

DETAIL PROGRAM - DETALJNI PROGRAM

DAN I - 19. 05. 2010. (Wednesday - sreda)

Official opening QUALITY FESTIVAL 2010
Svečano otvaranje FESTIVALA KVALITETA 2010
19. 05. 2010. 11⁰⁰-11⁴⁰

Amfiteatar Mašinskog fakulteta u Kragujevcu

11⁴⁰-12³⁰ *Koktel dobrodošlice*

12³⁰-13³⁰ *Uvodni referati*

4. International Quality Conference

- **QUALITY AND ADULT EDUCATION**
Paul M. Andre, Ljiljana Dimitrijević, Nenad Marčetić

37. Nacionalna konferencija o kvalitetu

- **KVALITET I KONKURENTNOST**
QUALITY AND COMPETITIVENESS
Slavko Arsovski

5. Nacionalna konferencija o kvalitetu života

- **EKOLOGIJA I VOZILO**
ECOLOGY AND VEHICLE
Radivoje Pešić, Dragan Đokić, Stevan Veinović

13³⁰-15³⁰ **WORKSHOP 1**

Primeri dobre prakse saranje malih i srednjih preduzeca i naucno istrazivackih institucija

4. International Quality Conference

Tracks 1, 2 – Objekat A (Mali Amfiteatar)

19.05.2010., 15³⁰-17⁰⁰

I FROM KNOWLEDGE TO QUALITY

1. **Analysis of Integration within The Standards-Based Integrated Management Systems**
Stanislav Karapetrović, Marti Casadesus, Iñaki Heras
2. **Hybridization of Artificial Neural Network Using Desirability Functions for Process Optimization**
Prasun Das
3. **A Statistical Concept in Determination of Threshold Value for Future Diagnosis in MTS: An alternative to Taguchi's Loss Function Approach**
Prasun Das, Shubhabrata Datta
4. **Notes on the Lexical Definitions of "Quality"**
Georgeta Rață, Ioan Petroman, Cornelia Petroman

5. **Tourism Logistic System - Conceptual Considerations**
Milosav Đorđević, Aleksandra Kokić Arsić
6. **Quality Improvement of ESP in Mechanical Engineering**
Alina-Andreea Dragoescu, Sandra Stefanovic
7. **Quality and Adult Education**
Paul M. Andre, Ljiljana Dimitrijević, Nenad Marčetić
8. **Application Model Forecast in Production Management Process**
Snežana Mijailović, Aleksandar Marić, Slavko Arsovski
9. **Focused Improvement in Real Time**
Ivan Djokić

II COMPETITION AND GLOBALISATION

10. **Resilience of Automotive Sector: A Case Study**
Slavko Arsovski, Paul Andre, Miroslav Đorđević, Aleksandar Aleksić
11. **Joint Determination of Price, Warranty Length and Production Quantity for New Products under Free Renewal Warranty Policy**
K.Jeyakumar, T. Paul Robert
12. **Supply Chain Management in Tourism**
Milosav Đorđević
13. **Benchmarking Attributes Application Model**
Srđan Nikezić, Miloš Petronijević
14. **Development of Competitiveness and Sustainability of Region**
Aleksandra Kokić Arsić, Milosav Đorđević, Jovan Milivojević
15. **The Impact of the New Approach Directives on Competitiveness Enterprises in Serbia**
Katarina Kanjevac Milovanović, Slavko Arsovski

Tracks 3, 4, 5, 6 – Objekat A (Sala za Telekomferencije)
19.05.2010., 15³⁰-17⁰⁰

III From knowledge to quality and safe food

16. **Food Codes and the Culture of Quality**
Alina-Andreea Dragoescu
17. **The Level of Customer Satisfaction as one of the Goals of the Quality of the Organization in the Bakery Industry**
Aleksandar Marić, Slavko Arsovski
18. **Possibility of Using Leftover Bread as Safe and Quality High-Quality Food and Feed**
Zvonko B. Nježić, Đorđe B. Psodorov, Jasmina S. Živković, Dragan V. Palić, Biljana R. Cvetković

IV Innovation: A key of quality of automotive industry

19. **Design Quality in Mechanical Engineering Application**
Ayşegül Akdoğan Eker
20. **Quality in Metallized Coating Applications**
Bülent Eker
21. **World Class Manufacturing in Automotive Industry**
Milan Djordjevic, Milan Milovanovic, Maja Djordjevic
22. **Defining of Export Marketing Process in Automotive Industry**
Dragan Rajković, Mirjana Aleksić, Rade Milićević
23. **Sources of Innovation**
Vladimir Nikolic, Tatjana Tanaskovic
24. **Automotive Industry Crisis and Fulfilment of ISO / TS 16949 Requirements as a Condition for Car Parts Supplier**
Aleksandra Kokić Arsić, Milosav Đorđević, Miljko Kokić

V Quality and Social Responsibility

25. Importance of Occupational Health and Safety Management System Implementation

Marko Đapan, Branislav Jeremić, Ivan Mačužić, Miladin Stefanović, Aleksandar Aleksić

26. The Interdependence of Integrated Management Systems and Corporate Social Responsibility

Dejan Đorđević, Srđan Bogetić, Dragan Čockalo

VI Quality of life and excellence

27. Top Priority QMS Principles For Achieving Business Excellence

Aleksandar Vujović, Zdravko Krivokapić, Jelena Jovanović

28. Service Quality and Customer Satisfaction in Public Transport

Filipa Fonseca, Sofia Pinto, Carlos Brito

29. Lean and Six Sigma Concepts – Application in Pharmaceutical Industry

Katarina Pavlović, Vojislav Božanić

17⁰⁰-17¹⁵ *Coffee break*

Tracks 7, 10, 11 – Objekat A (Mali Amfiteatar)

19.05.2010., 17¹⁵-18⁴⁵

VII DEFINING AND MEASURING SUCCESS

30. Identification and Tracking Costs in Organization

Vojislav Božanić, Bojana Jovanović

31. Methodological Approach: Students Assessment of Academic Institution as Basis for Successful Achievement of their Satisfaction

Koviljka Banjević, Aleksandra Nastasić

32. Improving Quality Management in Panification

Cornelia Petroman, Călin Popovici, Ioan Petroman

33. Traceability as Part of Quality Management in the Panification Industry

Ioan Petroman, Cornelia Petroman, Călin Popovici

34. Customer Satisfaction Survey Analysis – Ultimate Tool for Measuring Quality of Software Services Today

Srđan Atanasijević, Miladin Stefanović, Tatjana Atanasijević, Vladimir Nedić

35. A Study on the Evaluation of Customers' Satisfaction - The perspective of Quality

Dauw-Song Zhu, Chih-Te Lin, Chung-Hung Tsai, Ji-Fu Wu

36. SCADA Systems in Water Supply: Kragujevac Case Study

Vladimir Kojić, Branislav Nedeljković

37. Measuring the Quality Level of Medical Services

Rajko Šofranac, Milica Šofranac, Zorica Savović

X Excellence of society organization

38. Organizational Culture as Significant Factor in Implementation of TQM – Experience in Serbian Economy

Vladimir Nikolić, Aleksandra Nastasić

XI Excellence IN TELECOMUNICATION SERVICES

39. Implementation of Internal Benchmarking Model in Crnogorski Telekom a.d

Tihomir Popivoda

VIII MANAGEMENT OF SUSTAINABLE DEVELOPMENT

- 40. Activities of the Organization on Provision of Constant Improvements in the Quality System**
Sabahudin Jašarević, Safet Brdarević, Magdalena Diering
- 41. Multicriteria Approach for Assessment of Environment Quality**
Boris Agarski, Igor Budak, Janko Hodolić, Đorđe Vukelić
- 42. Plastic Packing Management and Recycling**
Ana Petelj, Janko Hodolić, Đorđe Vukelić, Boris Agarski
- 43. Energy Planning for Sustainable Development**
Ana Radojević
- 44. A Fuzzy AHP and TOPSIS for ELV Dismantling Selection**
Danijela Tadić, Slavko Arsovski, Miladin Stefanović, Aleksandar Aleksić
- 45. Waste Minimization in the Furniture Industry**
Novak Nikolić, Dušan Gordić
- 46. Introducing Energy and Environmental Policy in Furniture Industry**
Dušan Gordić, Milun Babić, Dubravka Jelić, Davor Končalović
- 47. Strategic Eco Innovation in Energy - The Road to Sustainable Development**
Aleksandra Kokić Arsić, Jovan Milivojević, Milosav Đorđević
- 48. Resilience of Training Processes: Model and Case Study**
Zoran M. Milojević, Miladin Stefanović, Slavko Arsovski

ix ICT challenges for future society

- 49. Information Model of Major Depression Treatment Cost – Relevance of Quality Management of Health System**
Danijela Tadić, Milan Erić, Dragan Milovanović, Miladin Stefanović
- 50. Architecture Software Solution to Support and Document Management Quality System**
Milan Erić, Vladimir Nedić, Miladin Stefanović, Marko Djukić
- 51. Configuration Management and ICT: A Case Study of Improving Quality of Processes by System Virtualization**
Aleksandar Aleksić, Milan Erić, Srdjan Atanasijević, Mladen Radišić
- 52. Software Solutions for Support for Quality Management Systems**
Snezana Nestić, Nikola Tonić, Branislav Nedeljković
- 53. Relation Between Organizational – And Information Resilience: A Way For Improvement of System Capacity**
Slavko Arsovski, Zora Arsovski, Pol Andre, Miladin Stefanović

20. 05. 2010., 9⁰⁰-10³⁰

Grupa A- Oblast 1, 2, 3 – Objekat A (Mali Amfiteatar)

Kultura kvaliteta, Sistem kvaliteta u javnoj upravi i javnim preduzećima, Socijalne inovacije put ka društvenoj izvrsnosti

- 1. E-VOLUCIJA E-UPRAVE**
E-VOLUTION OF E-GOVERNMENT
Despotović Milan, Despotović Danijela, Nedić Vladimir
- 2. PRIMENA STRATEGIJA I TEHNIKA UPRAVLJANJA KONFLIKTIMA**
U FUNKCIJI EFIKASNOG LIDERSTVA
IMPLEMENTATION OF STRATEGY AND TECHNICS OF CONFLICT
MANAGEMENT IN FUNCTION OF EFFICIENT LEADERSHIP
Dragana Stevović
- 3. EVALUACIJA PEDAGOŠKOG RADA NASTAVNIKA I SARADNIKA U**
CILJU OBEZBEĐENJA KVALITETA NASTAVNOG PROCESA
EVALUATION PEDAGOGICAL WORK OF TEACHERS AND ASSISTANTS
TO ENSURE QUALITY OF TEACHING
Ljubica Mijić, Blagodar Lovčević, Svetislav Lazarev, Dušan Stanojević
- 4. DRUŠTVENA ODGOVORNOST ORGANIZACIJA – OD**
DEKLARATIVNOG USVAJANJA DO PRIMENE SISTEMSKOG
PRISTUPA
CORPORATE SOCIAL RESPONSIBILITY – FROM DECLARATIVE TO THE
SYSTEMS APPROACH
Mladen Djuric, Jovan Filipovic, Maja Krsmanovic
- 5. PRIMENA ALATA KVALITETA U PROCESU ODRŽAVANJA VOZILA**
GRADSKOG PREVOZA-IDENTIFIKACIJA I SLEDLJIVOST PODATAKA
APPLICATION TOOLS OF QUALITY IN PROCESS OF MAINTAINING
PUBLIC TRANSPORT VEHICLES – IDENTIFICATION AND
TRACEABILITY DATA
Đorđe Sajić, Goran Cakić

20. 05. 2010., 9⁰⁰-10³⁰

Grupa B – Oblast 5, 6 – Objekat B (Svečana sala)

Integrirani menadžment sistemi, Kretanje kvaliteta kroz organizaciju

- 6. PRIPREMA LJUDSKIH RESURSA ZA IMPLEMENTACIJU TQM**
SISTEMA
PREPARATION OF HUMAN RESOURCES FOR TQM SYSTEM
IMPLEMENTATION
Rajko Šofranac, Ivan Savović
- 7. KVALITET I MENADŽMENT ENERGETSKOM EFIKASNOŠĆU**
QUALITY MANAGEMENT AND ENERGY EFFICIENCY MANAGEMENT
Biljana Stepanović
- 8. INTERNATIONAL FOOD STANDARD (IFS), RAZVOJ I INTEGRACIJA**
SA QMS-OM I HACCP U 5. GAMA 2005 D.O.O.
INTERNATIONAL FOOD STANDARD (IFS), DEVELOPMENT AND
INTEGRATION WITH QMS AND HACCP IN 5.GAMA 2005 LTD
Ivan Savović, Danijela Pantešević Vasilijević
- 9. PRIMENA QMS-A U POSLOVANJU PROMETNO SERVISNE**
ORGANIZACIJE
IMPLEMENTATION OF QMS IN BUSINESS OF SERVICE – SALES
ORGANIZATION
Nikola Tonić, Dragan Rajković, Aleksandar Nikolić

