

MF 2019 Satellite Workshops

03-08 June 2019

Hotel Slovenska plaža ■ Budva ■ Montenegro

SUMMER SCHOOL IN QUALITY 2019

Summer School in Quality is a unique opportunity to learn, share experiences and meet new colleagues who share the same interests for Quality.

Bearing in mind the conditions of business in the European market, managing business quality through different management systems has a significant role, not only in breaking into new markets, but also in maintaining the existing ones.

In order to inform your employees about the meaning and importance of management systems, the Institute for Research and Design in Commerce and Industry has organized the **Summer School in Quality 2019**.

The idea is to gather people to exchange experiences and discuss the present and future of business management, with the goal of training people in managing service and product quality in a reliable and tenable way.

SSQ	03.06.2019.	04.06.2019.	05.06.2019.	06.06.2019.	07.06.2019.	08.06.2019.
Before noon			Lectures	Lectures	Lectures and final test	Sports competitions in basket and tennis
In the afternoon	Registration Welcome cocktail	Distribution of work material and assignment of the First and Second tasks	Lectures	Lectures		

PROGRAM

- Review and interpretation of new standard requirements (ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 22000, ISO 39001, ISO 50001) through:
 - scope
 - the context of the organization
 - the needs and expectations of interested parties
 - leadership
 - planning
 - risks and opportunities
 - support
 - functioning and realization of operative activities
 - performance evaluation and improvement
- Process approach
- Statistical methods (engineering methods, risk management methods, FMEA, FTA)
- Deming's managerial experiment
- **ISO 21401:2018 - Tourism and related services SUSTAINABILITY MANAGEMENT SYSTEM FOR ACCOMMODATION ESTABLISHMENTS**

WHO IS IT FOR?

- System managers
- Employees responsible for management system
- Employees involved in the SM implementation process
- Employees responsible for maintaining management system

RESULT

SSQ consists of lectures, individual and team work, and presentations. Presented practical experiences and accepted theoretical knowledge train the Quality Manager to independently work on:

- Management system implementation
- Maintaining a high level of implemented of management system
- Continual improvement of management system
- Evaluation and verification of your own company and your suppliers

SSQ also includes testing the acquired knowledge, that is, skills, so that the participants receive a certificate after successfully passing tests and exercises:

„QUALITY MANAGER“

INVESTMENT

Summer School in Quality 2019 + ISO 21401:2018
350 EUR +VAT or 42.000 RSD +VAT (equivalent)

ISO 21401:2018 - Tourism and related services
95 EUR +VAT or 11.500 RSD +VAT (equivalent)

NOTE: Trainees of SSQ arrange accommodation themselves.

For more detailed information about the program and registration please contact: Institute for Research and Design in Commerce & Industry, Belgrade, tel: 011 6300751, office@iipp.rs, www.iipp.rs

The organizer retains the right to postpone and/or cancel in case of insufficient number of applicants.