

Prilikom održavanja međunarodnih simpozija o kvaliteti, HDMK provodi anketu zadovoljstva sudionika. Anketa je provedena i za 19. simpozij o kvaliteti pod nazivom *Kvaliteta kao razvojni koncept* održan od 21. do 23. ožujka 2018. na Plitvičkim jezerima. Upitnik je popunilo 35 sudionika.

Prema podacima iz ankete, većina sudionika profesionalno se bavi kvalitetom i sustavima upravljanja te je profesionalni interes najčešći razlog za dolazak na simpozij.

I ove godine većina sudionika smatra kako je simpozij doprinio njihovom znanju o kvaliteti i sustavima upravljanja (88,57%), a svi bi ga preporučili svojim kolegicama i kolegama koji se bave sličnim poslovima. Isto tako većina ispitanika (85,71%) misle da su na simpoziju dobili određene smjernice za daljnji rad na području kvalitete i sustava upravljanja.

Kategorije koje se vrednuju brojčano i ove su godine ostvarile visoke ocjene:

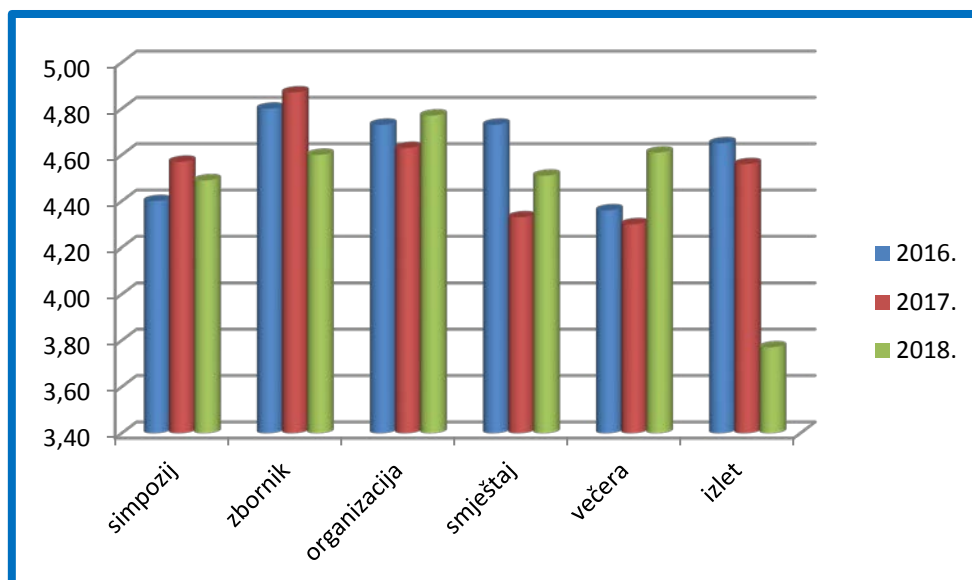
simpozij	zbornik	organizacija	smještaj	večera	izlet
4,49	4,60	4,77	4,51	4,61	3,77

Malo niža ocjena izleta rezultat je nepovoljnih vremenskih prilika, bilo je hladno, a snijeg je otežavao kretanje.

Usporedba ocjena u posljednje tri godine:

	simpozij	zbornik	organizacija	smještaj	večera	izlet
2016.	4,40	4,80	4,73	4,73	4,36	4,65
2017.	4,57	4,87	4,63	4,33	4,30	4,56
2018.	4,49	4,60	4,77	4,51	4,61	3,77

Grafički prikaz ocjena u razdoblju 2016. – 2018. godine



Sudionici simpozija u ispunjavanju ankete mogu dodati i neki komentar po vlastitom izboru te navesti najzanimljivije tematske cjeline. Ti odgovori služe organizatoru kao vodilja u pripremi sljedećeg simpozija i kao prilika za poboljšanje.

Organizator zahvaljuje svim sudionicima anketa.

For each international symposium on quality, the HDMK conducts a survey on participant satisfaction. The survey was also conducted for the 19th International Symposium on Quality under the title *Quality as a Development Concept* held in Plitvice from 21 to 23 March 2018. The questionnaire was completed by 35 participants.

According to the data from the survey, most participants are professionally engaged in quality and management systems, and professional interest is the most common reason for attending symposiums.

The majority of survey participants (88.57%) think that the Symposium brought benefits to their knowledge of quality and management systems, and all of them would recommend the symposium to their colleagues working in the similar field. Equally, the majority (85.71%) of partakers think that participation in the symposium brought important guidelines for their future work.

All numerically evaluated categories received high marks:

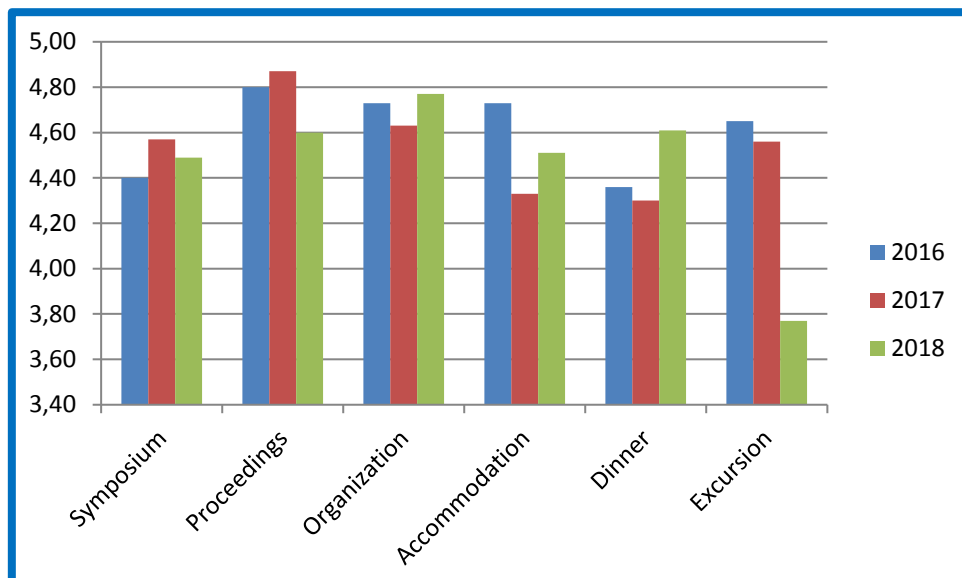
Symposium	Proceedings	Organization	Accommodation	Dinner	Excursion
4,49	4,60	4,77	4,51	4,61	3,77

Somewhat lower grades of the excursion resulted from bad weather conditions, it was cold and trails were still covered with snow.

Comparison of marks in the last three years:

	Symposium	Proceedings	Organization	Accommodation	Dinner	Excursion
2016	4,40	4,80	4,73	4,73	4,36	4,65
2017	4,57	4,87	4,63	4,33	4,30	4,56
2018	4,49	4,60	4,77	4,51	4,61	3,77

Graphic presentation of marks in the period 2016 – 2018



Survey participants could add a free commentary at their discretion and state the most interesting topics. These responses serve as guidelines to the organizer in preparation of the next symposium and as an opportunity for improvement.

The organizers thank all survey participants.