering



Faculty	Name of course	Study level	Name of study program
	Supply chain management	Master	Industrial engineering; Applied mechanics and automatic control; Informatics in engineering
	Integrated management systems	Master PhD	Industrial engineering
	Engineering economy	Master	Industrial engineering
<b>Faculty of Mechanical and Civil engineering in Kraljevo</b>	Quality management	Master	Production engineering
	Integrated management systems	Master	Production engineering
<b>Faculty of Hotel Management and Tourism in Vrnjacka Banja</b>	Quality management	Bachelor	
	Leadership	Bachelor	

### 1.3 UNIVERSITY OF NOVI SAD

The faculties that provide programs in the field of Quality Management are: Faculty of Technology in Novi Sad, Faculty of Technical Sciences in Novi Sad and “Mihajlo Pupin” Technical Faculty in Zrenjanin.

Faculty	Name of course	Study level	Name of study program
<b>Faculty of Technology in Novi Sad</b>	Quality management in food production		
<b>Faculty of Technical Sciences in Novi Sad</b>	Design, verification and analysis of the quality system		
	Design and planning of environmental protection		
	Quality management		
<b>“Mihajlo Pupin” Technical Faculty in Zrenjanin</b>	Quality management		

### 1.4 UNIVERSITY OF NIS

At University of Nis, the study programs in the quality management were found only at Faculty of Economics. Faculty of Economics, included courses:

- a) Statistics (Bachelor study level ),
- b) Industrial management (Bachelor study level),
- c) Management of small and medium enterprises (Master study level),



- d) Performance management (Master study level),
- e) Statistic quality control (Master study level),
- f) Strategic enterprise control (Master study level),
- g) Quality management (Master study level),
- h) Supply chain management (Master study level),
- i) Business process management (Master study level).

## **1.5 UNIVERSITY OF NOVI PAZAR**

University of Novi Pazar is composed of several departments and centers. Quality management courses are found at:

- 1) **Center for quality assurance** is part of University of Novi Pazar and its purpose is monitoring and control of quality of teaching
- 2) **Department of Economics science** has implemented the following courses:
  - a. Quality management,
- 3) **Department of multidisciplinary sciences** has implemented the following courses:
  - a. Management of changes,
  - b. QA management – internal and external procedures.

## **1.6 MEGATREND UNIVERSITY**

At the Megatrend University, the study programs in the quality management were found only at the Graduate School of Business Studies which included only one course, the Quality management.

## **1.7 SINGIDUNUM UNIVERSITY**

At the Singidunum University, the study programs in the quality management were found only at the Faculty of Technical Sciences. The Faculty of Technical Sciences included courses:

- a) Engineering Management,
- b) Design quality management system,
- c) Accreditation and conformity assessment,
- d) Design of environmental management system and
- e) Design of information security management system



## 2) Analysis of courses and training in the field of QMS that was provided by training organizations

### 2.1 PROFESSIONAL ORGANIZATIONS FOR TRAINING IN SERBIA

List of courses and trainings in the field of management systems in Serbia is given below:

- Food hygiene training;
- HACCP implementation and auditing training;
- Auditor training (for ISO 9001, ISO 14001, ISO27001, ISO 20000 and OHSAS 18001);
- ISO 9001-auditor conversion training-quality management systems;
- ISO 9001 Internal Auditor Training from SGS (develop the skills to conduct and compile internal audits);
- ISO 9001-quality management systems auditor/lead auditor training course
- ISO 9001 Foundation Training from-an introduction to the development, implementation and management of Quality Management Systems (QMS)
- Integrated management for ISO 9001, ISO 14001 and OHSAS 18001 training-enabling your organization to implement quality, environmental and health and safety standards;
- Information technology (IT) training- enabling your organization to meet the requirements of leading industry standards, such as Information Security Management (ISO 27001) and IT Service Management (ISO 20000).

The list of professional organizations for training in Serbia is given in table 1.

Table 1 – Professional organizations for training in Serbia

<b>Belgrade</b>	Faculty for Organizational Science
	Faculty for Quality Culture and Excellence (FQCE)
	Lloyd, Belgrade
	Q-Expert International
	SGC
	Qualitos Education
	Vibex
	YUQS
	Republic Chamber of Commerce
	Agricultural Faculty
<b>Kragujevac</b>	Center for Quality
	ARS
	CIM center
	Qualitas International
<b>Cacak</b>	Dependability and Quality Management (DQM) Center
<b>Krusevac</b>	Association for Quality and Standardization (AQS) of Serbia



Nis	Kvalitet
	CIM College
Novi Sad	Institute for industrial Systems (ITC)
	Faculty for Organizational Science
Zrenjanin	
Valjevo	
Leskovac	
Other small private consultants agencies (cca 30) with 1-5 part time employees	

## 2.2 TRAINING PROVIDERS

List of training providers in Serbia:

- 1) Institute for Industrial Systems, ITC – Center for Research and Technology, Novi Sad
- 2) Q-Expert International, Belgrade
- 3) Faculty for Organizational Science, Belgrade
- 4) Center for Quality, Kragujevac
- 5) Qualitas Education, Kragujevac
- 6) Association for Quality and Standardization (AQS) for Serbia Krusevac (former YUSK)

### Training provider - ITC, Novi Sad

#### Public seminars

<b>Description of training</b>	4 times per year, approximately about 40 seminars
<b>Relation between theoretical and practical knowledge</b>	Optimal balance
<b>Level of training</b>	For different topics (quality tools and methods, Inner audit, documentation, etc.)
<b>Duration</b>	5 days
<b>History of training</b>	trained more than 4000 persons from 1591 organizations
<b>Diploma/certificate acceptability</b>	ITC is certificated according ISO 9001, and other standards; ITC published books and training materials for quality; ITC issued certificates for delivered training
<b>Number of trained persons for different kinds of training</b>	More than 4000 trained persons from 1591 companies
<b>Possibility of using improved knowledge in work and/or employment</b>	Practically all trained persons were employed
<b>Kind of functioning and price of training</b>	Price: approximately 120 EURO per 5 days. Note: Now





	is about 200 EURO
<b>Kind of training and assessments</b>	In the first part (1 to 2 days) are theoretical part, next 2 to 3 days group work; For training for international audit successful participants receive certificate after exam, in other training trainees receive certificate for attendance to training; On 1-5 scale (1 the lowest, 5 the highest grade), an average grade for training courses is 4.36
<b>Business adding in training subjects and kind of training</b>	Discussion of problems specific for participant from practice to practice

#### Seminars on request

<b>Description of training</b>	According request for training
<b>Relation between theoretical and practical knowledge</b>	Different for informative seminars and workshops, in both cases with illustrative examples
<b>Level of training</b>	For different topics (quality tools and methods, Inner audit, documentation, etc.)
<b>Duration</b>	In the most cases 1 to 3 days
<b>History of training</b>	Instructors have great experience. For each organization in Reform list minimum two seminars
<b>Diploma/certificate acceptability</b>	yes
<b>Number of trained persons for different kinds of training</b>	More than 10000 trained persons since 1994
<b>Possibility of using improved knowledge in work and/or employment</b>	As previous seminars, but knowledge is more practical and then more useful
<b>Kind of functioning and price of training</b>	Training are usually organized in organizations, For internal audits seminars for couple of organizations is hold on one place; Price: approximately 80-110 EURO depend on duration and subject
<b>Kind of training and assessments</b>	As public seminars, Assessment of quality of providers only if there are more than 30 participants
<b>Business adding in training subjects and kind of training</b>	Because participants are previously informed their influence is part of the contract
<b>If there is agreement with foreign institutions about taking part and recognition of certificates?</b>	No
<b>If there is exchange between Balkan governments in the field of quality?</b>	No
<b>Is there connection between training and research and development in the field of quality?</b>	Yes, because, ITC has core of 5 persons with PhD degree, 2 with MSc degree, couple of published publications with results of research



**Training provider Q-Expert, Belgrade**

**Inter audits**

<b>Description of training</b>	course
<b>Relation between theoretical and practical knowledge</b>	Theory 40%, practice 60%
<b>Level of training</b>	Participants with previous knowledge in the field of quality
<b>Duration</b>	2 days
<b>History of training</b>	Since 1997
<b>Diploma/certificate acceptability</b>	Course has LRQA certification According to international practice recognition by University is not mandatory
<b>Number of trained persons for different kinds of training</b>	More than 700 persons
<b>Possibility of using improved knowledge in work and/or employment</b>	One of the goals of the course is application of knowledge on real problems. Received diploma is valid without connection with future employment
<b>Kind of functioning and price of training</b>	Course is public but it could be hold for organization. Price for public course is about 80 EUROS but price for organizations is lower
<b>Kind of training and assessments</b>	Combination of presentation of topics, tests and tasks
<b>Business adding in training subjects and kind of training</b>	There is open possibility for contribution of business, for this course – but only If it is not in collision with scheduled topics

**Development and implementation of documentation**

<b>Description of training</b>	course
<b>Relation between theoretical and practical knowledge</b>	Theory 50%, practice 50%
<b>Level of training</b>	Participants with previous knowledge in the field of quality
<b>Content and duration</b>	Methodology of development of different kinds, maps of processes. Duration: 2 days
<b>History of training</b>	Since 1998
<b>Diploma/certificate acceptability</b>	Course has LRQA certification; According to international practice recognition by University is not mandatory
<b>Number of trained persons for different kinds of training</b>	More than 450 persons
<b>Possibility of using improved knowledge in work and/or employment</b>	Course is directed toward implementation of knowledge in practice
<b>Kind of functioning and price of training</b>	Course is public but it could be hold for organization. Price for public course is about 70 EUROS but price for organizations is lower.



<b>Kind of training and assessments</b>	Combination of presentation of topics, tests and tasks
<b>Business adding in training subjects and kind of training</b>	Information for economy is gathering and they are used for constant improvement of content of training.

