

2nd Circulation



2nd International Quality Conference

of the Central and Eastern
European Countries

*„National Quality
Programmes and Awards -
Procedure and Best Practices”*

Budapest, November 25-26, 2002



On behalf of the Hungarian National Committee for EOQ I would like to invite you to the Second International Quality Conference of the Central and Eastern European Countries. It is a continuation of the successful 1st International Seminar of the CEE Countries in Prague 2001. We are very pleased that well-known plenary speakers and also other countries will share their valuable experiences with us in Budapest.

The Conference should be an excellent opportunity to go on and to use it as a Forum of exchange of information and experiences concerning Procedure and Best Practices in connection with the National Quality Programmes and Awards. The Conference should provide also information on the EFQM Excellence Model by the successful participants from the participating countries.



The conclusions which will be prepared by the participants should help all Central and Eastern European Countries to use the National Quality Award Model for implementing and improving a high level quality management in companies and organisations.

In the framework of the Conference the

30 years Jubilee of the Hungarian National Committee for EOQ
will be also celebrated.

We are looking forward to see and meet you in Budapest in November 2002.

Prof. Dr. Pal Molnar
President

Programme:

November 25, 2002 (Monday)

- 8.00 Registration of Participants**
- 10.00 Welcome**
Prof. Dr. Pál Molnár, President of the Hungarian National Committee for EOQ
- 10.05 Opening**
Dr. Mariann Csákvári-Pongor, Deputy State Secretary of the Hungarian Ministry of Economics and Transport
- 10.15 New Aspects of the European Quality Vision**
Sean Conlan, Past President of EOQ
- 10.45 EFQM and the EFQM Excellence Model**
Brigitte Tantawy - Monsou, Chair of the Executive Committee of EFQM
- 11.15 The Malcolm Baldrige National Quality Award of the United States**
Speaker will be confirmed
- 11.45 Development of the Quality Policy of SME's - a UNECE Programme**
Antal Szabó, Regional Adviser, United Nations, Economic Commission for Europe (UNECE)
- 12.15 Results and Conclusions of the 1st International Seminar in Prague - National Quality Award in CEE Countries**
Jan Hnatek, Prime Vice-President of the Czech Society for Quality
- 12.45 Forum Discussion**
- 13.00 Lunch**
- 14.00 - 18.00 State of Art in the participating Countries**
- A) National Quality Programmes
 - B) Procedures of the National Quality Awards
 - C) Best Practices (introduced by National Quality Award Winners)
- 14.00 Germany**
Dr. Wolfgang Kaerkes, CEO of German Society for Quality (DGQ)
Benedikt Sommerhoff, Head of the German EFQM Center
„Ludwig Ehrhard” National Award Winner 2002
(Company will be announced in the Final Programme)
- 14.45 France**
Yves Metayer, CEO of French Quality Movement (MFQ)
- 15.15 Luxembourg**
Jean-Marie Reiff, Attaché of Government, Ministry of Economics
- 15.45 Coffee Break**

16.15 Russian Federation

Viliya Versan, Director of VNIIS of GOSSTANDARD of Russia

Vladimir Galeev, Head of Secretariat of the Council for the Russian Quality Award

Andrew Paduchin, Director General of ISC „TREC”, Russian Quality Award Winner 2001

17.00 Czech Republic

Jan Hnatek, Prime Vice-President of the Czech Society for Quality

Milan Hutyra, Manager of Tesla Sezam, Czech Quality Award Winner 2001

19.30 Banquet

30 years Jubilee Celebration of the Hungarian National Committee for EOQ

November 26, 2002 (Thursday)

9.00 Romania

Liliana Nitu, Quality Manager of Romanian Association for Quality (ARC)

Dr. Ulrich Wiener, „J. M. Juran Romanian Quality Award” Foundation, Bucharest

Tudor Caracioni, General Manager of S. C. Contor Zenner, Arad, J. M. Juran Romanian Quality Award Winner 2001

9.45 Yugoslavia

Prof. Dr. Vidoslav Majstorovic, Mechanical Engineering Faculty, Belgrade University and Managing Director of the Yugoslavian Union for Standardization and Quality

10.15 Hungary

Albert Kálmán, Head of Division in the Ministry of Economics and Transport

Karolina Sugár, Executive Director of the Hungarian Quality Development Center

József Kovács, Director General of Herend Porcelain Manufactory

11.00 Coffee Break

11.30 - 13.00 Parallel Working Groups

A) National Quality Programmes

B) Procedures of the National Quality Awards

C) Best Practices of Award Winners

13.00 Lunch

16.00 Reports of the Working Groups

16.45 Conclusions for the CEE-Countries

17.00 Closing Remarks

Prof. Dr. Pál Molnár, President of the Hungarian National Committee for EOQ

*Conference sponsored by the Hungarian Ministry of Education
and Herend Porcelain Manufactory*

General Information

Venue of the 2nd International Quality Conference:

Hotel Gellért, Budapest XI., Szt. Gellért tér 1.

