

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

"Navigating Global Quality in a New Era"



June 22, 2011 (Wednesday) 55th EOQ Congress

CONCURRENT SESSIONS
KEMPINSKI HOTEL CORVINUS

Wednesday 8:30 – 12:30
Erzsébet tér 7-8, Budapest V.

REGINA BALLROOM II.

Wednesday 11:00 – 12:30

20.1. QM in Transition and Emerging Economies

Session Chair: *Marcos Bertin, Bertin Quality Consulting, Argentina*

11.20 Developing Advanced Quality Management System in Emerging Economy

Edmond Hajrizi, University of Business and Technology and Quality of Kosova, Republic of Kosova

Hajrizi, Edmond (Republic of Kosova)

Prof. Dr. techn. Edmond Hajrizi, MSc. is Lecturer, Trainer, Assessor and Consultant for Management and Technology, in Kosovo and in Austria, in the following areas: Quality Management, Strategic Management, Operations Management, Project Management, Management Information Systems, Systems Engineering, Engineering Management, Mechatronics Management, Best Practice in Management, Model Building, Simulation and Optimization, SMEs Development. He is Founder, President and CEO of international and multicultural environment systems: University for Business and Technology – UBT, Institute for Enterprise Management and Engineering – IEME (Institute for Emergency Medical Education), Kosova Association for Quality - Quality Kosova (Member of EOQ), Kosova Association for Control, Automation and Systems Engineering (Member of IFAC, International Federation of Accountants).

He has international and interdisciplinary education: Study of Mechanical Engineering and Master's Science (MSc.) at the University Prishtina; Study of Computer Science and Ph.D. on Engineering Management at the Vienna Technical University. Further Development and Certification in Quality Management, Project Management, Leadership and Business Administration. He is Project Owner, Project Manager and Project Team Member of industry and academics projects; Editor, and Author of international publications and presentations; Chair, Vice Chair, Member of Scientific and Organizing Committees of different Scientifics and Professionals conferences, symposiums, forums and events.

Title:

Developing Advanced Quality Management System in Emerging Economy.

Author:

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Abstract

Key propositions of this paper are:

First Proposition (P1): Is it possible to develop an advanced quality management system in an emerging economy which has, until quite recently, experienced high-levels of instability?

This gives rise to two other secondary propositions:

P2: If P1 is true, is it possible to develop such a system so that it can fulfil the criteria of international (European) standards

P2: If P1 is true can such a system provide a basis for knowledge-based economic activities which have local economic context?

Key words:

Quality Management, International and European Standards, Certifications, SMEs Development, Systems management, Value Chain, Quality of Knowledge

Case Studies:

SMEs Development, Education Systems and Banking Sector in Kosova