**Instruction for laboratory accreditation**

<b>Description of training</b>	seminar
<b>Relation between theoretical and practical knowledge</b>	Theory 70%, practice 30%
<b>Level of training</b>	Participants with laboratory experience
<b>Content and duration</b>	Introduction of demands of ISO/IEC 17025 for development of documentation and practical examples. Duration: 1 day
<b>History of training</b>	Since 2003
<b>Diploma/certificate acceptability</b>	Recognition by University is not mandatory
<b>Number of trained persons for different kinds of training</b>	More than 100 persons
<b>Possibility of using improved knowledge in work and/or employment</b>	The goal of the seminar is receiving knowledge for independent implementation of ISO/IEC 17025
<b>Kind of functioning and price of training</b>	Course is public, price is 60 EURO
<b>Kind of training and assessments</b>	There is no evaluation, only attendance
<b>Business adding in training subjects and kind of training</b>	Information for economy is gathering and they are used for constant improvement of content of training

**Instruction for laboratory accreditation**

<b>Description of training</b>	seminar
<b>Relation between theoretical and practical knowledge</b>	Theory 70%, practice 30%
<b>Level of training</b>	Top management, managers on middle level, employees
<b>Content and duration</b>	Introduction to ISO 9000, instruction for documentation and practical examples. Duration: 1 day
<b>History of training</b>	Since 2000
<b>Diploma/certificate acceptability</b>	Recognition by University is not mandatory
<b>Number of trained persons for different kinds of training</b>	More than 1.000 persons
<b>Possibility of using improved knowledge in work and/or employment</b>	The goal of the seminars is introduction of ISO 9000:2000 and receiving necessary knowledge for implementation of knowledge in practice – on different level in organization
<b>Kind of functioning and price of training</b>	Seminar has inner character. It could be free, If it is hold as a part of contracted consultations
<b>Kind of training and assessments</b>	There is no evaluation, only attendance
<b>Business adding in training subjects and kind of training</b>	Information for economy is gathering and they are used for constant improvement of content of training



**Training provider - Faculty of Organization Science, Belgrade**

**Public seminars, studies, post-graduation studies and PhD studies**

<b>Description of training</b>	Quality Management System, Management System, Environment Management System
<b>Relation between theoretical and practical knowledge</b>	Optimal balance for different training areas
<b>Level of training</b>	For different topics (participant with previous knowledge in appropriate fields, all employees, top management, all management level)
<b>Content and duration</b>	Inner audits, Structuring and process modelling, Process approach, Development of QMS documentation, ISO 9001 and ISO 14001, ISP 14000 and OHSAS 18000, Quality Management, Quality Control, Metric system, Quality System, Standardization System, Human resources and Quality, Quality and Ecology, Technology of Quality Management, Management and quality, Basic of Management of Quality of Life, Industrial Property, Design of System for Ecology Problems Solution, Management Methods, Legislature in Environment Protection; Specialist studies - Specialist for: Quality System, Quality Management, Standardization, Metrology, Quality Control, Quality Engineering, Quality of Environment, Ecology Management; Post graduation studies: Quality Management; PhD studies: Quality Management.
<b>History of training</b>	Trained few thousands of people
<b>Diploma/certificate acceptability</b>	Certificates issued by Faculty of Organizational Sciences
<b>Number of trained persons for different kinds of training</b>	Content and duration: Inner audits – 84 , Structuring and process modelling -253, Process approach, Development of QMS documentation, ISO 9001 and ISO 14001, ISP 14000 and OHSAS 18000 - large number, Quality Management – couple of thousands, Quality Control – couple of thousands, Metric system, Quality System, Standardization System, Human resources and Quality, Quality and Ecology, Technology of Quality Management, Management and quality, Basic of Management of Quality of Life, Industrial Property, Design of System for Ecology Problems Solution, Management Methods, Legislature in Environment Protection - 300; Specialist studies - Specialist for: Quality System, Quality Management, Standardization, Metrology, Quality Control, Quality Engineering, Quality of Environment, Ecology Management – 100 in last 15 years; Post graduation studies: Quality Management; PhD studies: Quality Management



<b>Possibility of using improved knowledge in work and/or employment</b>	All received knowledge help in working activities and present an excellent precondition and reference for employment
<b>Kind of functioning and price of training</b>	/
<b>Kind of training and assessments</b>	Lecturing, workshops, tests
<b>Business adding in training subjects and kind of training</b>	Training covers suggestion of clients

**Training provider - Center for Quality Kragujevac**

**Public seminars**

<b>Description of training</b>	Approximately about 40 seminars
<b>Relation between theoretical and practical knowledge</b>	Optimal balance
<b>Level of training</b>	For different topics (quality tools and methods, Inner audit, documentation, etc.)
<b>Duration</b>	5 days
<b>History of training</b>	trained large number of persons
<b>Diploma/certificate acceptability</b>	Center for Quality is certificated according ISO 9001 and other standards; Center for Quality has published books and training materials for quality; Center for Quality has issued certificates for delivered training
<b>Number of trained persons for different kinds of training</b>	More than 1000 trained persons
<b>Possibility of using improved knowledge in work and/or employment</b>	Practically all trained persons were employed
<b>Kind of functioning and price of training</b>	Price: approximately 120 EURO per 5 days. Note: Now is about 200 EURO
<b>Kind of training and assessments</b>	In the first part (1 to 2 days) are theoretical part, next 2 to 3 days group work; For training for international audit successful participants receive certificate after exam, in other training trainees receive certificate for attendance to training; On 1-5 scale (1 the lowest, 5 the highest grade)
<b>Business adding in training subjects and kind of training</b>	Discussion of problems specific for participant from practice to practice



### Seminars on request

<b>Description of training</b>	according request for training
<b>Relation between theoretical and practical knowledge</b>	Different for informative seminars and workshops, in both cases with illustrative examples
<b>Level of training</b>	For different topics (quality tools and methods, Inner audit, documentation, etc.)
<b>Duration</b>	It the most cases 1 to 3 days
<b>History of training</b>	Instructors have great experiences. For each organization in Reform list minimum two seminars.
<b>Diploma/certificate acceptability</b>	Yes
<b>Number of trained persons for different kinds of training</b>	Large number of trained persons since 1996
<b>Possibility of using improved knowledge in work and/or employment</b>	As previous seminars, but knowledge is more practical and then more useful
<b>Kind of functioning and price of training</b>	Training are usually organized in organizations, For internal audits seminars for couple of organizations is hold on one place, Price: approximately 80-110 EURO depend on duration and subject
<b>Kind of training and assessments</b>	As public seminars Assessment of quality of providers only if there are more than 30 participants
<b>Business adding in training subjects and kind of training</b>	Because participants are previously informed their influence is part of the contract
<b>If there is agreement with foreign institutions about taking part and recognition of certificates?</b>	Eureka, Enterprise, European Agency for Reconstruction and Development
<b>If there is exchange between Balkan governments in the field of quality?</b>	No
<b>Is there connection between training and research and development in the field of quality?</b>	Yes, Because, CQ has core of 6 persons with PhD degree, 32 with MSc degree, large number of published publications with results of research

### Training provider Qualitass Education, Kragujevac

#### Public seminars

<b>Description of training</b>	Quality field, Environment protection, Work safety, Inner audits, Food safety, Laboratories
<b>Relation between theoretical and practical knowledge</b>	Theoretical 30%, practical 70%
<b>Level of training</b>	For different topics (participant with previous knowledge in appropriate fields)
<b>Content and duration</b>	Demands of ISO 9001:2000; Techniques for Processes Modelling; Methodology of Goals Determination; EMS –Implementation of ISO 14001, Evaluation of QMS,



	Measurement of Customers Satisfaction; OHSAS 18001; Inner quality audits; HACCP System; ISO 17 025; Techniques for Quality Improvement, SPC, FMEA, ISO 22000, ISO TS 16949, Project Management
<b>History of training</b>	trained 376 persons, since 2000
<b>Diploma/certificate acceptability</b>	Certificates accepted by business organizations in RS
<b>Number of trained persons for different kinds of training</b>	Demands of ISO 9001:2000 - 41; Techniques for Processes Modelling - 51; Methodology of Goals Determination - 54; EMS –Implementation of ISO 14001 - 22, Evaluation of QMS - 55, Measurement of Customers Satisfaction - 55; OHSAS 18001 - 31; Inner quality audits - 40; HACCP System - 30; ISO 17 025 - 63; Techniques for Quality Improvement - 0, SPC - 0, FMEA - 10, ISO 22000 - New, ISO TS 16949 - New, Project Management – New
<b>Possibility of using improved knowledge in work and/or employment</b>	All received knowledge help in working activities and present an excellent precondition and reference for employment
<b>Kind of functioning and price of training</b>	Price list: Demands of ISO 9001:2000 - 80€, Techniques for Processes Modelling - 80€, Methodology of Goals Determination - 80€, EMS –Implementation of ISO 14001 - 80€, Evaluation of QMS - 80€, Measurement of Customers Satisfaction - 80€, OHSAS 18001 - 90€, Inner quality audits - 90€, HACCP System - 90€, ISO 17 025 - 90€, Techniques for Quality Improvement - 80€, SPC - 80€, FMEA - 80€, ISO 22000 - 90€, ISO TS 16949 - 90€, Project Management - 120€
<b>Kind of training and assessments</b>	Lecturing, workshops, tests
<b>Business adding in training subjects and kind of training</b>	Training covers suggestion of clients

#### Seminars on request

<b>Description of training</b>	Quality field, Environment protection, Work safety, Inner audits, Food safety, Laboratories
<b>Relation between theoretical and practical knowledge</b>	Theoretical 30%, practical 70%
<b>Level of training</b>	For different topics (participant with previous knowledge in appropriate fields)
<b>Content and duration</b>	Demands of ISO 9001:2000; Techniques for Processes Modelling; Methodology of Goals Determination; EMS –Implementation of ISO 14001, Evaluation of QMS, Measurement of Customers Satisfaction; OHSAS 18001; Inner quality audits; HACCP System; ISO 17 025; Techniques for Quality Improvement, SPC, FMEA, ISO 22000, ISO TS 16949, Project Management, Strategic Management



<b>History of training</b>	Trained 684 persons, since 2000
<b>Diploma/certificate acceptability</b>	Certificates accepted by business organizations in RS
<b>Number of trained persons for different kinds of training</b>	Demands of ISO 9001:2000 - 224; Techniques for Processes Modelling - 197; Methodology of Goals Determination - 140; EMS –Implementation of ISO 14001 - 8, Evaluation of QMS - 29, Measurement of Customers Satisfaction - 0; OHSAS 18001 - 0; Inner quality audits - 100; HACCP System - 28; ISO 17 025 - 0; Techniques for Quality Improvement - 68, SPC - 0, FMEA - 0, ISO 22000 - New, ISO TS 16949 - New, Project Management – New, Strategic Management – New
<b>Possibility of using improved knowledge in work and/or employment</b>	All received knowledge help in working activities and present an excellent precondition and reference for employment
<b>Kind of functioning and price of training</b>	Price list: Demands of ISO 9001:2000 - 950€ Techniques for Processes Modelling - 1260€ Methodology of Goals Determination - 1260 € EMS – Implementation of ISO 14001 - 1260 € Evaluation of QMS - 540€ Measurement of Customers Satisfaction - 540€ OHSAS 18001 - 1260 € Inner quality audits - 1260 € HACCP System - 1260€ ISO 17 025 - 1260 € Techniques for Quality Improvement - 950€ SPC - 1260€ FMEA - 1260€ ISO 22000 - 1260€ ISO TS 16949 - 1260€ Project Management - 1760€ Strategic Management - 540€
<b>Kind of training and assessments</b>	Lecturing, workshops, tests
<b>Business adding in training subjects and kind of training</b>	Training covers suggestion of clients
<b>If there is agreement with foreign institutions about taking part and recognition of certificates?</b>	No
<b>If there is exchange between Balkan governments in the field of quality?</b>	No
<b>Is there connection between training and research and development in the field of quality?</b>	No