Contact before the conference:

H-1026 Budapest, Nagyajtai u. 2/b., Hungary; H-1535 Budapest, Pf.: 740, Hungary
Tel.: (361)2128803, Fax: (361)2127638, E-mail: eoq@mtesz.hu, <http://eoq.mtesz.hu/2002>

Transportation:

A 3 days ticket for all public transportation within the boundaries of Budapest will be included in the Conference package for all participants and accompanying persons.

Free parking available for the hotel guests at the Hotel Gellért.

Registration Fee:

	until 31 October, 2002	after 31 October, 2002
Conference Participant:	400 EUR	460 EUR
Conference Speaker (no more than 3 per country):	200 EUR	230 EUR
Accompanying Person:	200 EUR	200 EUR

Cancellation

No refund possible.

Language

The official language is English and English/Hungarian simultaneous translation will be provided.

Registration Fee for Participants and Speakers includes:

Attendance at the Conference; Conference material, incl. proceedings; 3 days free ticket for public transportation; Lunch on 25 and 26 November, 2002; Coffee and beverages in the Conference breaks; Banquet on November 25, 2002, Gift from Herend

Registration Fee for Accompanying Persons includes:

3 days free ticket for public transportation; Lunch on 25 and 26 November, 2002; Coffee and beverages in the Conference breaks; Banquet on November 25, 2002, Gift from Herend

Accommodation

The HNC for EOQ reserved single and double rooms for the participants in Hotel Gellért. Hotel booking can be made to Mr. Vásony (Fax No. +361466 6631) with the password: EOQ.

Important Deadlines:

Brochure for Distribution:	15 September, 2002
Paper Manuscript for Proceedings:	15 October, 2002
Brochure with the Final Programme:	25 November, 2002 at the Registration

Return Address:

Conference Secretariat (HNC for EOQ)
H-1535 Budapest, P.O. Box 740
Tel.: +36-1-212-8803 and +36-1-356-5082
Fax.: +36-1-212-7638 and +36-1-214-2247
http://eoq.mtesz.hu; E-mail: eoq@mtesz.hu

HNC for EOQ

European Organization for Quality
Hungarian National Committee

Please make the necessary copies!

Please type or use capitals!

You can register also by INTERNET: <http://eoq.mtesz.hu/2002>

REGISTRATION FORM

2nd International Quality Conference
of the Central and Eastern European Countries
„National Quality Award - Procedure and Best Practices”

PARTICIPANT

Mr. , Ms. , Prof. , Dr. , (Tick the appropriate boxes)

First Name*:

Family Name*:

Country*:

* Please provide this information as it must appear printed on your badge.

Company/Institution:

Title/Position:

Address:

Zip: City:

Mailing Address: P.O.BOX:

Phone: Fax: E-mail:

ACCOMPANYING PERSON

First name*:

Family name*:

Country*:

* Please provide this information as it must appear printed on your badge.

REGISTRATION FEES

	No.	Before 31 October, 2002	After 31 October, 2002	Amount
Conference Participant		EUR 400	EUR 460	
Conference Speaker		EUR 200	EUR 230	
Accompanying Person		EUR 200	EUR 200	
Total amount:				

MODE OF PAYMENT

by BANK TRANSFER to EOQ MNB (will be preferred)
National Saving Bank (OTP), Tátra u. 10, H-1136 Budapest, Hungary
Account No: 11713005-20136631; Please indicate „Quality Conference 2002”

by CREDIT CARD
Please charge EUR: to my
VISA , Eurocard/MasterCard , American Express
Name on Credit Card:
Card number Expires End : /
Cardholder Signature:

by CASH onsite (20 % in addition)
Written confirmation will be sent receiving the indicated amount.

Date: Signature: