

Quality – Sustainability– Excellence

“New Approach to Business Excellence”

12:00-12:15	Conference Opening	
12:15-13:15	Plenary Session <i>Challenges for quality management:</i> <ul style="list-style-type: none"> ▪ Milena Alič, University of Ljubljana, Slovenia, <i>From ISO 9001 to Quality 4.0 – challenges and perspectives</i> ▪ Vittorio Cesarotti, University of Rome "Tor Vergata", Italy, <i>Purpose, Future orientation and Ecosystems: How the EFQM Model is driving outstanding organisations towards sustainable success</i> ▪ Maria Francesca Renzi, University of Roma Tre, Italy, <i>Quality in services management: opportunities and future challenges</i> 	
13:15 - 14:30	Parallel Session (EN) : <ul style="list-style-type: none"> ▪ Anna Nagyová, Technical University of Košice , Slovakia, <i>Design of a Model for Project Management in Small and Medium-Sized Enterprises (SMEs)</i> ▪ Agnieszka Kister, Maria Curie-Skłodowskiej University, Poland, <i>Implementation of economy 4.0 principles in the activity of hospitals</i> ▪ Matthew Barsalou, QPLUS, Bahrain, <i>Using KPIs to Improve the Quality of Products and Services</i> ▪ Paweł Nowicki, Cracow University of Economics, Poland, <i>Remote certification processes during global pandemic times - a case of certification bodies</i> ▪ Piotr Kafel, Cracow University of Economics, Poland, Piotr Rogala Wroclaw University of Economic and 	Parallel Session (PL) : <ul style="list-style-type: none"> ▪ Katarzyna Szczepańska, Politechnika Warszawska, <i>Podstawy badania odpowiedzialności menedżerów w SZJ PN-EN ISO 9001:2015-10</i> ▪ Aneta Kucińska-Landwójtowicz, Opole University of Technology, Poland, <i>Organizacyjne modele dojrzałości - przegląd i klasyfikacja</i> ▪ Agnieszka Piasecka, Uniwersytet Marii Curie-Skłodowskiej, Polska, <i>Zaufanie w modelu doskonałości EFQM</i> ▪ Tomasz Brzozowski, Uniwersytet Ekonomiczny we Wrocławiu, Polska, <i>Business sustainability wśród polskich przedsiębiorstw</i>

	<p>Business, Poland, <i>Usefulness and credibility of external audits from the perspective of remote and on-site methods</i></p> <ul style="list-style-type: none"> ▪ Alina Yakymchuk, National University of Water and Environmental Engineering, Ukraine, <i>Integral assessment of the level of Economic Security of Ukraine in the context of Sustainable Development</i> 	<ul style="list-style-type: none"> ▪ Sylwia Piliszewska, Uniwersytet Ekonomiczny we Wrocławiu, <i>Rola modeli zarządzania zasobami ludzkimi w budowaniu partnerstwa strategicznego w łańcuchu dostaw</i>
14:30-14:45	Break	
14:45-15:30	<p><i>Assessment of an organisation - best practices and challenges</i> - discussion panel with the EFQM experts:</p> <ul style="list-style-type: none"> ▪ Henk Bijl ▪ Tadeusz Buchacz ▪ Agnieszka Cebrat ▪ Vittorio Cesarotti 	
15:30-16:30	<p>Plenary Session <i>Quality movement - a look into the future</i>:</p> <ul style="list-style-type: none"> ▪ António Pires, Polytechnic Institute of Setúbal, Portugal, <i>Challenges for the quality movement – Deepening knowledge for the future</i> ▪ Ralf Woll, Brandenburg University of Technology Cottbus – Senftenberg, Germany, <i>Quality movement where are we coming from, where are we going to?</i> ▪ Adam Płachciak, Wrocław University of Economics and Business, Poland, <i>Leadership in a VUCA World</i> ▪ Joanna Martusewicz, Arkadiusz Wierzbic, Wrocław University of Economics and Business, Poland, <i>The EFQM Model – challenges for organizations in Poland</i> 	
16:30-16:45	Closing Session	