**Training provider - AQS, Kruševac**

#### National Conference

<b>Description of training</b>	Papers, Presentations, Workshops, Discussions
<b>Relation between theoretical and practical knowledge</b>	Theory 50%, practice 50%
<b>Level of training</b>	For experts form business





<b>Duration</b>	3 days conference with international participation
<b>History of training</b>	Since 1964
<b>Diploma/certificate acceptability</b>	Participation of professors and students
<b>Number of trained persons for different kinds of training</b>	More than 8000 participants for 40 years, 200 per year
<b>Possibility of using improved knowledge in work and/or employment</b>	The goal is introduction of new knowledge and practice
<b>Kind of functioning and price of training</b>	40-50 EURO per participant with support of Government Departments, Sponsors
<b>Kind of training and assessments</b>	Lecturing, Discussion, Publications
<b>Business adding in training subjects and kind of training</b>	Exist, based on suggestions

**Conference with international participation, “Development and realization of national strategy of quality improvement”**

<b>Description of training</b>	Papers, Presentations, Workshops, Discussions
<b>Relation between theoretical and practical knowledge</b>	Theory 50%, practice 50%
<b>Level of training</b>	For experts form business
<b>Duration</b>	2 days conference about important national issues
<b>History of training</b>	Since 1996
<b>Diploma/certificate acceptability</b>	Participation of professors and students
<b>Number of trained persons for different kinds of training</b>	More than 1200 participants for 8 years, 150 per year
<b>Possibility of using improved knowledge in work and/or employment</b>	The goal is introduction of new knowledge and practice
<b>Kind of functioning and price of training</b>	40-50 EURO per participant with support of Government Departments, Sponsors
<b>Kind of training and assessments</b>	Lecturing, Discussion, Publications
<b>Business adding in training subjects and kind of training</b>	Exist, based on suggestions

**International Conferences**

<b>Description of training</b>	Papers, Presentations, Workshops, Discussions
<b>Relation between theoretical and practical knowledge</b>	Theory 50%, practice 50%
<b>Level of training</b>	For experts form business
<b>Duration</b>	1 day conference about issues
<b>History of training</b>	Since 1996
<b>Diploma/certificate acceptability</b>	Participation of professors and students
<b>Number of trained persons for different kinds of training</b>	More than 1200 participants
<b>Possibility of using improved knowledge in</b>	The goal is introduction of new knowledge and practice



work and/or employment	
Kind of functioning and price of training	With support of Government Departments, Sponsors
Kind of training and assessments	Lecturing, Discussion, Publications
Business adding in training subjects and kind of training	Exist, based on suggestions

**Conferences of AQS members in regions and cities**

Description of training	Papers, Presentations, Workshops, Discussions
Relation between theoretical and practical knowledge	Theory 30%, practice 70%
Level of training	For experts form business
Duration	1 or 2 days conference about issues
History of training	Since 2000
Diploma/certificate acceptability	Participation of professors and students
Number of trained persons for different kinds of training	More than 2000 participants, 100-400 per year
Possibility of using improved knowledge in work and/or employment	The goal is introduction of new knowledge and practice
Kind of functioning and price of training	Organization of ASQ with support of Government Departments, Sponsors
Kind of training and assessments	Lecturing, Discussion, Publications
Business adding in training subjects and kind of training	Exist, based on suggestions

**Seminars about actual issues on request of organizations**

Description of training	Papers, Presentations, Workshops, Discussions
Relation between theoretical and practical knowledge	Theory 20%, practice 80%
Level of training	For experts form business
Duration	1 or 2 days conference about issues
History of training	Since 1964
Diploma/certificate acceptability	Participation of professors and students
Number of trained persons for different kinds of training	More than 2000 participants
Possibility of using improved knowledge in work and/or employment	The goal is introduction of new knowledge and practice
Kind of functioning and price of training	Organization of ASQ with support of Government Departments, Sponsors
Kind of training and assessments	Lecturing, Discussion, Publications
Business adding in training subjects and kind of training	Exist, based on suggestions
If there is agreement with foreign institutions about taking part and recognition of certificates?	No



<b>If there is exchange between Balkan governments in the field of quality?</b>	Yes – between Serbia and Montenegro
<b>Is there connection between training and research and development in the field of quality?</b>	Yes

## **2.3 EVALUATION OF TRAINING PROVIDERS IN SERBIA**

Added characteristics:

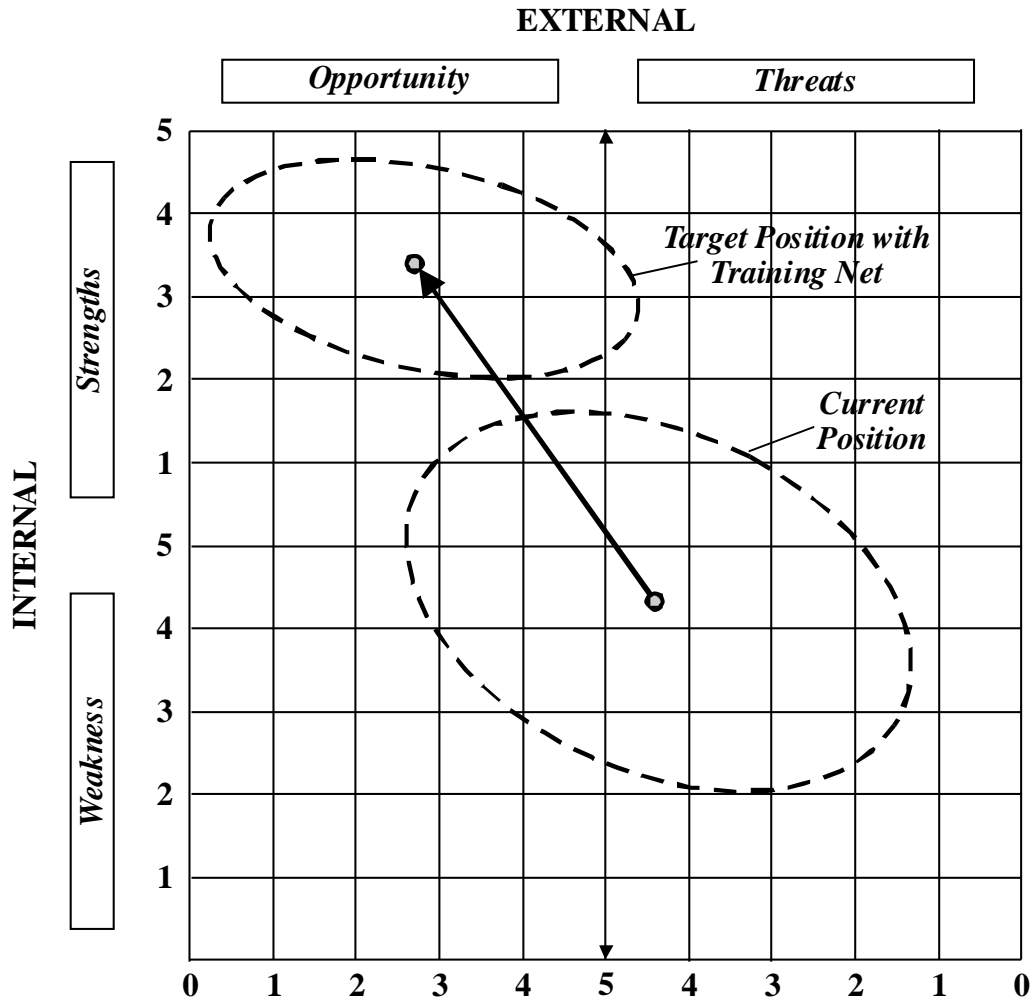
- 1) Strengths: formal competency of instructors
- 2) Weaknesses: Absence for distant regions
- 3) Opportunities:
  - a. Development of human resources
  - b. Appearance and availability of new users of service
  - c. Better marketing approach
- 4) Threats: Appearance of new competition

SWOT analysis of training providers:

- 1) Strengths
  - a. Experience
  - b. Market image
  - c. Competency and large size of teams
  - d. Realization according to customers' demands
  - e. Low cost
  - f. Readiness for cooperation with other training providers
  - g. Quality schools
  - h. Connection with scientific research and development
- 2) Weaknesses
  - a. Financial resources
  - b. Continuous of training courses
  - c. Accreditation of certificates and recognition in abroad
  - d. Certification and accreditation of training providers
- 3) Opportunities
  - a. Increasing consciousness about importance of training
  - b. Use of stimulation resources given by State and international projects and organizations
  - c. Increase of economic power of organizations
  - d. Possibility of training of trains from abroad
- 4) Threats
  - a. Competition from international training providers
  - b. Increase of competition between domestic training providers



- c. Decrease of price of training due to competition
- d. Increase fluctuation of experts in teams of training providers





### **3) Programs for establishment of QMS in enterprises (national government and EU programs)**

#### **3.1 NATIONAL GOVERNMENT PROGRAMS**

Chamber of Commerce and Industry of Serbia in collaboration with certified organization SGS organize trainings in the field of QMS. Some of these trainings are: Information security management system (ISMS)-Requirements of ISO 27001:2013 and QMS Risk Management.

#### **Ministry of Regional Development and Local Government**

##### **1) The program of support for the strengthening of regional competitiveness in the 2014**

Source: <http://mrrls.gov.rs/program-podrske-jacanju-regionalne-konkurentnosti-u-2014-godini>

Public call for allocation of grants under the program of support for strengthening regional competitiveness in the 2014 as a measure to increase regional and local competitiveness and co-financing the participation of accredited regional development agencies in the implementation of regional projects.

The purpose of the grant:

- a) Co-financing of infrastructure costs - construction, reconstruction, renovation and maintenance investment related to medium sized company facilities for the purposes of compliance with the requirements for the product standards (eg CE, HACCP, ISO 16949, GOST-R, KOSHER, etc.);
- b) Co-development costs related to new products development.

##### **2) The support program for regional and local development for 2013**

The purpose of the grant:

- a) Co-financing of infrastructure costs - construction, reconstruction, renovation and maintenance investment related to medium sized company facilities for the purposes of compliance with the requirements for the product standards (eg CE, HACCP, ISO 16949, GOST-R, KOSHER, etc.);
- b) Co-financing costs of new products development, improvement of existing products and promotions.