10. **ISKUSTVA U PRIMENI MODELA SISTEMA MENADŽMENTA
ZAJINTERESOVANIM STRANAMA**
EXPERIENCE IN THE IMPLEMENTATION OF MODEL OF MANAGEMENT
SYSTEM AT STAKEHOLDERS
Danka Knežević, Nedeljko Živković, Maja Krsmanović
11. **MERENJE UČINKA U ZAŠTITI ŽIVOTNE SREDINE KAO
KOMUNIKACIJA SA ZAJINTERESOVANIM STRANAMA**
MEASURING OF PERFORMANCE IN THE PROTECTION OF THE
ENVIRONMENT AS A COMMUNICATION WITH INTERESTED PARTIES
Biljana Suslov, Svetlana Trivković
12. **UNAPREĐENJE PROCESA UPRAVLJANJA ZALIHAMA PRIMENOM
METODE SIMULACIJE PREDUZEĆA**
IMPROVING OF PROCESSES FOR SUPPLIES MANAGING USING
METHODS OF ENTERPRISES SIMULATION
Harun Bronja
13. **UNAPREĐENJE POSLOVANJA PREDUZEĆA OPTIMIZACIJOM
TRANSPORTA**
BUSINESS IMPROVEMENT OF COMPANY BY TRAFFIC OPTIMIZATION
Harun Bronja
14. **ORGANIZACIONA KULTURA KAO
FAKTOR UVOĐENJA TQM – ISKUSTVA U PRIVREDI SRBIJE**
ORGANIZATIONAL CULTURE AS
INTRODUCTION TQM FACTOR - EXPERIENCE IN SERBIAN ECONOMY
Vladimir Nikolić, Aleksandra Nastasić
15. **KVALITET I KAPACITET ORGANIZACIJE ZA OPORAVAK I
UNAPREĐENJE**
QUALITY AND CAPACITY OF ORGANIZATION FOR RECOVERY AND
UPGRADING
Slavko Arsovski, Aleksandar Aleksić, Uroš Proso
16. **PROVERAVANJE PRECIZNOSTI I TAČNOSTI PROCESA**
PROCESS CAPABILITY PROCEDURES FOR ISO/TS 16949
Branko Popović, Vitomir Bošković
17. **ZNAČAJ I MOGUĆNOSTI INTERNET MARKETINGA
U OBLASTI KVALITETA**
IMPORTANCE AND INTERNET MARKETING OPPORTUNITIES
IN THE FIELD OF QUALITY
Stanislava Timotijević
18. **KVALITATIVNE LOGISTIČKE PERFORMANSE NAŠIH PREDUZEĆA
NA SVETSKOM TRŽIŠTU**
QUALITATIVE LOGISTICS PERFORMANCE OF OUR COMPANY IN
WORLD MARKET
Srećko Čurčić, Veis Šerifi
19. **KAKO POBOLJŠATI KVALITET U PODSISTEMU RAZVOJA?**
METHODS FOR IMPROVING QUALITY IN THE SUBSYSTEM
DEVELOPMENT
Rajko Šofranac, Ivan Savović
20. **JEDAN PRISTUP POBOLJŠANJU KVALITETA U PODSISTEMU
MARKETINGA?**
A SINGLE APPROACH FOR IMPROVING QUALITY IN THE MARKETING
SUBSYSTEM?
Rajko Šofranac, Ivan Savović
21. **PRINCIPI ORGANIZACIJE KONTINUALNE EDUKACIJE NA
VISOKOŠKOLSKOJ USTANOVI U OBLASTI METROLOGIJE I
KVALITETA**
PRINCIPLES OF CONTINUOUS EDUCATION ORGANISATION AT
HIGHER EDUCATION INSTITUTION IN FIELD OF QUALITY
MANAGEMENT AND METROLOGY
Nenad Simeunović, Janko Hodolić, Aleksandra Gak

22. **OBUČENOST KADROVA KAO FAKTOR RIZIKA I RANJIVOSTI U USPEHU PROJEKTA**
STAFF TRAINING AND SKILL AS A RISK FACTOR AND VULNERABILITY IN THE SUCCESS OF THE PROJECT
 Zoran M. Milojević
23. **UTICAJ EFEKTIVNOSTI PROCESA OBUKE NA ODRŽIVOST PROJEKTA IMPLEMENTACIJE SISTEMA**
INFLUENCE OF THE TRAINING PROCESS EFFECTIVENESS ON SUSTAINABILITY OF THE IMPLEMENTATION SYSTEM PROJECT
 Zoran Milojević

10³⁰-10⁴⁵ *Pauza*

20. 05. 2010., 10⁴⁵-12⁴⁵

Grupa C – Oblast 8, 9, 11– Objekat A (Mali Amfiteatar)

Kvalitert i bezbednost u lancima hrane, Inovacije u zdravstvu i kvalitet, Inovacije i kvalitet u turizmu

24. **PRIMENE STANDARDA ZA PROIZVODNJU BEZBEDNE I ZDRAVE HRANE U PROIZVODNJI UGOSTITELJSKE OPREME**
APPLICATION OF STANDARDS FOR THE PRODUCTION OF HEALTHY AND SAFE FOOD IN PRODUCTION OF HOTEL EQUIPMENT
 Aleksandar Jankulović, Vladimir Škorić, Nikola Spasić
25. **SNIMAK STANJA DOBRE HIGIJENSKE I PROIZVODNE PRAKSE KAO GLAVNI USLOV IMPLEMENTACIJE HACCP SISTEMA U PROIZVODNJI GAZIRANIH I NEGAZIRANIH SOKOVA**
SNAPSHOT GOOD HYGIENIC AND MANUFACTURING PRACTICE AS MAIN CONDITION HACCP IMPLEMENTATION IN SOFT PRODUCTION CARBONATED AND NON-CARBONATED JUICES
 Aleksandar Petrović
26. **OPOZIV PREHRAMBENIH PROIZVODA**
FOOD RECALL
 Dragana Toljagić Milodanović
27. **KONTINUITET-VAŽNA DIMENZIJA KVALITETA MEDICINSKE USLUGE**
CONTINUITY AS AN IMPORTRANT MEDICAL SERVICE QUALITY
 Rajko Šofranac, Milica Šofranac, Zorica Savović
28. **PRISTUP PROCENI I SMANJENJENJU RIZIKA U RADU SA AUTODIZALICAMA PREMA ZAHTEVIMA OHSAS-a**
AN APPROACH ASSESSMENT AND RISK REDUCTION IN WORK WITH VEHICLE CRANE ACCORDING TO REQUIREMENTS OF OHSAS
 Branko Davidović, dipl.inž.Miloš Nikolić
29. **PROCES ORGANIZOVANJA TURISTIČKIH PUTOVANJA**
PROCESS OF ORGANIZING TOURIST TRAVELS
 Dragan Rajković, Zoran Punoševac, Dragana Ristić Ignjatović
30. **KVALITET TURISTIČKIH USLUGA**
QUALITY OF TOURIST SERVICES
 Zoran Punoševac, Dragan Rajković
31. **OPERATIVNI MENADŽMENT U TURIZMU**
OPERATIONAL MANAGEMENT IN TOURISM
 Zoran Punoševac, Dragan Rajković

Kvalitet proizvoda, Merenje, kontrola i kvalitet u proizvodnji, Sistemi sertifikacije i kvalitet u procesu akreditacije

- 32. ANALIZA OTKAZA GASNOG MOTORA**
ANALYSIS OF GAS MOTOR FAILURE
Dobrivoje Čatić, dr Milan Despotović, Vanja Šušteršič
- 33. USKLADIVANJE MAŠINA ZA ISPRAVLJANJE FELNI**
SA ZAHTEVIMA EVROPSKIH DIREKTIVA
WHEEL STRAIGHTENING MACHINE HARMONIZATION WITH
REQUIREMENT OF EUROPEAN DIRECTIVES
Vladimir Zeljković, Mirko Đapić, Ivan Selaković
- 34. ANALIZA TEHNOLOŠKOG KVALITETA OBRADE METALA**
UPOTREBOM KONVENCIONALNIH I CNC MAŠINA
ANALYSIS OF TECHNOLOGICAL QUALITY OF METAL PROCESSING BY
USAGE CONVENTIONAL AND CNC MACHINES
Aleksandar Raković, Radiša Žunjanin
- 35. SOFTVERSKO REŠENJE KAO ALAT ZA UNAPREĐENJE KVALITETA**
PROCESA
A SOFTWARE SOLUTION AS A TOOL FOR PROCESS QUALITY
IMPROVEMENT
Dragoljub Rejman, Marina Milanović, Dragana Rejman Petrović
- 36. KVALITET POVRŠINA I TEHNOLOŠKI PARAMETRI REZANJA**
MATERIJALA VODENIM MLAZOM
QUALITY OF SURFACES AND TECHNOLOGICAL PARAMETERS
OF MATERIAL CUTTING BY WATER JET
dr Dragan Živković, mr Vesna Šotra, mr Radiša Žunjanin, dr Miroslav Medenica
- 37. MOGUĆNOST IZRAŽAVANJA KARAKTERISTIKA**
KVALITETA MOTORA SA UNUTRAŠNjim SAGOREVANJEM
POSSIBILITY EXPRESSION CHARACTERISTICS QUALITY
OF MOTOR ENGINE
Božidar Krstić, Vojislav Krstić
- 38. UTICAJ NEKIH FAKTORA NA KVALITET VENTILA MOTORA SUS**
THE INFLUENCE OF INDIVIDUAL FACTORS OF QUALITY OF THE
ENGINES VALVE
Vojislav Krstić, Božidar Krstić, Vukić Lazić
- 39. UPRAVLJANJE KVALITETOM PROCESA TOPLJENJA**
KONCENTRATA BAKRA PRIMENOM VEŠTAČKIH NEURONSKIH
MREŽA
APPLICATION OF ARTIFICIAL NEURAL NETWORKS FOR QUALITY
MANAGEMENT IN THE COPPER SMELTING PROCESS
Predrag Đorđević, Živan Živković, Ivan Mihajlović, Đorđe Nikolić
- 40. PRIMER PLANIRANJA I OBEZBEĐENJA KVALITETA**
U GRAFIČKOJ INDUSTRIJI
EXAMPLE OF PLANNING AND QUALITY ASSURANCE IN GRAPHIC
INDUSTRY
Petar Nikšić
- 41. UTVRĐIVANJE EFEKTA PROSEJAVANJA REŠETKE SA**
ROTIRAJUĆIM VALJCIMA U REKONSTRUISANOM DELU POGONA
MOKRE SEPARACIJE U DP „KOLUBARA PRERADA“ – VREOCI
DETERMINATION EFFECT OF SIEVING OF LATTICE WITH A ROTATING
ROLLERS IN RECONSTRUCTED PART OF WET SEPARATION IN “DP
KOLUBARA PRERADA” – VREOCI
M. Marković, P. Nikšić

42. **PROGRAM ZA UTVRĐIVANJE STEPENA KORIŠĆENJA MAŠINSKIH KAPACITETA**
PROGRAM FOR DETERMINATION OF DEGREE OF EXPLOITING MECHANICAL CAPACITIES
 Radisav D. Đukić, Dragan D. Milanović, Jelena R. Jovanović
43. **OPTIMIZACIJA PROIZVODNJE U KONCEPTU LANCA SNABDEVANJA**
OPTIMIZATION OF PRODUCTION IN THE CONCEPT OF SUPPLY CHAIN
 Harun Bronja
44. **KVALITET POVRŠINE METALA I MOGUĆNOST LASERSKOG VARENJA**
METAL SURFACE QUALITY AND LASER WELDING ABILITY
 Z. Karastojković, R. Popović, Z. Kovačević
45. **AUDITIRANJE PROCESA ZA UPRAVLJANJE RIZICIMA PREMA ISO 31000:2009**
PROCESS AUDITING FOR RISK MANAGEMENT BY 31000:2009
 Zdenko Adelsberger
46. **DIJAGNOSTIKOVANJE POSTOJEĆEG STANJA ENOLOŠKE LABARATORIJE BIOTEHNIČKOG FAKULTETA U PODGORICI SA ASPEKTA PRIMJENE QMS-a**
DIAGNOSING THE EXISTING CONDITIONS OF THE ENOLOGICAL LABARATORIES OF BIOTEHNIČAL FACULTY IN PODGORICA WITH USING ASPECTS OF QMS
 Danijela Raičević, Slavojka Malidžan, Miloš Šturanović, Tanja Radović i Dragan Rajković
47. **ZAHTEVI MEĐUNARODNE POMORSKE ORGANIZACIJE O UKLJUČENJU STANDARDA KVALITETA NEOPHODNIH ZA PRIMENU STCW KONVENCIJE**
REQUIREMENTS OF THE INTERNATIONAL MARITIME ORGANISATION ON INCLUSION OF QUALITY STANDARDS NECESSARY FOR THE IMPLEMENTATION OF STCW CONVENTION
 Ljubinka Radosavljević, Slobodan Milivojević, Predrag Jevremović
48. **KONSULTANTI – SMJERNICE ISO 10019**
CONSULTANTS – GUIDELINES ISO 10019
 Zdravko Krivokapić

12⁴⁵-14⁰⁰ WORKSHOP 2 (Sala za Telekonferencije)
LCA (Organizator FTN NS)

Pauza za ručak

20. 05. 2010., 15³⁰-17⁰⁰

Grupa E – Oblast 4, 10, 14 – Objekat A (Mali Amfiteatar)

Put ka poslovnoj izvrsnosti, Liderstvo-potrebne veštine za biznis i komunikaciju, Jačanjem procesa do unapređenja performansi

49. **UNAPREĐENJE EFEKTIVNOSTI PROCESA PRIMENOM BSC-a**
(slučaj preduzeća PC Centar Beograd, Zemun)
UPGRADING OF PROCESS EFFECTIVENESS USING BSC
(case of PC Centar Belgrade, Zemun)
 Pravdić Predrag
50. **UNAPREĐENJE EFEKTIVNOSTI PROCESA PRIMENOM BSC-a**
(slučaj preduzeća Toplica Drvo)
UPGRADING OD PROCESS EFFECTIVENESS USING BSC
 Pravdić Predrag
51. **MERENJE VELIČINA U SISTEMU ŠEST SIGMA**
MEASURE STAGE IN SIX SIGMA SYSTEM
 Branko Popović, Dragan Milivojević, Dragan Miletić

52. **KAIZEN PROJEKTI U SEDAM KORAKA**
SEVEN STEPS OF KAIZEN PROJECTS
 Snežana Pešić – Đokić, Ivan Đokić
53. **DIZAJNIRANJE STRUKTURE SLOŽENOG PROIZVODA U CILJU**
PRIMENE MS PROJECT-a
DESIGN OF THE STRUCTURE OF A COMPLEX PRODUCT
IN ORDER TO APPLY MS PROJECT
 Jelena R. Jovanović
54. **RAZVOJ USLUGA LOGISTIČKOG PROVAJDERA**
PRIMENOM QFD METODE
DEVELOPMENT OF SERVICES OF LOGISTICS PROVIDERS WITH QFD
METHOD
 Milorad J. Kilibarda, Milan M. Andrejić
55. **MODEL INTERNOG BENČMARKINGA ZA VEĆE ORGANIZACIJE**
MODEL OF INTERNAL BENCHMARKING FOR BIGGER
ORGANISATIONS
 Tihomir Popivoda
56. **PRIMENA QFD METODE U PROCESU RAZVOJA USLUGE**
IMPLEMENTACIJE SISTEMA MENADŽMENTA
APPLICATION OF QFD METHOD IN DEVELOPING MANAGEMENT
SYSTEM IMPLEMENTATION PROCESS
 Paul M. Andre, Danijela Karanović Tomašev, Ljiljana Dimitrijević
57. **MERENJE ZADOVOLJSTVA I ZAŠTITA POTROŠAČA**
MEASURING SATISFACTION AND CONSUMER PROTECTION
 Zoran Punoševac, Dragan Rajković
58. **KONCEPTI STVARANJA KONKURENTSKE PREDNOSTI**
OD LOKACIJE DO LIDERSTVA ZA TQM -
CONCEPTS OF THE CREATION OF COMPETITIVE ADVANTAGE
-FROM LOCATION TO LEADERSHIP FOR TQM
 Dragan Rajković, Sveto Veselinović
59. **RAZVOJ PREDUZETNIČKOG MODELA**
I NJEGOV UTICAJ NA UNAPREĐENJE KVALITETA
DEVELOPMENT OF ENTREPRENEURIAL MODEL AND ITS IMPACT ON
QUALITY IMPROVEMENT
 Srđan Nikezić
60. **ULOGA I ZNAČAJ DIREKTNOG MARKETINGA U PRODAJI**
AUTOMOBILA
ROLE AND IMPORTANCE OF DIRECT MARKETING IN CAR SALES
 Bogić Najdanović
61. **MODEL ORGANIZACIJE VISOKIH PERFORMANSI**
(od vizije do performanse)
MODEL OF HIGH-PERFORMANCE ORGANIZATION
(from vision to performance)
 Pravdić Predrag
62. **KOMPARATIVNA ANALIZA BALANCED SCORECARD-A I SISTEMA**
MENADŽMENTA KVALITETOM
COMPARATIVE ANALYSIS OF BALANCED SCORECARD AND QUALITY
MANAGEMENT SYSTEM
 Jelena Jovanović, Pravdić Predrag
63. **MENADŽMENT, KVALITET I PROCESI KOD PREDUZEĆA U**
DANAŠNJEM SVETU
MANAGEMENT, QUALITY AND PROCESSES OF THE COMPANY IN
TODAY'S WORLD
 Pravdić Predrag
64. **UTVRĐIVANJE PROCESA I PRAĆENJE POKAZATELJA**
PERFORMANSI PROCESA - OSNOVA ZA STALNO POBOLJŠAVANJE
QMS-a
DETERMINATION OF PROCESS AND MONITORING OF INDICATORS OF
PROCESS PERFORMANCE - THE BASIS FOR CONTINUAL

IMPROVEMENT OF QMS

Dragan Karaklajić

**65. METRIKA KVALITETA TRANSPORTNIH USLUGA
QUALITY METRIC OF TRANSPORT SERVICES**

Branko Davidović, Miloš Nikolić

**66. SPOSOBNOST PROCESA KAO ELEMENT UPRAVLJANJA PROCESOM
CAPABILITY PROCESS AS ELEMENT OF CONTROL PROCESSES**

Radoslav Kostić

**67. KVALITET USPEHA I RAZVOJA ŠKOLSKE DECE DO ČETVRTOG RAZREDA
OSNOVNOG OBRAZOVANJA**

**QUALITY OF SUCCESS AND DEVELOPMENT OF SCHOOL CHILDREN TO FORTH
GRADE OF PRIMARY EDUCATION**

Marina Simidžija

20. 05. 2010., 15³⁰-17⁰⁰

Grupa F – Oblast 12, 16 – Objekat A (Sala za Telekonferencije)

Konkurentnost u 21. Veku, Kvalitet u ICT sektoru

**68. KVALITET I KONKURENTNOST
QUALITY AND COMPETITIVENESS**

Slavko Arsovski

**69. UPRAVLJANJE LANCIMA SNABDEVANJA SA ASPEKTA
KVALITETA I RIZIKA**

**SUPPLY CHAIN MANAGEMENT FROM ASPECT OF
RISK AND QUALITY**

Slavko Arsovski, Milosav Đorđević

**70. PARTNERSKI PROGRAM UNIDO PODRŠKE PROIZVOĐAČIMA
DELOVA ZA AUTO INDUSTRIJU U INDIJI**

**PARTNER PROGRAM UNIDO SUPPORT TO MANUFACTURERS OF
PARTS FOR THE AUTOMOTIVE INDUSTRY IN INDIA**

Maja Pešić Rakanović, Miodrag Hadžistević, Slobodan Morača

**71. UTICAJ RIZIKA NA RAZVOJ SOFTVERSKOG PROIZVODA ICT-a
RISK IMPACT ON ICT SOFTWARE PRODUCT DEVELOPMENT**

Miloš Petronijević, Đorđe Dihovični, Slađana Perović

**72. ZAŠTITA IOIS-a U CILJU ODRŽIVOSTI KVALITETA E-POSLOVANJA
PROTECTING IOIS IN ORDER TO SUSTAIN E-BUSINESS QUALITY**

mr Miloš Mihajlović

**73. PRIMENA SOFTVERA GPSS PRI
OPTIMIZACIJI PROIZVODNOG PROCESA**

**IMPLEMENTATION OF GPSS SOFTWARE
IN OPTIMIZATION OF PRODUCTION PROCESS**

Radomir Brzaković, mr Zoran Marjanović

**74. EKONOMSKE PARADIGME RAZVOJA SOFTVERA
ECONOMIC PARADIGM OF SOFTWARE DEVELOPMENT**

Radomir Brzaković, mr Zoran Marjanović

**75. KONCEPT E-PROIZVODNJE U MODERNOM OKRUŽENJU
E-MANUFACTURING CONCEPT IN MODERN ENVIRONMENTS**

PhD student Snežana Nestić

**76. MODELIRANJE I IDENTIFIKACIJA TOPLOTNIH PODSTANICA U SISTEMIMA
DALJINSKOG GREJANJA**

**MODELLING AND IDENTIFICATION OF HEATING SUBSTATIONS IN THE
DISTRICT HEATING SYSTEMS**

Saša Jovanović, dr Milan Matijević, dr Miladin Stefanović, Slobodan Đorđević

**77. KONCEPTI AUTOMATIZACIJE ZGRADA
CONCEPTS FOR BUILDING AUTOMATION**

Saša Jovanović, dr Miladin Stefanović, dr Milan Matijević

21. 05. 2010., 9⁰⁰-10³⁰

Grupa A – Oblast 1, 4, 8 – Objekat A (Mali Amfiteatar)

Novi pogledi na kvalitet života i upravljanje resursima za život, Nov način razmišljanja i planiranja kvaliteta života, Trendovi kvaliteta života

- 1. NAUKA I TEHNOLOGIJA – NOVA DIMENZIJA KVALITETA ŽIVOTA
SCIENCE AND TECHNOLOGY – A NEW DIMENSION OF QUALITY OF LIFE**
Jovan Milivojević, Aleksandra Kokić Arsić, Sonja Grubor
- 2. UPRAVLJANJE ENERGIJOM
KOD BUDŽETSKIH KORISNIKA U GRADU KRAGUJEVCU
ENERGY MANAGEMENT AT
BUDGET FOR USERS IN THE CITY KRAGUJEVAC**
Gordana Stojanović
- 3. RACIONALNOM UPOTREBOM ENERGIJE I ENERGETSKIM
MENADŽMENTOM NA LOKALNOM NIVOU DO POBOLJŠANJA
KVALITETA ŽIVOTA
RATIONAL USE OF ENERGY AND ENERGY MANAGEMENT AT THE
LOCAL LEVEL FOR IMPROVEMENT OF QUALITY OF LIFE**
Ana Radojević
- 4. UTICAJ EKO RIZIKA NA KVALITET ŽIVOTA
INFLUENCE OF ECO RISK ON QUALITY OF LIFE**
Miloš Petronijević, Đordre Dihovični, Slađana Perović
- 5. LOKALNA SAMOUPRAVA I MODELI PRIKUPLJANJA E-OTPAD
LOCAL GOVERNMENT AND MODELS OF COLLECTING E-WASTE**
Bogdan Nedić, Milan Erić, Bogdan Vasiljević
- 6. ULOGA DOMENA U A PRIORI PRISTUPU
ISTRAŽIVANJA ORGANIZACIJE POSLOVANJA**
Dr Vladimir M. Nikolić, mr Saša M. Marković, Senka Živkov
- 7. ODGOVOR NA POTREBE KORISNIKA -VAŽNA DIMENZIJA
KVALITETA MEDICINSKE USLUGE
RESPONSE TO USERS' NEEDS AS AN IMPORTRANT MEDICAL
SERVICE QUALITY DIMENSION**
Rajko Šofranac, Milica Šofranac, Zorica Savović
- 8. SIGURNOST-VAŽNA DIMENZIJA KVALITETA MEDICINSKE
USLUGE
SAFETY AS AN IMPORTRANT MEDICAL SERVICE QUALITY**
Rajko Šofranac, Milica Šofranac, Zorica Savović
- 9. STANDARDI „DOBRE PRAKSE“ ZA BOLNICE
STANDARDS OF “GOOD PRACTICE“ FOR HOSPITALS**
Rajko Šofranac, Milica Šofranac, Zorica Savović
- 10. STANDARDI „DOBRE PRAKSE“ ZA DOM ZDRAVLJA
STANDARDS OF “GOOD PRACTICE“ FOR A HEALTH CENTRE**
Rajko Šofranac, Milica Šofranac, Zorica Savović
- 11. RESURSI-NEOPHODAN FAKTOR ZA KVALITET MEDICINSKE
USLUGE
RESOURCES - ESSENTIAL FACTOR FOR MEDICAL SERVICE QUALITY**
Rajko Šofranac, Milica Šofranac, Zorica Savović
- 12. GLOBALNO ZAGREVANJE I LOKALNI EKOLOŠKI AKCIONI PLAN GRADA
KRAGUJEVCA
GLOBAL WARMING AND LOCAL ECOLOGICAL ACTION PLAN OF
KRAGUJEVAC**
Marina Ćendić, Emina Mrkalić, dr Zoran Matović, mr Vesna Matović, dr Vesna Miletić

Kvalitet životne sredine i zdravlje ljudi

- 13. UTICAJ TRANSPORTA OPASNIH MATERIJALA
ŽELEZNICOM NA ŽIVOTNU SREDINU
INFLUENCE OF DANGER GOODS RAILWAY TRANSPORT ON THE NATURAL
ENVIRONMENT**
Zoran Bundalo, Dragan Đorđević, Špiro Gopčević
- 14. EKO INOVACIJE U TURIZMU
ECO INNOVATION IN TOURISM**
Jovan Milivojević, Aleksandra Kokić Arsić, Katarina Kanjevac Milovanović
- 15. PERFORMANSE VOZILA SA BIODIZELOM KAO POGONSKIM
GORIVOM
PERFORMANCE OF VEHICLE WITH BIODISEL AS FUEL**
Milan Đorđević, Saša Jovanović, Dušan Nestorović, Maja Đorđević
- 16. UČESTALA POJAVA NADPROSEČNO TOPLIH PERIODA U
Kragujevcu i okolini
FREQUENT APPEARANCE OF EXTREMELY HOT WEATHER PERIODS IN
Kragujevac AND ITS SURROUNDINGS**
Slobodan Savić, Saša Jovanović, Nebojša Jovičić, Milan Despotović
- 17. STANJE I PERSPEKTIVA PRIMENE ALTERNATIVNIH GORIVA U
DRUMSKOM SAOBRAĆAJU SRBIJE
THE CONDITION AND PERSPECTIVE OF APPLICATION OF
ALTERNATIVE FUELS IN THE SERBIAN ROAD TRAFFIC**
Zoran Marjanović, Dragoljub Radonjić, Radomir Brzaković
- 18. ELEKTRIČNA VOZILA NA SOLARNI POGON - PREDNOSTI I
NEDOSTACI UPOTREBE
SOLAR POWER ELECTRICAL VEHICLES - ADVANTAGES AND
DEFICIENCIES OF USE**
Zoran Marjanović, Radomir Brzaković
- 19. EKOLOGIJA I VOZILO
ECOLOGY AND VEHICLE**
Radivoje Pešić, Dragan Đokić, Stevan Veinović
- 20. MOGUĆNOSTI PRIMENE METODE KRETANJA MATERIJALA U
UNAPREĐENJU SISTEMA UPRAVLJANJA KOMUNALNIM
OTPADOM GRADA Kragujevca
APPLICATION METHODS POSSIBILITY OF MATERIAL MOTION IN
IMPROVEMENT OF SOLID WASTE MANAGEMENT IN CITY OF
Kragujevac**
Nebojša Jovičić, Radosav Vulović, Dušan Đurić
- 21. METODOLOGIJA ZA PREDVIĐANJE KOLIČINE GENERISANJA
KOMUNALNOG OTPADA
METHODOLOGY FOR PREDICTION OF QUANTITY MUNICIPAL WASTE
GENERATION**
Danijela Petrović, Nebojša Jovičić
- 22. UTICAJ ELEKTROMAGNETNOG ZRAČENJA NA ZDRAVLJE I
KVALITET ŽIVOTA LJUDI
THE INFLUENCE OF ELECTROMAGNETIC RADIATION ON HEALTH AND
QUALITY OF LIFE OF PEOPLE**
Katarina Kanjevac Milovanović, Jovan Milivojević
- 23. KORIŠĆENJE OBNOVLJIVE ENERGIJE ZA DOBIJANJE
KVALITETNE I BEZBEDNE HRANE
USE OF RENEWABLE ENERGY FOR GETTING QUALITY AND SAFE FOOD**
Nikola Vranić, Vladimir Vukašinović, Dragomir Vranić
- 24. UNAPREĐENJE KVALITETA ŽIVOTNE SREDINE KORIŠĆENJEM
BIOGASA U RURALNIM SREDINAMA**

IMPROVING THE QUALITY OF THE ENVIRONMENT BY USING BIOGAS IN RURAL AREAS

Nikola Tonić, Vladimir Vukašinović, Nikola Vranić

25. OBNOVLJIVI IZVORI ENERGIJE (BIOGAS - ODRŽIVI RAZVOJ)

RENEWABLE ENERGY SOURCES

(BIOGAS - SUSTAINABLE DEVELOPMENT)

Dragomir Vranić, Nikola Vranić, Nikola Tonić

26. MOGUĆNOSTI ISKORIŠTENJA STAROG HLEBA I SKLADIŠNIH PRIMESA KAO KVALITETNE I BEZBEDNE HRANE

OPTIONS OF OLD BREAD AND STORAGE ADMIXTURES USING AS QUALITY AND SAFETY FOOD

Zvonko Nježić, Đorđe Psodorov, Dragan Palić, Jasmina Živković, Biljana Cvetković

27. MISTERIJA O OSIROMAŠENOM URANU

U NATO PROJEKILIMA

THE MISTERY OF THE DEPLETED URANIUM

IN THE NATO PROJECTILES

Rade Biočanin, Mirsada Badić

28. GENETIČKI INŽENJERING U VODJENJU BIOLOŠKOG RATA I MERE BEZBEDNOSTI U NACIONALNIM OKVIRIMA

GENETIC ENGINEERING IN PERFORMING BIOLOGICAL WAR

Rade Biočanin, Mirsada Badić

29. KVALITET PRODUKATA SAGOREVANJA U TOPLANAMA SRBIJE

QUALITY OF THE PRODUCTS OF COMBUSTION IN HEATING PLANTS IN SERBIA

Marin A. Ivošev, Srđan Vesović

10³⁰-10⁴⁵ Pauza

21. 05. 2010., 10⁴⁵-12⁴⁵

Grupa C – oblast 7– Objekat A (Mali Amfiteatar)

Održivi razvoj i kvalitet života

30. USPOSTAVLJANJE SISTEMA ZA KVALITET ŽIVOTA NA NIVOU REGIONA

ESTABLISHING A SYSTEM FOR QUALITY OF LIFE AT THE REGIONAL LEVEL

Jovan Milivojević, Aleksandra Kokić Arsić, Sonja Grubor

31. ODRŽIVI RAZVOJ I KVALITET ŽIVOTA

SUSTAINABLE DEVELOPMENT AND QUALITY OF LIFE

Slavko Arsovski, Rade Milićević, Aleksandra Kokić-Arsić

32. MENADŽMENT KONTINUITETOM POSLOVANJA I KVALITET ŽIVOTA

MANAGEMENT OF BUSINESS CONTINUITY AND QUALITY OF LIFE

Slavko Arsovski, Rade Milićević

33. ENERGETSKIM PLANIRANJEM DO ODRŽIVOG RAZVOJA

WITH ENERGY PLANNING TO SUSTAINABLE DEVELOPMENT

Ana Radojević

34. MOGUĆNOSTI PROIZVODNJE BIOGASA IZ KUKURUZNE SILAŽE U SRBIJI

THE POSSIBILITY OF BIOGAS PRODUCTION FROM MAIZE SILAGE IN SERBIA

Saša Babić, Milan. Z. Despotović, Branimir Milosavljević

35. PROIZVODNJA BIOGASA SA FARMI KRAVA MUZARA

U CENTRALNOJ SRBIJI

PRODUCING BIOGAS FROM DAIRY FARMS

IN CENTRAL SERBIA

Branimir Milosavljević, Milan Despotović, Saša Babić

36. **ANAEROBNA DIGESTIJA ŽIVOTINJSKOG STAJNJAKA, TEHNOLOGIJA I ISKUSTVA U EVROPI I SRBIJI**
ANAEROBIC DIGESTION OF ANIMAL MANURE, TECHNOLOGY AND EXPERIENCE IN EUROPE AND SERBIA
 Branimir Milosavljević, Milan Despotović, Saša Babić
37. **ANALIZA PROIZVODNJE BIOGASA IZ KUKURUZNE SILAŽE U SRBIJI**
ANALYSIS OF THE ENERGY BALANCE OF BIOGAS PRODUCTION FROM MAIZE SILAGE IN SERBIA
 Saša Babić, Milan. Z. Despotović, Branimir Milosavljević
38. **ODRŽIVI RAZVOJ REGIONA I KONKURENTNOST**
SUSTAINABLE DEVELOPMENT AND COMPETITIVENESS OF THE REGION
 Aleksandra Kokić Arsić, Jovan Milivojević, Milosav Đorđević
39. **UTICAJ RECIKLAŽE MOTORNIH VOZILA NA KRAJU ŽIVOTNOG CIKLUSA NA RAZVOJ NOVIH MOTORNIH VOZILA**
INFLUENCE OF RECYCLING OF VEHICLES AT THE END OF THE LIFE CYCLE ON DEVELOPMENT OF NEW MOTOR VEHICLES
 Jovan Milivojević, Sonja Grubor, Aleksandra Kokić Arsić
40. **EKOLOŠKI MENADŽMENT - USLOV ODRŽIVOG RAZVOJA TURIZMA**
ECOLOGICAL MANAGEMENT - PREREQUISITE OF TOURISM SUSTAINABLE DEVELOPMENT
 Milosav Đorđević, Aleksandra Kokić Arsić
41. **KREIRANJE MREŽE CENTARA ZA DEMONTAŽU VOZILA NA KRAJU ŽIVOTNOG CIKLUSA (ELV) PRI NEIZVESNIM USLOVIMA: STUDIJA SLUČAJA U SRBIJI**
NETWORK DESIGN FOR THE DISMANTLING CENTERS OF THE END-OF-LIFE VEHICLES UNDER UNCERTAINTIES: A CASE STUDY IN SERBIA
 Slavko Arsovski, Milan Pavlović, Aleksandar Aleksić, Sonja Grubor

21. 05. 2010., 10⁴⁵-12⁴⁵

Grupa D – Oblast 9, 10, 11 – Objekat A (Sala za Telekonferencije)

Kultura i kvalitet života, Kapacitet planete i razvoj ljudske civilizacije, Nova ljudska staništa i kvalitet života

42. **KVALITET U LEČENJU PACIJENATA SA NESTABILNOM ANGINOM PEKTORIS**
QUALITY IN THE TREATMENT OF PATIENTS WITH UNSTABLE ANGINA PECTORIS
 Zorica Savović, Ivan Savović
43. **INTENZITET KORIŠĆENJA RESURSA BITNIH ZA ŽIVOT I OPSTANAK LJUDSKE VRSTE**
THE INTENSITY OF USE OF RESOURCES ESSENTIAL FOR LIFE AND SURVIVAL OF HUMAN SPECIES
 Jovan Milivojević, Aleksandra Kokić Arsić, mr Katarina Milovanović Kanjevac
44. **NOVA LJUDSKA STANIŠTA I KVALITET ŽIVOTA**
NEW HUMAN HABITAT AND QUALITY OF LIFE
 Jovan Milivojević, Aleksandra Kokić Arsić, Sonja Grubor

DISCUSSION AND CLOSING OF FESTIVAL OF QUALITY 2010 AND ANNOUNCEMENT THE FQ 2011

DISKUSIJA PO RADOVIMA I ZATVARANJE FESTIVALA KVALITETA 2010 SA PORUKOM ZA FQ 2011

21.05.2010., 13³⁰-20⁰⁰ –
TOUR - IZLET