



25th International Symposium on Quality
held in Šibenik, Croatia, March 20th-22nd, 2024

R E P O R T

The 25th International Symposium on Quality organized by the Croatian Quality Managers Society (CQMS) was held in the traditional time (around the first day of spring) from March 20th to 22nd 2024, in city of Šibenik, in the hotel Ivan, of the Amadria Park hotel group. The co-organizers of the symposium were: 1) MSEECQI – Middle and South-East European Countries Quality Initiative; 2) Department of Production Engineering and Safety, Faculty of Management Czestochowa, University of Technology, Czestochowa, Poland; 3) North University, Varaždin – Koprivnica, Croatia; 4) University of Žilina, Slovakia, 5) Polytechnic in Šibenik; 6) Međimurje Polytechnic Čakovec, Croatia.

The symposium was held under the working title:
"QUALITY – YESTERDAY, TODAY, TOMORROW"

160 participants from 10 countries of the world (Bosnia and Herzegovina, Montenegro, Finland, USA, North Macedonia, Slovakia, Slovenia, Serbia, Turkey and Croatia) took part in the symposium, and the authors of the submitted scientific and professional papers come from 20 countries of the world: Argentina, Costa Rica, Montenegro, Finland, France, India, Hungary, Mexico, North Macedonia, Poland, Romania, USA, Slovakia, Slovenia, Serbia, Switzerland, Thailand, Turkey, Sweden and Croatia.

On the first day of the symposium, March 20th, 2024, the first panel was held under the title: "Quality management of a tourist destination." The moderator of the panel was Assoc. Prof. Ph.D. Violeta Šugar, from the "Mijo Mirković" Faculty of Economics and Tourism, Jurja Dobrila University from Pula. The panelists were: Lana Mindoljević – editor-in-chief and communications director of Putni Kofer, an independent digital media about travel in Croatia; Joško Mehić – director of Hotel Jakov in Šibenik and Mirna Vulin – co-owner of "Republic" company.

After the panel, the promotion of the book was held by author Ph.D. Željko Turčinović from Belgrade, under the title "Quality Management in Sport". The promoters of the book were Assoc. prof. Miroslav Drljača Ph.D. from Zagreb, Croatia and prof. Dr. Zoran Punoševac from Kruševac, Serbia, as reviewers of the book and prof. Milan Radaković, Ph.D., head of the course at the Faculty of Sports in Belgrade.

On the second day of the symposium, March 21st, 2024, the opening ceremony of the symposium was held. At the beginning of the opening ceremony, the president of CQMS, Assoc. prof. Miroslav Drljača, Ph.D., member of the European Organization for Quality, the American Society for Quality and the International Academy for Quality, addressed the participants with suitable words.

In the cultural and artistic program of the ceremony, the women's choir "Gimnazijalke" from city of Šibenik performed, led by the mentor and leader prof. Lorana Antunac.

The organizer brought together quality experts and managers of large companies from Croatia and abroad, the fields of production, service provision (state and private sector), public administration bodies and the academic community. Experts from: Podravka Koprivnica participated in the work of the symposium, Belupo, Koprivnica, Končar D&ST from Zagreb, Lola Ribar Karlovac, ATO Osijek, Koestlina from Bjelovar, International Zagreb Airport, Gas plant company Zagreb Ltd., Vodovod Osijek, KBC Rebro from Zagreb, etc. Public administration bodies were represented by experts from the Ministry of Justice and Administration, Varaždin County, Croatian Chamber of Economy, Chamber of Commerce of Serbia, Chamber of Commerce of Montenegro, The Croatian Agency for Agriculture and Food, the State Bureau of Metrology, the Croatian Accreditation Agency, etc. The academic community was represented by distinguished professors and students of domestic and foreign universities: the University of Zagreb, the University of Rijeka, the University of Pula, the University North Croatia, the University Libertas Croatia, the University Vern Croatia, the University of Zadar, the Polytechnic of Šibenik, the Međimurje Polytechnic Čakovec, the Križevci University of Economics, the Polytechnic of Rijeka, the Polytechnic of Velika Gorica, the Technical Polytechnic in Zagreb, the Ruđer Bošković Institute from Zagreb and the Agency for Science and Higher Education, as well as foreign reputable universities: Maryville University, St. Louis from the USA, Faculty of Sports of the University of Belgrade, University of Czestochowa from Poland, University of Žilina from Slovakia, Faculty of Mechanical Engineering from Podgorica from Montenegro, International Vision University from North Macedonia.

As part of the opening ceremony of the symposium, the "Dr. sc. Josip Čiček Award" was awarded for the fifth time for the best student paper in the field of management systems. Equal first prizes were awarded to the students of the University North Croatia, Paula Čaklec and Patricija Kotolenko, and the students of the University Libertas Croatia, Tea Šimunović, Lav Babić and Leon Ivan Filep Podrecca. The mentor for all students was prof. Krešimir Buntak, Ph.D. In addition to this award, the students also received vouchers for free education according to the EOQ harmonized scheme, for the Quality Management Representative, which, in cooperation, are awarded by Oskar – the center for development and quality from Zagreb and Oskar Edukos – the institution for personnel certification from Zagreb. The awards were presented to the students by the president of CQMS, Assoc. prof. Miroslav Drljača, Ph.D. and Anita Zado Bešker, prof. – director of Oskar Ltd.