#### **National Agency for Regional Development**

##### **1) Program of support to the development of small and medium-sized enterprises competitiveness, entrepreneurs and cooperatives in 2013**



National Agency for Regional Development in the 2013 approved 39.5 million dinars for 215 companies.

Areas:

- a) Arrangement of business activities in compliance with the requirements of international standards (implementation of standards, certification, recertification) and labelling products "CE" symbol refers to:
  - Implementation of different standards in the field of quality, environmental protection, food safety, etc.;
  - Certification and recertification of standards;
  - Implementation and / or certification mark of quality;
- b) Training of management and staff through specialized training. The result of these activities are as follows:
  - An issued a certificate or diploma on successful completion of training for each student by qualified lecturers.
- c) New product design and packaging refers to the production:
  - Conceptual design;
  - A test sample of the new packaging.
- d) Electronic presentation of the company
  - Creation of a "web site" a.
- e) Improvement of existing and development of the new technological processes – this includes execution of technological processes in a new way or upgraded way. Improvement of existing and development of new products / services is related to:
  - functional and qualitative modifications of existing products / services;
  - Development of new products / services and preparation of new products production, as well as the introduction of advanced new services
- f) Testing of new products
- g) Development and implementation of specialized software.

## **2) Program to support the development of competitiveness MSPP in 2012.**

In 2012, National agency approved 32 million dinars to 194 companies. Slightly more than 70% of users will use the funds to improve their business in accordance with the standards of operations (implementation of standards, certification and recertification).

## **3) Program of support to the development of small and medium enterprises competitiveness and entrepreneurs' competitiveness for 2011.**

In the 2011, National Agency for Regional Development approved 60 million dinars for 362 companies to strengthen competitive position in the market.



Commission for expert application evaluation has approved 362 applications within the available budget of 60 million dinars. The average value of approved resources per user was 166,000 dinars.

The most approved funds were oriented to the coordination of business operations with the requirements of quality standards (73.8%), followed by projects to improve technologies, products and services (22.4%), and in proportion to the small scale are represented education programs (3.8%).

At the public invitation for approving of grants a total of 968 applications have been submitted with the required amount of encouragement from 281.7 million dinars. More than two-thirds of the MSPP (68.2%) sought support for the alignment of business with quality standards, a quarter (25.9%) for the advancement of technology, products and services, while the interest in educating employees were poorly represented (5.9%).

#### **4) Program to support the development of competitiveness MSPP in 2010.**

National Agency for Regional Development approved 60 million dinars for 320 companies in the framework of supporting the development of the competitiveness of SMEs in 2010.

The goal of the program was to provide the direct support to the development of the competitiveness of SMEs through participation in financing the cost of consultancy services in the form of grants.

Most approved request were related to the coordination of operations with the requirements of quality standards (72.5%), followed by projects to improve the business (22.2%), and in proportion to the small scale representation of the training programs (3.4%) and safety (1.9%).

### **SIEPA – Agencija za strana ulaganja i promociju izvoza**

#### **Program podsticanja konkurentnosti i internacionalizacije srpske privrede**

U cilju jačanja međunarodne konkurentnosti srpske privrede kroz snažnu podršku procesu internacionalizacije i jačanja konkurentnih kapaciteta domaćih preduzeća i udruženja, Agencija za strana ulaganja i promociju izvoza Republike Srbije (SIEPA) je od 2006. do 2013. godine dodeljivala bespovratna finansijska sredstva izvozno orijentisanim privrednim subjektima i udruženjima za finansiranje aktivnosti koje doprinose povećanju izvoza iz Republike Srbije.

Do sada je objavljeno ukupno etnaest poziva i sredstva su odobrena za više od 1.700 privrednih subjekata, a isplaćena su u iznosu od 654 miliona dinara. U poslednjem realizovanom 14. krugu dodele bespovratnih finansijskih sredstava kroz Program podsticanja konkurentnosti i internacionalizacije ukupno je dodeljeno 110 miliona dinara bespovratnih sredstava za 205 domaćih izvoznika: 199 pojedinačnih privrednih subjekata i 6 poslovnih udruženja (napomena: zbog ograničenih budžetskih sredstava i velikog broja pristiglih prijavi sredstva su isplaćena po pravu prvenstva podnošenja zahteva za refundaciju do raspoloživih budžetskih sredstava).



Sredstva se dodeljuju za slede e aktivnosti:

1. Nastup kompanija na inostranim sajmovima
2. Otvaranje predstavništava na inostranim tržištima
3. Nastup kompanija u okviru organizovanih privrednih misija/poseta/B2B na inostranim tržištima
4. Internacionalizaciju proizvoda kroz ja anje konkurentnosti
5. Ja anje marketinških kapaciteta
6. Zaštita industrijske svojine

### Statisti ki pregled dosadašnjih rezultata

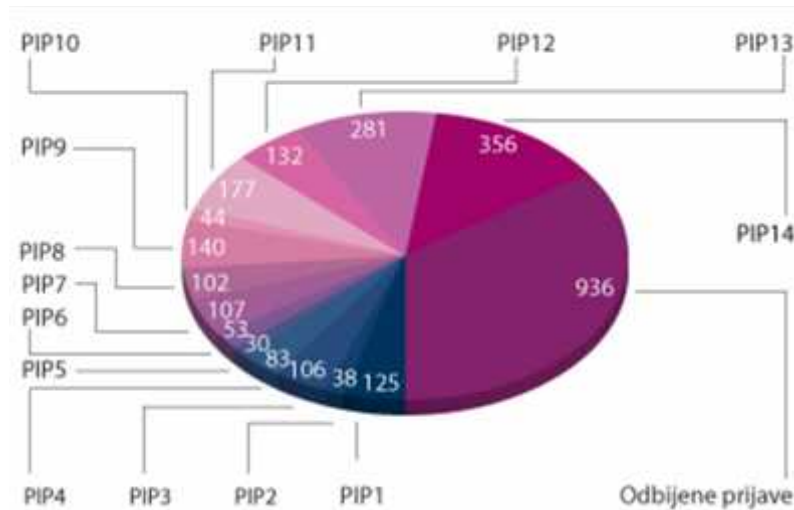
Izvor: <http://siepa.gov.rs/sr/index/finansiranje/podrska-za-izvozna-preduzeca/siepa-dodela-bespovratnih-sredstava/statisticki-pregled-rezultata.html>

Broj javnih poziva	14
Broj izvoznika, izvoznika po etnika i poslovnih udruženja koja su se prijavila za dobijanje sredstava	2.710

	Broj	Procenat
Izvoznici, izvoznici po etnici i poslovnih udruženja kojima su odobrena sredstva (koja su ispunila sve tehni ke uslove)	1.774	66,5%
Izvoznici, izvoznici po etnici i poslovnih udruženja kojima nisu odobrena sredstva (nepotpune, nedopuštene, neblagovremene, odbijene)	936	34,5%

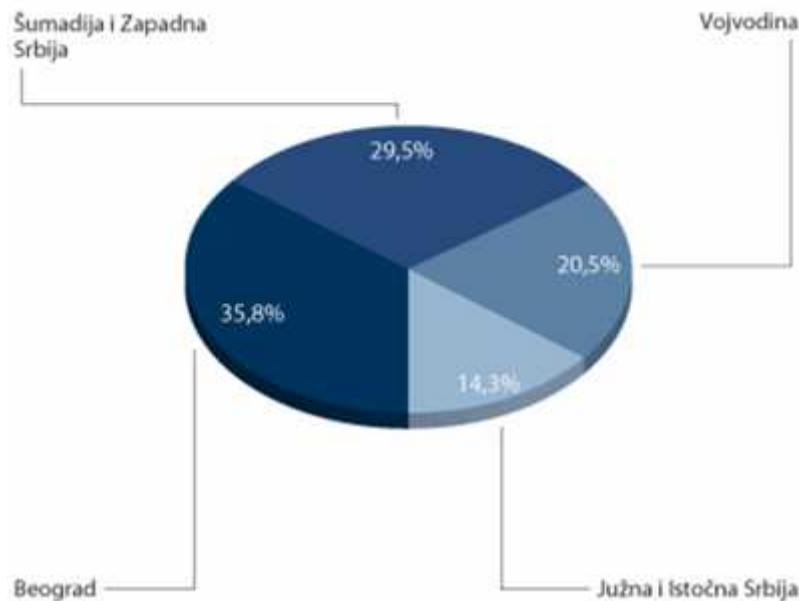
Privredna društva i udruženja kojima su refundirana sredstva u prvih trinaest krugova dodele sredstava	1.220	86,0%
Privredna društva kojima nisu refundirana sredstva u prvih trinaest krugova dodele sredstava Programa (Privredna društva koju su odustala od realizacije aktivnosti ili nisu priložila tra enu dokumentaciju/dokaze)	198	14,0%



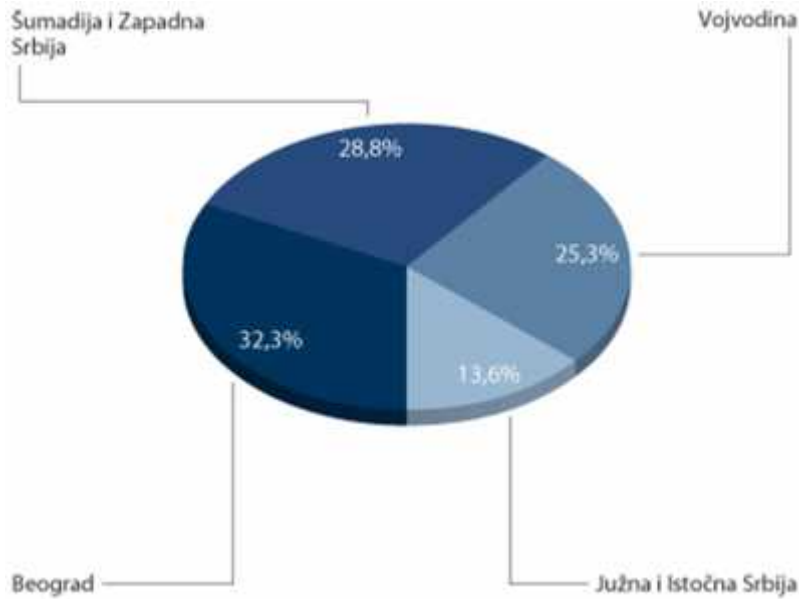


Struktura uspešnosti podnetih prijava za program

### Pregled podataka prema regionima Republike Srbije

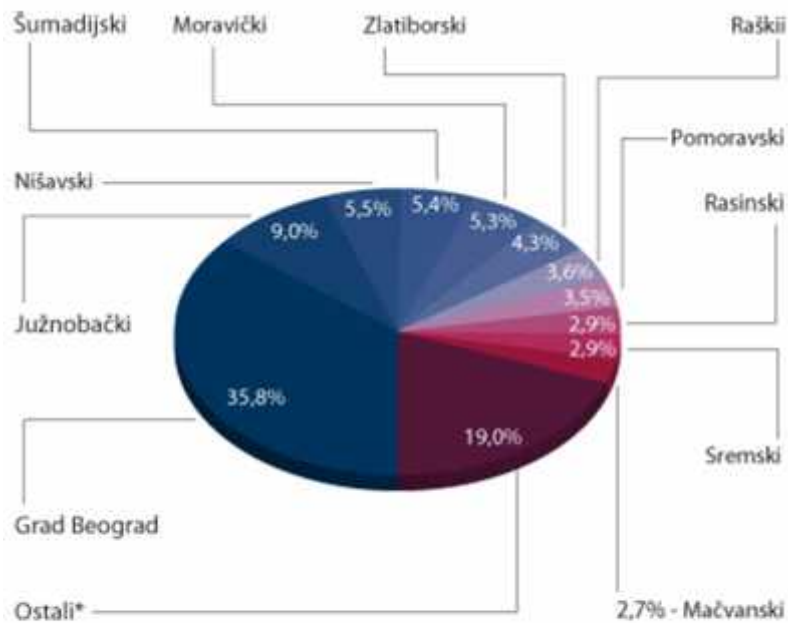


Struktura odobrenih prijava prema regionima Republike Srbije – prema iznosu odobrenih sredstava



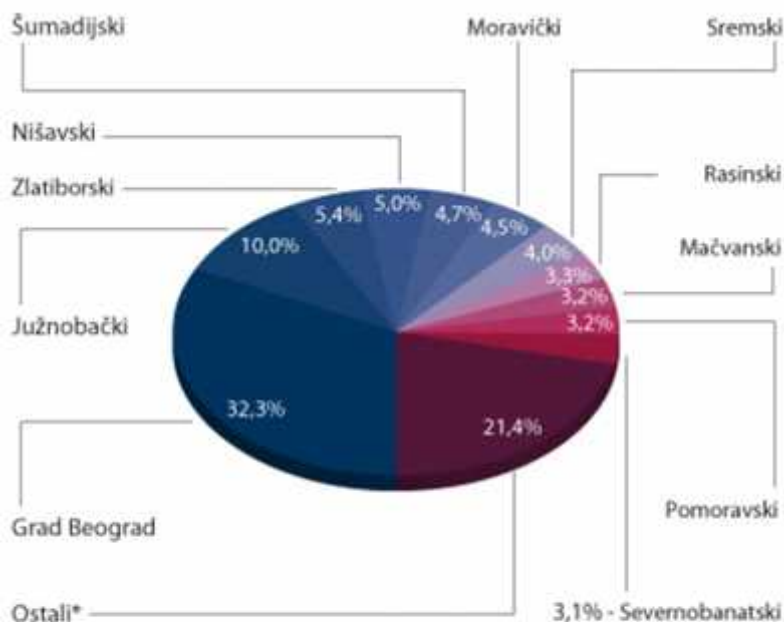
Struktura odobrenih prijava prema regionima Republike Srbije – prema broju odobrenih prijava

### Pregled podataka prema okruzima Republike Srbije



\*Ostali: Severnobački - 2,3%; Zaječarski - 2,2%; Severnobanatski - 2,1%; Južnobanatski - 2,1%; Jablanički - 2,0%; Kolubarski - 1,7%; Srednjobanatski - 1,3%; Podunavski - 1,3%; Pčinjski - 1,0%; Toplički - 1,0%; Borski - 0,8%; Zapadnobački - 0,7%; Braničevski - 0,3%; Pirotski - 0,2%

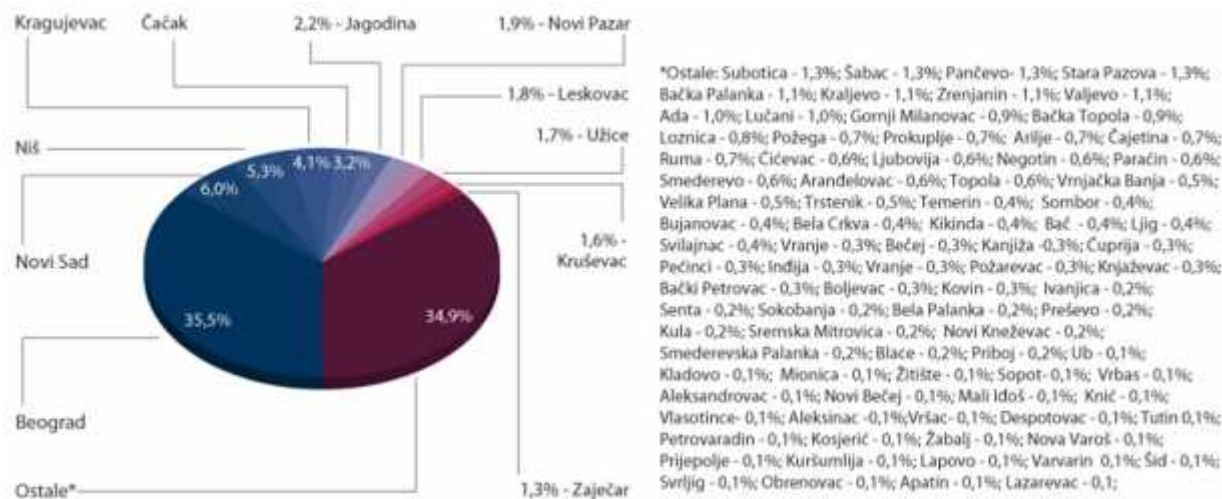
Struktura odobrenih prijava prema regionima Republike Srbije – prema iznosu odobrenih sredstava



\*Ostali: Južnobački - 2,8%; Severnobački - 2,8%; Jablanički - 2,6%; Kolubarski - 2,4%; Raški - 2,3%; Srednjobački - 1,6%; Zaječarski - 1,4%; Podunavski - 1,3%; Toplički - 1,0%; Zapadnobački - 1,0%; Pčinjski - 0,8%; Braničevski - 0,6%; Borski - 0,5%; Pirotski 0,3%

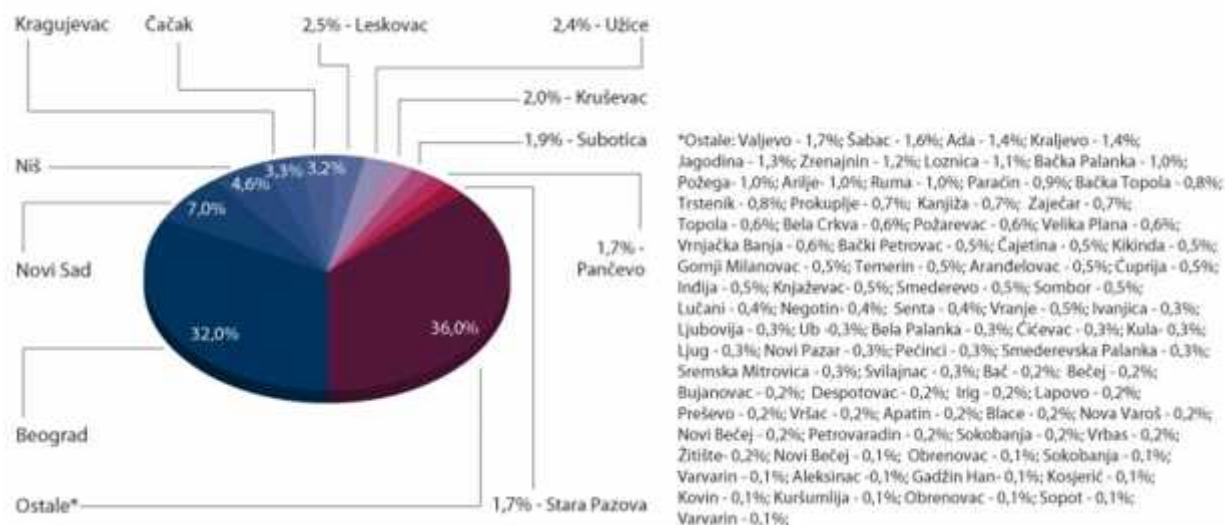
Struktura odobrenih prijava prema regionima Republike Srbije – prema broju odobrenih prijava

### Pregled podataka prema opštinama Republike Srbije



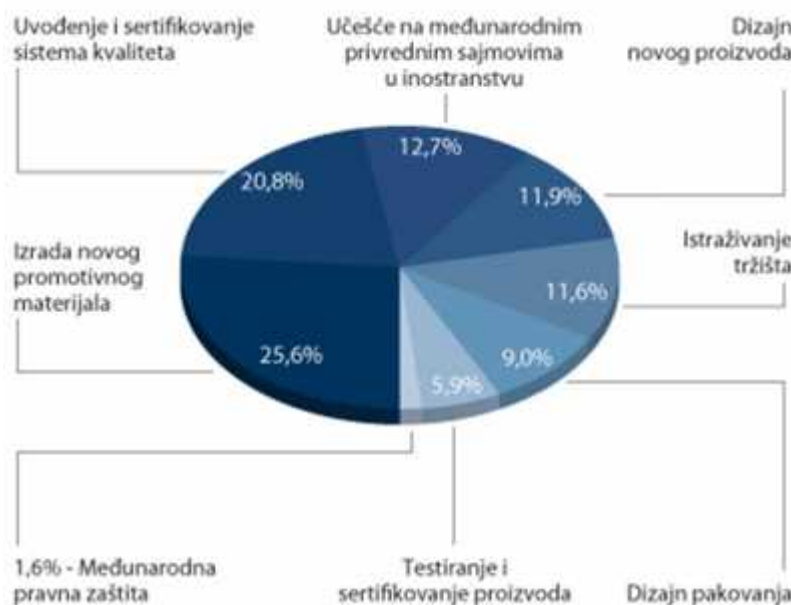
\*Ostale: Subotica - 1,3%; Sabac - 1,3%; Pančevo- 1,3%; Stara Pazova - 1,3%; Bačka Palanka - 1,1%; Kraljevo - 1,1%; Zrenjanin - 1,1%; Valjevo - 1,1%; Ada - 1,0%; Lučani - 1,0%; Gornji Milanovac - 0,9%; Bačka Topola - 0,9%; Loznica - 0,8%; Požega - 0,7%; Prokuplje - 0,7%; Arilje - 0,7%; Čajetina - 0,7%; Ruma - 0,7%; Čičevac - 0,6%; Ljubovija - 0,6%; Negotin - 0,6%; Paraćin - 0,6%; Smederevo - 0,6%; Arandelovac - 0,6%; Topola - 0,6%; Vrnjačka Banja - 0,5%; Velika Plana - 0,5%; Trstenik - 0,5%; Temerin - 0,4%; Sombor - 0,4%; Bujanovac - 0,4%; Bela Crkva - 0,4%; Kikinda - 0,4%; Bač - 0,4%; Ljig - 0,4%; Svilajnac - 0,4%; Vranje - 0,3%; Bečej - 0,3%; Kanjiža - 0,3%; Čuprija - 0,3%; Pečinci - 0,3%; Indija - 0,3%; Vranje - 0,3%; Požarevac - 0,3%; Krleževac - 0,3%; Bački Petrovac - 0,3%; Boljevac - 0,3%; Kovin - 0,3%; Ivanjica - 0,2%; Senta - 0,2%; Sokobanja - 0,2%; Bela Palanka - 0,2%; Preševo - 0,2%; Kula - 0,2%; Sremska Mitrovica - 0,2%; Novi Kneževac - 0,2%; Smederevska Palanka - 0,2%; Blace - 0,2%; Priboj - 0,2%; Ub - 0,1%; Kladovo - 0,1%; Mionica - 0,1%; Žitište - 0,1%; Sopot - 0,1%; Vrbas - 0,1%; Aleksandrovac - 0,1%; Novi Bečej - 0,1%; Mali Idoš - 0,1%; Knj - 0,1%; Vlasotince - 0,1%; Aleksinac - 0,1%; Vrnjac - 0,1%; Despotovac - 0,1%; Tutin 0,1%; Petrovaradin - 0,1%; Kosjerić - 0,1%; Žabalj - 0,1%; Nova Varoš - 0,1%; Prijepolje - 0,1%; Kuršumlija - 0,1%; Lapovo - 0,1%; Varvarin 0,1%; Sid - 0,1%; Svrlij - 0,1%; Obrenovac - 0,1%; Apatin - 0,1%; Lazarevac - 0,1;

Struktura odobrenih prijava prema regionima Republike Srbije – prema iznosu odobrenih sredstava

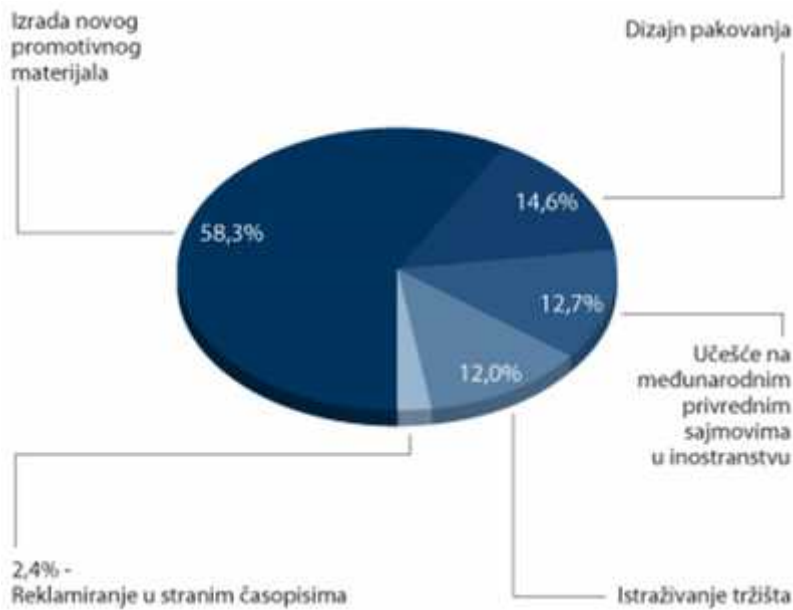


Struktura odobrenih prijava prema regionima Republike Srbije – prema broju odobrenih prijava

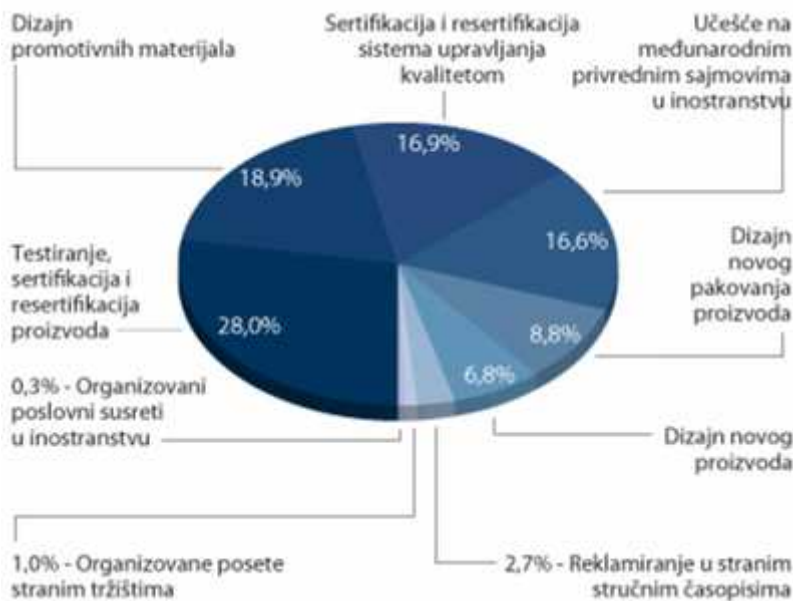
### Pregled podataka prema aktivnostima Republike Srbije



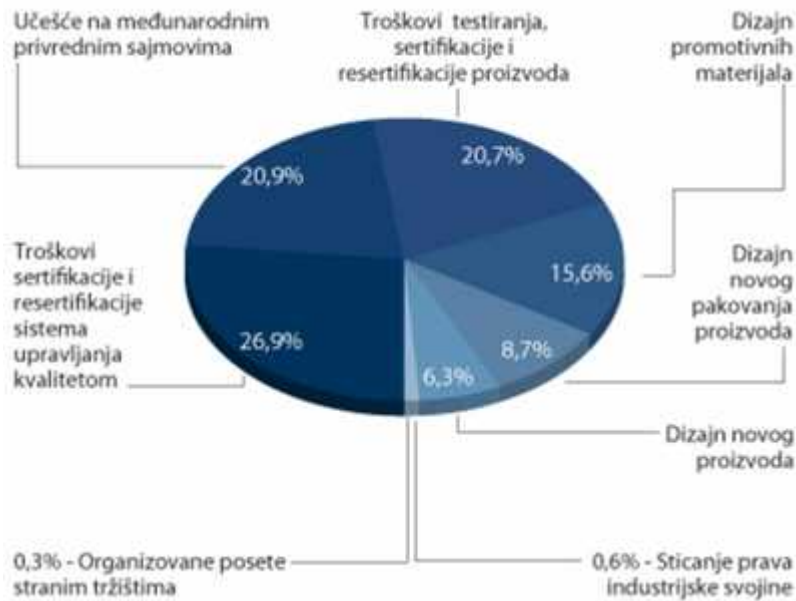
Struktura odobrenih prijava prema aktivnostima u prva tri kruga Programa



Struktura odobrenih prijava prema aktivnostima u IV, V i VI krugu Programa



Struktura odobrenih prijava prema aktivnostima u VII i VIII krugu Programa



Struktura odobrenih prijava prema aktivnostima u IX i X krugu Programa

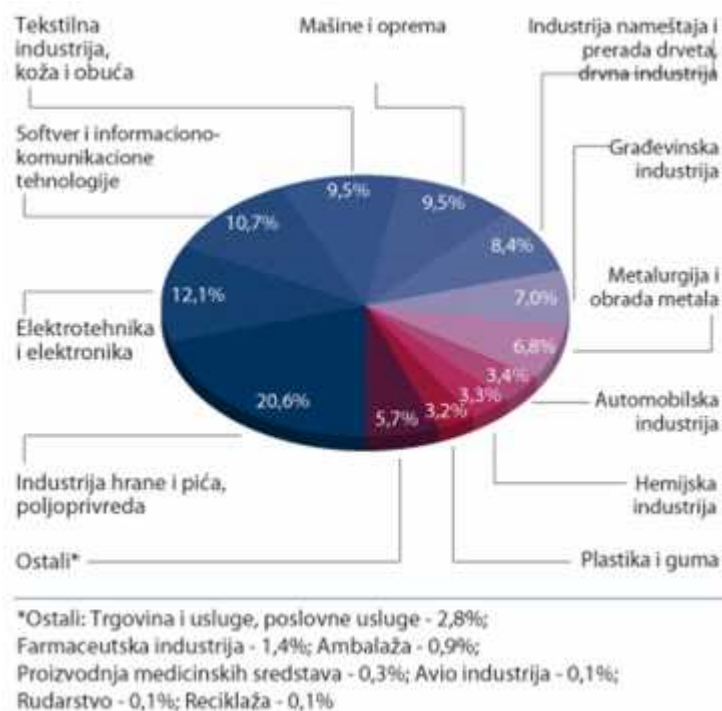


Struktura odobrenih prijava prema aktivnostima u XI, XII i XIII krugu Programa

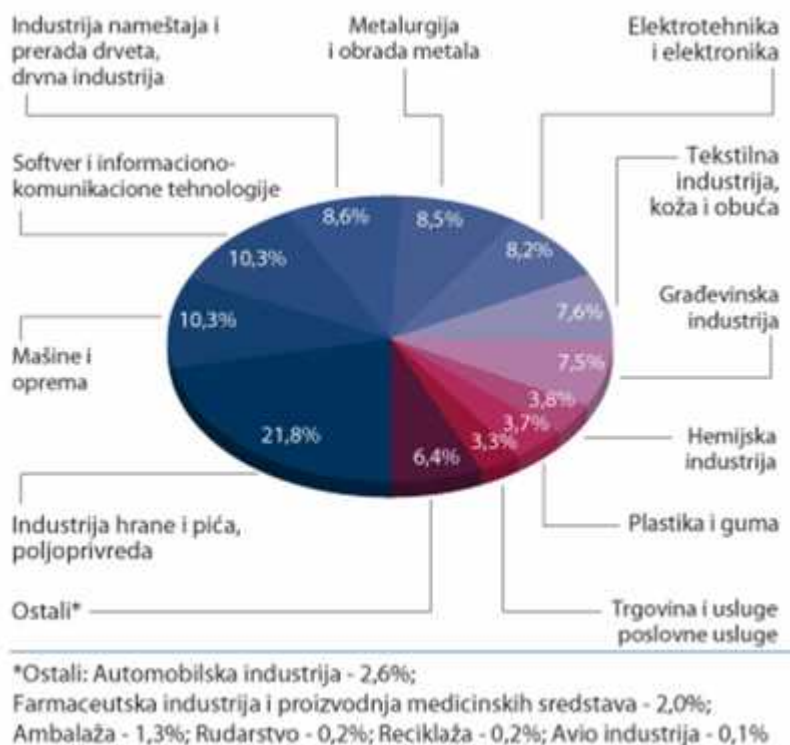


Struktura odobrenih prijava prema aktivnostima u XIV krugu Programa

### Pregled podataka prema industrijskim sektorima Republike Srbije



Pregled podataka prema industrijskim sektorima Republike Srbije – prema iznosu odobrenih sredstava



