

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 21, 2011 (Tuesday) 55th EOQ Congress

CONCURRENT SESSIONS
KEMPINSKI HOTEL CORVINUS

Tuesday 13:30 – 17:30
Erzsébet tér 7-8, Budapest V.

REGINA BALLROOM III.

Tuesday 13:30 – 15:00

12.1. MANAGEMENT OF QUALITY OR QUALITY OF MANAGEMENT I.

Session Chair: *Lars Sörqvist, Sandholm Associates and Royal Institute of Technology, Sweden*

14.30 Research and Development of Integrated Management System Model on Knowledge Based System
Vidosav Majstorovic and Valentina Marinkovic, University of Belgrade, Serbia

Majstorovic, Vidosav D. (Serbia)

Prof. Dr. Vidosav Majstorovic is Full Professor at the Chair for Production Engineering at the Mechanical Engineering Faculty of the Belgrade University, Serbia. He holds MSc title in the field of information systems, and Ph.D. title in the field of expert system for FMS (Functional Movement Systems) diagnosis and maintenance. He is Professor for Quality Management and Cutting Processes and Chief of Laboratory for Production Metrology and TQM and also of the International Center for Excellence of QM and Production Metrology. Altogether he published more than 500 papers, and presented more than 250 papers at International Conferences and in International Journals and books. Realized more than 280 projects for industry. One of the leaders of the national project for Integrated Management Systems (ISO 9000 / 14000 / 18000 / 22000, etc). He was General Secretary of the National Organization for Quality from 1992 until 2009 as well as Founder and President of the Serbian Academy for Quality since 2004. He is the representative of Serbia in the EOQ Board since 2000. Editor and chief of the International Journal "Total Quality Management & Excellence", since 1994 as well as of the International Journal "Production Engineering and Computers", since 1997. He is member of the Editorial Board of several International Journals from Far East, Europe and North America as well as of several international organizations. Founder and chairman of Balkan Quality Conference "Balkan as region of Quality", author of 35 books. Scientific-professional fields of interest include: Intelligent Manufacturing Systems, TQM, Six Sigma, Cutting Processes, Production Metrology and Design for Quality.

Marinković, Valentina (Serbia)

Valentina Marinković got PhD degree in Faculty of Pharmacy in Belgrade in 2003. Now she is Ass. Professor there at the Department of Social Pharmacy and Pharmaceutical Administration as well as Ass. Professor in Faculty of Technology, Leskovac at the Department of Pharmaceutical Technology. She has wide practical experience in the following two multinational pharmaceutical companies as Quality Management Director: In Actavis, she was responsible for the development of Quality Management Systems and Integrated Management Systems (GMP, ISO 9001, 14001, OHSAS 18000, ISO 22000, HACCP), implementation and validation. She was also an accredited expert for registration of drugs and Qualified Person for batch release on Balkan's market. In Alvogen, she was responsible for Project Management for the Packaging Center in Serbia and development of IMS (Integrated Management Systems) in Supply Chain in West Balkan. Valentina Marinković published 42 scientific papers in international and national journals and presented more than 80 expert and scientific papers in International and National Conferences. She is member of the Serbian Pharmaceutical Association, European QP (Qualified Persons) Association and International Pharmaceutical Federation; Vice President of Serbian Quality Association. She is member of the International Editorial Board of International Journal "Total Quality Management and Excellence". Also, she is co-chair of Balkan Quality Conference "Balkan as region of Quality", which was at first held in 2005. Valentina Marinković has been involved in many national scientific and development projects by the Ministry of Science, Republic of Serbia and also, until now she is involved in several International Projects (Tempus, etc.).

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Navigating Global Quality in a New Area

Research and Development of Integrated Management System Model on Knowledge Based System

Prof. Dr. Vidosav Majstorovic, Prof. Dr. Valentina Marinkovic, University of Belgrade, Belgrade, Serbia.

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Summary: The business is experiencing rapid development of standardization so that the organizations in their implementation poses two challenges: (i) as the existing Integrated Management System (IMS) model extended with a new, standardized management model (SMM), and (ii) that the organization without the application of any SMM, use IMS, but on a new basis - a model of knowledge-based system (KBS). This paper gives some results of research in the development of KBS, and includes: (i) engineering knowledge of IMS, (ii) the knowledge base model and (iii) the basic structure of the functions of KBS. All examples are made for the pharmaceutical industry.

Keywords: IMS, knowledge engineering, pharmaceutical industry.

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