Recognitions and awards were given to deserving individuals and organizations, and on the occasion of the 25th jubilee International Symposium on Quality, namely: Certificates of Appreciation, Recognitions, Charters, Plaques and the Lifetime Achievement Award.

CERTIFICATE OF APPRECIATION for support in the implementation activities for the support and assistance provided to the work of CQMS were given to individuals and organizations: Branimir Buntak – Carnet, Zagreb; Zagreb International Airport; Zadar Airport Ltd.; Polytechnic of Šibenik, Šibenik.

RECOGNITION for a significant contribution to the development and activities of society and quality in general was given to individuals and organizations: Assist. Prof. Igor Štimac, Ph.D.; Zagreb Airport Ltd.; Ph.D. Ivanka Lovrenčić-Mikelić, Ruđer Bošković Institute, Zagreb; Tomislav Relja, Croatian Chamber of Economy; Ph.D. Ivana Čandrlić-Dankoš, Croatian Agency for Agriculture and Food, Osijek; M.Sc. Ana-Marija Putrić, Osijek-Baranja County; Ph.D. Matija Kovačić, Belupo, Koprivnica; Ana Fudurić, Lola Ribar, Karlovac; Snježana Krog, FINA, Zagreb; Nikola Pavušek, Bourns d.o.o., Slovenia; Ph.D. Nina Puhač-Bogadi, Podravka, Koprivnica; Tatjana Kovačić-Terzić, Koestlin, Bjelovar; Slađana Režić, KBC Rebro, Zagreb; Sanja Kalšan, Koestlin, Bjelovar; M.Sc. sc. Robert Kelemen, Varaždin County; Ph.D. Đuro Tunjić, TÜV Nord, Zagreb; Portal Kvalitet, Belgrade; Airport of St. Jeronim, Split; journal *Suvremena.hr*, Zagreb; Poslovni savjetnik.

CHARTER for special merits in the development of society's activities and quality in general were given to individuals and organizations: M.Sc. Gabrijele Abramović, Zagreb International Airport; Assist. Prof. Sanja Zambelli, Ph.D., Polytechnic of Rijeka, Rijeka; Ph.D. Krunoslav Škrlec, Polytechnic of Economics of Križevci; Sanja Mihelić, Croatian Chamber of Economy, Zagreb; Divna Goleš, Polytechnic of Šibenik; Assoc. prof. Ana-Marija Vrtodušić Hrgović, Ph.D., Faculty of Management in Tourism and Hospitality Opatija, Opatija; Assoc. Prof. Eva Nedeliaková, Ph.D., University of Žilina, Slovakia; Assoc. Prof. Robert Ulewicz, Ph.D., University of Czestochowa, Poland; Tomislav Mičetić, Ministry of Justice and Administration, Zagreb; Oskar d.o.o. – center for development and quality, Zagreb; FINA – Financial Agency, Zagreb; Zagreb Airport Ltd., Velika Gorica; Oskar Edukos – Institution for personnel certification, Zagreb; University North, Varaždin – Koprivnica; BDO Consulting, Zagreb; City gas plant Zagreb, Zagreb.

The PLAQUE as the highest recognition of CQMS, which is awarded for an exceptionally large contribution to the development and activities of the society and quality in general, was awarded to: Blaženka Vlahović, univ. spec. oec., City gas plant Zagreb; Vera Ruža Brcković, Varaždin; prof. Nina Štirmer, Ph.D., Faculty of Civil Engineering in Zagreb; Assoc. prof. Ines Dužević, Ph.D., Faculty of Economics and Business in Zagreb; prof. Tomislav Baković, Ph.D., Faculty of Economics and Business in Zagreb; prof. Krešimir Buntak, Ph.D., University North, Varaždin – Koprivnica. Plaque winners become lifetime honorary members of CQMS.

Special recognition of CQMS, LIFETIME ACHIEVEMENT AWARD, which is awarded to the most deserving individuals who have dedicated a good part of their lives to scientific and professional work on the development of management systems, whose work is recognized in the country and abroad, and who are practical and theoretical (scientific and professional activities) improved management systems in their communities and in general, they received: Ph.D. Antun Benčić from Zagreb, Evica Milić, editor-in-chief of the journal *Quality and excellence* from Belgrade, Serbia and Juhani Anttila from Helsinki, Finland. The awards were presented to the winners by the president of CQMS, Assoc. prof. Miroslav Drljača, Ph.D. and Sanja Rojčević, president of the CQMS Supervisory Board. On behalf of all the awardees, thanked Juhana Anttila. The winners of the Lifetime Achievement Award become lifelong honorary members of HDMK.

The high patron of the symposium was the President of the Republic of Croatia, Zoran Milanović, whose delegate, assistant to the President's economic adviser, M.Sc. Martina Ciglević addressed the gathering, conveyed the message of the President of the Republic and

opened the symposium. Other patrons of the symposium are: Croatian Chamber of Economy, Croatian Accreditation Agency, State Metrology Institute, Croatian Business Council for Sustainable Development, Šibenik-Knin County, Faculty of Economics and Business in Zagreb (PGS Quality Management), Croatian Quality Award Foundation. Representatives of the other patrons greeted the gathering with suitable words: Ph.D. Marko Jelić – Prefect of Šibenik-Knin County and Sanja Mihelić, M.Sc. Mirela Zečević, Brankica Novosel and prof. Tomislav Baković, Ph.D. The gathering was greeted with an appropriate address by: Assoc. prof. Eva Nedeliaková, Ph.D. from Slovakia, prof. Elizabeth Cudney, Ph.D. from the USA, Juhani Anttila from Finland, prof. Krešimir Buntak, Ph.D., prof. Zoran Punoševac, Ph.D. from Serbia, Evica Milić from Serbia, Ph.D. Ljubo Runjić and professor emeritus Milan Perović from Montenegro. Media sponsors are: Poslovni savjetnik from Zagreb, Portal Kvalitet from Belgrade, PoslovniFM radio, Suvremana.hr from Zagreb, the journal *Quality and Excellence* from Belgrade and the scientific journal Production Engineering Archives from Poland. The sponsors of the symposium are: BDO Savjetovanje Ltd. from Zagreb, FINA – Financial Agency from Zagreb, Oskar – center for development and quality from Zagreb, Oskar Edukos – institution for personnel certification from Zagreb; Ruđer Bošković Airport from Dubrovnik, Ltd.; Airport St. Jeronim, Ltd. Split, Zadar Airport, Ltd.; Zagreb International Airport; Zagreb Airport, Ltd., Croatian Chamber of Commerce, City gas plant company Zagreb Ltd., Tourist Bureau of City of Šibenik and Koestlin from Bjelovar.

After the opening ceremony of the symposium, the work continued with the presentation of scientific and professional papers, with simultaneous translation from Croatian to English and English to Croatian.

After the presentation of the papers, a second panel was held under the title: "Artificial intelligence and its impact on the quality of life". The moderator of the panel was Branimir Buntak – Carnet, Zagreb. The panelists were M.Sc. Robert Kelemen, Varaždin County; Assoc. prof. Ivica Zdrilić, Ph.D., University of Zadar and Ph.D. Matija Kovačić, Belupo, Koprivnica.

In addition to the work part, the symposium also had social events that the participants of the symposium enjoyed: a welcome drink with music, a boat trip to see the city of Šibenik and its two monuments under UNESCO protection, the Cathedral of St. Jakov and the fortress of St. Nicholas and a trip to the island of Prvić and a visit to the Faust Vrančić, one of the most famous Croats ever, Memorial Center. After returning from the excursion and dinner, the gathering of the symposium participants continued in the Night Club with live music. During the meeting, EOQ certificates were distributed to managers and auditors of the management system who obtained certificates for the first time, or who renewed their certificates. Certificates were awarded by Anita Zado Bešker, prof., director of Oskar Ltd. – center for Development and Quality from Zagreb.

On the third day of the symposium, March 22nd, 2024, the third panel was held under the title: "The contribution of the quality management system to the business success of the company." The moderator of the panel was Blaženka Vlahović, univ. spec. oec. from Gas plant company Zagreb, Ltd. The panelists were Ana Fudurić from Lola Ribar, Karlovac; M.Sc. Gabrijela Abramović from Zagreb International Airport; Renata Jurišić from Končar D&ST, Zagreb and Ivana Grahovac from ATO, Osijek. After the panel, the work continued with the presentation of papers in parallel in three halls, and in this way 27 scientific and professional papers were presented.

At the end of the symposium, the president of CQMS and the president of the Organizational and Scientific Editorial and Review Committee, Assoc. prof. Miroslav Drljača, Ph.D., thanked all the participants of the symposium for their participation, the co-organizers, the high patron the President of the Republic of Croatia, Zoran Milanović, other patrons, media patrons and sponsors. He thanked the students and their professors, translators, technicians, as well as the staff of Hotel Ivan, part of the Amadria Park Hoteli Solaris group, for their hospitality and professional relationship. He announced the publication of the Proceedings of the 25th Symposium in 2024. He also announced the next 26th International Symposium on Quality in 2025, around the first day of spring, in one of the beautiful cities of Croatia.

Šibenik: March 22nd, 2024



CQMS Board of Directors
President
Assoc. prof. Miroslav Drljača, Ph.D.
IAQ – Academician
ASQ – Member
EOQ – Member

A handwritten signature in blue ink, appearing to read "M. Drljača", with a stylized flourish at the end.