Pregled podataka prema industrijskim sektorima Republike Srbije – prema broju prijava

### Biznis Start-up Centar Kragujevac (2008)

**Biznis start-up centar Kragujevac (2008) upu uje poziv malim i srednjim preduze ima** iz regiona Šumadije i Pomoravlja koja planiraju ili su ve zapo ela proces uvo enja sistema upravljanja kvalitetom da konkurišu za dodelu finansijske i stru ne pomo i za uspešnu realizaciju tog posla. Pomo se daje kroz nadoknadu 50% troškova pripreme za certifikaciju (konsalting i obuka) i same certifikacije (troškovi sprovođenja certifikacionih provera), a do maksimalnog iznosa od 10.000 Eur. Donacija se dodeljuje po uspešnom okon anju procesa i dobijanja certifikata, a odnosi se samo na realne troškove postupka koji se dokazuju fakturama agencija koje su izvršile uslugu pripreme za certifikaciju i same certifikacije. Realni troškovi ne podrazumevaju interne troškove preduze a (angažovana radna snaga i nabavka opreme). Konkurs je otvoren za sva mala i srednja preduze a do 100 zaposlenih, u privatnom vlasništvu ili sa ve inskim privatnim kapitalom, i koja rade najmanje 2 godine. Preduze a iz oblasti duvanske industrije, proizvodnje vojne opreme i igara na sre u ne mogu konkurisati za dodelu donacije. Preduze a e sama birati konsultantsku agenciju za pripremu i certifikaciono telo. Certifikaciona tela moraju biti regitrovana i ovlaš ena da izdaju certifikate koji su priznati u EU.

Kancelarija BSC Kragujevac ima listu konsultanstkih agencija i certifikacionih tela u regionu i po potrebi može pomo i zainteresovanom preduze u u izboru.





BSC Kragujevac će pomoći dodeliti za uvođenje sledećih standarda:

- ISO 9001
- ISO 14001
- OHSAS 18001
- HACCP
- CE

## Ministarstvo poljoprivrede, šumarstva i vodoprivrede

Izvor: [http://www.srbija.gov.rs/view\\_file.php?file\\_id=906](http://www.srbija.gov.rs/view_file.php?file_id=906)

Ministarstvo poljoprivrede, šumarstva i vodoprivrede je raspisalo konkurs o korišćenju podsticajnih sredstava za uvođenje i sertifikaciju sistema bezbednosti i kvaliteta hrane za 2005-2008. godinu za podsticajna sredstva koriste se za uvođenje i sertifikaciju HACCP programa, uvođenje HACCP programa integrisanog sa sistemom:

- upravljanja kvalitetom SRPS ISO 9001/ISO 9001, odnosno HACCP programa
- integrisanog sa sistemom upravljanja kvalitetom SRPS ISO 9001/ISO 9001 i
- sistemom upravljanja zaštitom životne sredine SRPS ISO 14001/ISO 14001.

### 3.2 EU PROGRAMS

- 1) **Adriatic New Neighbourhood Programme (INTERREG / CARDS – PHARE) - EAR**  
Source: [http://www.cespem.unibo.it/docs/ProjectDescription\\_En.pdf](http://www.cespem.unibo.it/docs/ProjectDescription_En.pdf)

Measure aimed at improving competitiveness and cooperation. – Axe Economic integration of the cross border productive systems: **Development and promotion of local systems to support innovative S.M.E. in Albania, Bosnia and Serbia – SVILOPIM**. The project proposal is to be promoted in local systems of Elbasan, Shkoder, Tuzla, Novi Sad and Kragujevac and in order to contribute to the creation and development of Small and Medium Innovative Enterprises. Actions, mainly realized by University Network and Research Centres and Institutions existing in territories benefiting from intervention, are addressed to Institutions engaged in this development and particularly Prefectures, Chambers of Commerce, Local Development Agencies and Employers and Employees Associations.

Thereby the proposal is to fulfil following main objectives:

- To strengthen democratization processes
- Reduction of unemployment, under employment and bad employment and related issues
- Strengthening and reconstitution of self-identity and trust in personal initiatives
- Reduction of assistentialism
- Creating basis for balanced and sustainable territorial development
- Preparing and promoting a model of integrated development of intervention areas
- Empowerment of University role as education centre for governance and entrepreneurial class, research, and innovation spin off.



**2) IPA Cross – border cooperation programme Serbia – Bosnia and Herzegovina**

Source: <http://eudesk.org/lang1/serbia - bosnia and herzegovina ipa cross-border c.html>

The Serbia - Bosnia and Herzegovina IPA Cross-Border Cooperation Programme 2007-2013 was launched by the European Commission on 2 August 2007, with an allocation of €4.86 million for the first period 2007-2009. The overall objective of the programme is to unite the people, communities and economies of the areas in question, in order to make it possible for them to achieve a joint participation in the development of the cross-border region, making use, in a sustainable manner, of the potential of human, cultural, natural, and economic capital.

**3) IPA Cross – border cooperation programme Serbia – Montenegro**

Source: <http://eudesk.org/lang1/serbia - montenegro ipa cross-border cooperation p.html>

The Serbia - Montenegro IPA Cross-Border Cooperation Programme 2007-2013 was launched by the European Commission. The programme's overall objective is to stimulate the economies of the two countries, reducing the isolation of the border areas and improving their access to the market. Specific objectives:

- a) To strengthen the incentives to develop SMEs in the cross-border areas.
- b) To develop tourism as the key sector in the border economy.
- c) To promote the cross-border commercial cooperation and access to the market.
- d) To re-establish cross-border relations between the organisations giving support to business and trade, so that they could promote together cooperation initiatives.
- e) To provide sustainable development in order to protect and conserve natural and ecological heritage.
- f) To strengthen economic and sports relations among people so as to enhance interethnic, educational, cultural, and sports relations and provide an equal use of the area of common interest.

**4) IPA Cross – border cooperation programme Serbia – Croatia**

Source: <http://eudesk.org/lang1/serbia - croatia ipa cross-border cooperation prog.html>

The Serbia-Croatia IPA Cross-border Cooperation programme 2007-2013 was launched by the European Commission in December 2007, with an initial financial allocation of 5.4 million euros for both countries for the first three years. The overall objective of the programme, that is to say, the support for sustainable economic development of the cross-border region and the improvement in social cohesion, will be realized through one basic priority axis and one technical priority axis.

**5) IPA Cross – border cooperation programme Romania – Serbia**

Source: <http://eudesk.org/lang1/romania - serbia ipa cross-border co-operation pro.html>



The Romania – Serbia IPA Cross-border Cooperation Programme was launched by the European Commission on 27 March 2008, replacing the preceding Neighbourhood Programme 2004-2006; within the framework of the IPA instrument 2007-2013, the Programme provides financial support for specific regions adjacent to the border between Serbia and Romania, in order to promote balanced and sustainable development and greater socio-economic cohesion.

The overall objective of the Programme is to carry out joint projects in the border areas, with the management shared between Romanian and Serbian partners, in order to make it possible for sustainable and balanced socio-economic development in the border area to be realized. The two Participant Countries have identified two specific objectives:

- a) to enhance the overall economic competitiveness of the cross-border region;
- b) to improve the living standards of the communities located in the cross-border areas of both countries.

The Programme will be implemented through a structure consisting of three core priority axes plus a technical priority.

#### **6) IPA Cross – border cooperation programme Bulgaria – Serbia**

Source: <http://eudesk.org/lang1/bulgaria - serbia ipa cross-border cooperation pro.html>

The Bulgaria - Serbia IPA Cross-border Co-operation 2007-2013 Programme was launched by the European Commission on 25 March 2008, with an initial financial allocation (period 2007-2009) of € 11.6 million.

The overall objective of the programme is to strengthen the territorial cohesion of the regions adjacent to the Bulgaria-Serbia border, and to establish economic competitiveness and sustainable development, through joint actions in the fields of the economy, society, and environmental protection.

Three specific objectives are to be identified:

- a) to develop an infrastructure able to provide sustainable economic and social development and environmental improvement, by enhancing the quality of transport and communication services;
- b) to strengthen the economic synergy in the cross-border region and enhance the capacity for the joint use of the regional resource potential;
- c) to promote the principles of sustainable development in the areas in question.

#### **7) IPA Cross – border cooperation programme Hungary – Serbia**

Source: <http://eudesk.org/lang1/hungary - serbia ipa cross-border cooperation prog.html>

The Hungary-Serbia IPA Cross-Border Cooperation Programme 2007-2013 was adopted by the European Commission on 25 March 2008. The indicative financial allocation (regarding IPA contribution) amounts to 50.1 million euros for a period of seven years (2007-2013).



#### 8) CIP ECO – Innovation (EACI)

Source: [http://eaci-projects.eu/eco/page/Page.jsp?op=project\\_detail&prid=2225](http://eaci-projects.eu/eco/page/Page.jsp?op=project_detail&prid=2225)

The project name is MARKET INTRODUCTION OF A SELF-PROPELLED BULK CARRIAGE (SELF PROP RAIL) and partners on this project are: Fakultet Prometnih Znanosti (FPZ), Croatia, SUPERNA d.o.o., Croatia, Istrazivacko-razvojni institut Kirilo Savic a.d. (IKS), Serbia and ALTIUS d.o.o., Slovenia. SELF PROP RAIL contributes to enhancing resource-efficient (re)construction of railway infrastructure. In the project, the consortium aims to bring to the market a new, innovative self-propelled bulk carriage that does not need a locomotive for shuffling and moving during cargo unloading processes and at the same time can discharge required amounts of construction materials precisely where needed. The project aim is to obtain all certificates needed for the carriage's market penetration, to develop the market strategy for the introduction of this innovative product, and to demonstrate the carriage's efficiency and qualities in various situations via tests. Commercializing the self-propelled bulk carriage will result in fewer resources being deployed for railway construction and maintenance, with the possibility to replicate its use in other sectors, e.g. logistics. The consortium consists of 5 project partners that have expertise in key aspects of the project: technical solutions, testing, life-cycle analysis, marketing and project management. The project will be implemented in Croatia and its neighboring countries, and the entire EU-28 is considered as the potential market.

#### 9) Socio-economic Development of Danube Serbia Region, Austria Development Agency

Source: [http://ec.europa.eu/enlargement/pdf/serbia/ipa/2011/13\\_socio\\_economic\\_development\\_of\\_the\\_danube\\_serbia\\_region.pdf](http://ec.europa.eu/enlargement/pdf/serbia/ipa/2011/13_socio_economic_development_of_the_danube_serbia_region.pdf)

The overall objective is to establish and develop the municipal business infrastructure and thus enable Serbia's Danube river bank municipalities to increase the competitiveness of the region, create new employment opportunities and raise the attractiveness of the Danube Serbia Region to foreign and local private sector investors. The purpose of the project is to tackle common problems and drawbacks, which hinder the socio-economic advancement, and thus enable Serbia's Danube river bank municipalities to increase competitiveness of the region, new employment opportunities and raise the attractiveness of the Danube Serbia Region to foreign and local private sector investors through the establishment and development of basic municipal environmental and business infrastructure.

The global objective is to promote socio-economic development in the 'Danube-Serbia region' and contribute to the objectives of the EU Strategy for the Danube Region. The specific objective is to strengthen the attractiveness of the 'Danube-Serbia region' as a place for business and tourism.

Priorities:

- a) To support the development of businesses in the 'Danube-Serbia region' in the sectors of tourism, environment, food-processing and handicrafts;
- b) To promote a better match of skills and knowledge with the need of the economy of the 'Danube-Serbia region' in the sectors of tourism, environment, food-processing and handicrafts;
- c) To support a more effective use of cultural and tourism assets of the 'Danube-Serbia region' as drivers of socio-economic development.



## 4) Most relevant certifying and training organizations in the field of QMS in the country

### 4.1 Most relevant certifying organizations in the field of QMS in Serbia according to the standard ISO / IEC 17021

Source:

[http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta\\_akreditacije=7&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta_akreditacije=7&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)

- 1) "EVROCERT" d.o.o. Certifikacija i nadzor (QMS, EME, OHSAS, FSMS)  
Balkanska 11/2a, 11000 Belgrade, <http://www.evrocert.rs/>
- 2) JUQS Društvo za sertifikaciju i nadzor sistema kvaliteta d.o.o. (QMS, EME, OHSAS, FSMS)  
Trg Nikole Pasica 3/V, 11000 Belgrade, <http://www.yuqs.org/>
- 3) Društvo za sertifikaciju sistema menadžmenta „PANCERT“ doo (QMS, EME, OHSAS)  
Dunavska 23/1, 21000 Novi Sad, <http://www.pancertns.com/>
- 4) Privredno društvo za sertifikaciju i nadzor StandCert d.o.o. (QMS, EME, OHSAS, FSMS)  
Bulevar vojvode Misica 39a/VI, 11000 Belgrade, <http://www.standcert.rs/>
- 5) Privredno društvo za sertifikaciju i nadzor menadžment sistema GLOBALSERT d.o.o. (QMS, EME, FSMS)  
Obilicev venac 18-20, 11000 Belgrade, <http://www.globalsert.com/>
- 6) Akcionarsko društvo za ispitivanje kvaliteta „Kvalitet“ (QMS, EME, OHSAS)  
Bulevar Svetog Cara Konstantina 82-86, 18000 Nis, <http://www.kvalitet.co.rs/>
- 7) WORLD REGISTRAR GROUP EUROPE- BEOGRAD, WORLD REGISTRAR GROUP EUROPE (QMS, EME, OHSAS, FSMS)  
Bulevar oslobođenja 401-o/2, 11000 Belgrade
- 8) Management Systems Certification doo (QMS, EME, OHSAS)  
Dositejeva 2, 11080 Zemun, <http://mscertification.rs/>
- 9) VITEZ SERTIFIKACIJA DOO NOVI BEOGRAD, Sertifikacija i nadzor sistema menadžmenta (QMS, FSMS)  
Dusana Vukasovica 39, 11070 Belgrade, <http://www.vitezsertifikacija.rs/>



## 4.2 Most relevant certifying organizations in the field of QMS in Serbia according to the standard SRPS ISO/IEC 17024:2005

Source:

[http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta\\_akreditacije=8&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta_akreditacije=8&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)

There are 2 relevant certifying organizations in the field of QMS in Serbia according to the standard SRPS ISO/IEC 17024:2005.

- 1) PROFESSIONAL CONTROL GROUP, Sertifikaciono telo  
Djordja Stojanovica 11 dj, 11070 Novi Beograd, <http://www.professionalcontrolgroup.com/>
- 2) ZAVOD ZA ZAVARIVANJE A.D., ZAVOD CERTPers  
Grcica Milenka 67, 11050 Belgrade

## 4.3 Most relevant certifying organizations in the field of QMS in Serbia according to the standard SRPS EN 45011

Source:

[http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta\\_akreditacije=6&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=A&suspendovan=3&vrsta_akreditacije=6&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)

There are 20 relevant certifying organizations in the field of QMS in Serbia according to the standard SRPS EN 45011.

- 1) AKCIONARSKO DRUŠTVO ZA ISPITIVANJE KVALITETA "KVALITET"  
Bulevar Svetog cara Konstantina 82-86, 18000 Nis, <http://www.kvalitet.co.rs/>
- 2) JUGOINSPEKT BEOGRAD A.D., JUGOINSPEKT BEOGRAD A.D., PJ Direkcija SA  
ika Ljubina 8, sprat V, 11000 Belgrade, <http://www.jugoinspekt.com/>
- 3) Institut za ispitivanje materijala A.D.  
Bulevar vojvode Mišića 43, 11000 Belgrade, <http://www.institutims.rs/>
- 4) Institut za nuklearne nauke "Vinča", Biro za sertifikaciju  
Mihajla Petrovića Alasa 12-14, 11000 Belgrade Vinča,  
<http://www.vin.bg.ac.rs/Biro/biro-naslovna.htm>



- 5) INSTITUT ZA PUTEVE AD  
Kumodraška 257, 11000 Belgrade, <http://www.highway.rs/>
- 6) Akcionarsko društvo zaštita na radu i zaštita životne sredine "Beograd"  
Deskaševa 7, 11000 Belgrade, <http://www.zastitabeograd.com/>
- 7) RDU Radio Televizija Srbije Sertifikaciono telo RTS Razvoj i sertifikacija  
Takovska 10, 11000 Belgrade, <http://www.rts.rs/page/rts/ci/javniservis.html>
- 8) INSTITUT ZA ZAŠTITU NA RADU a.d.,  
Školska 3, 21000 Novi Sad, <http://www.institut.co.rs/>
- 9) Institut za preventivu, zaštitu na radu, protivpožarnu zaštitu i razvoj - Novi Sad  
Kraljevi a Marka 11, 21000 Novi Sad, <http://www.izp.rs/>
- 10) Elkont Inženjering d.o.o., Beograd  
Jagodinska 17/2, 11090 Beograd, <http://www.elkont.com/>
- 11) Ministarstvo odbrane, Generalštab Vojske Srbije, Uprava za planiranje i razvoj (J-5), Tehni ki  
opitni centar  
Vojvode Stepe 445, 11000 Beograd, <http://www.toc.vs.rs/>
- 12) Šumarski fakultet-Sertifikaciono telo  
Kneza Višeslava 1, 11000 Beograd, <http://www.sfb.rs/>
- 13) Centralna putna laboratorija d.o.o.  
Živorada Petrovi a 13, 21203 Novi Sad – Veternik, <http://www.cpl.rs/>
- 14) ORGANIC CONTROL SYSTEM DOO  
Trg cara Jovana Nenada 15, 24000 Subotica, <http://www.organica.rs/>
- 15) ETKO PANONIJA  
Trg slobode 3, 21000 Novi Sad, <http://www.etko.org/>
- 16) TMS CEE DOO  
Rudni ka 2, 11000 Beograd, <http://www.tms.rs/>
- 17) CONTROL UNION DANUBE DOO  
Bulevar Mihajla Pupina 21/6, 11000 Beograd, <http://www.controlunion.com/>
- 18) ECOCERT BALKAN DOO  
Glavna 13 M/III, 11080 Zemun – Beograd, <http://www.ecocert.com/>
- 19) SUOLO E SALUTE BALKAN DOO  
Bulevar kralja Aleksandra 98 , 11000 Beograd, <http://www.suoloesalute.rs/>



- 20) Privredno društvo za tehni ka ispitivanja, analize i pružanje usluga PED INSPECT društvo sa ograni enom odgovornoš u  
Kneginje Zorke 30, 11000 Beograd, <http://www.pedinspect.rs/>

#### 4.4 The control bodies and the testing laboratories in Serbia

The register of the control bodies in Serbia can be found at the following links:

- 1) The control bodies according to the standard SRPS ISO/IEC 17020:2002  
[http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta\\_akreditacije=5&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta_akreditacije=5&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)  
There are 112 control bodies in Serbia.

- 2) The control bodies according to the standard SRPS ISO/IEC 17020:2012  
[http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta\\_akreditacije=10&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta_akreditacije=10&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)  
There are 28 control bodies according to the standard SRPS ISO/IEC 17020:2012 in Serbia.

The register of the testing laboratories in Serbia can be found at the following links:

- 1) The testing laboratories according to the standard SRPS ISO/IEC 17025  
[http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta\\_akreditacije=2&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta_akreditacije=2&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)  
There are 321 testing laboratories according to the standard SRPS ISO/IEC 17025 in Serbia.

- 2) The testing laboratories according to the standard SRPS ISO 15189  
[http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta\\_akreditacije=3&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta_akreditacije=3&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)  
There are 10 testing laboratories according to the standard SRPS ISO 15189 in Serbia.

- 3) The calibration laboratories according to the standard SRPS ISO/IEC 17025  
[http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta\\_akreditacije=4&datum\\_prve\\_akr\\_od=&datum\\_prve\\_akr\\_do=&datum\\_poslednje\\_akr\\_od=&datum\\_poslednje\\_akr\\_do=&datum\\_isticanja\\_akr\\_od=&datum\\_isticanja\\_akr\\_do=](http://www.registar.ats.rs/?q=&status=0&suspendovan=1&vrsta_akreditacije=4&datum_prve_akr_od=&datum_prve_akr_do=&datum_poslednje_akr_od=&datum_poslednje_akr_do=&datum_isticanja_akr_od=&datum_isticanja_akr_do=)  
There are 54 calibration laboratories according to the standard SRPS ISO/IEC 17025 in Serbia.