



# Developing Advanced Quality Management Systems in Emerging Economies

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*and Quality Kosova*

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## Key propositions

- ❑ 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?

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# FAST CHANGING ENVIROVMENTS

- Globalisation
- Rapid technological development
- Education Systems
- Intercultural Competence
- Product Life Cycle
- Country in Transition (politics, economics and social)
- More complexity and chaos by management forms
- Human resource development
- Development of new work life

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# FAST CHANGING ENVIROVMENTS – Kosovo

- **Human Recourses**
- 2 mil. people
- Very young population
  - one-third under 15 years
  - half under 25 years.

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# FAST CHANGING ENVIROVMENTS – Kosovo

## ■ Economic Situation

- 88000 business are registered,
- 99% are Small and Medium Enterprise (SME)
- 70% employed in SME

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# FAST CHANGING ENVIROVMENTS – Kosovo

## ■ Industrial Situation

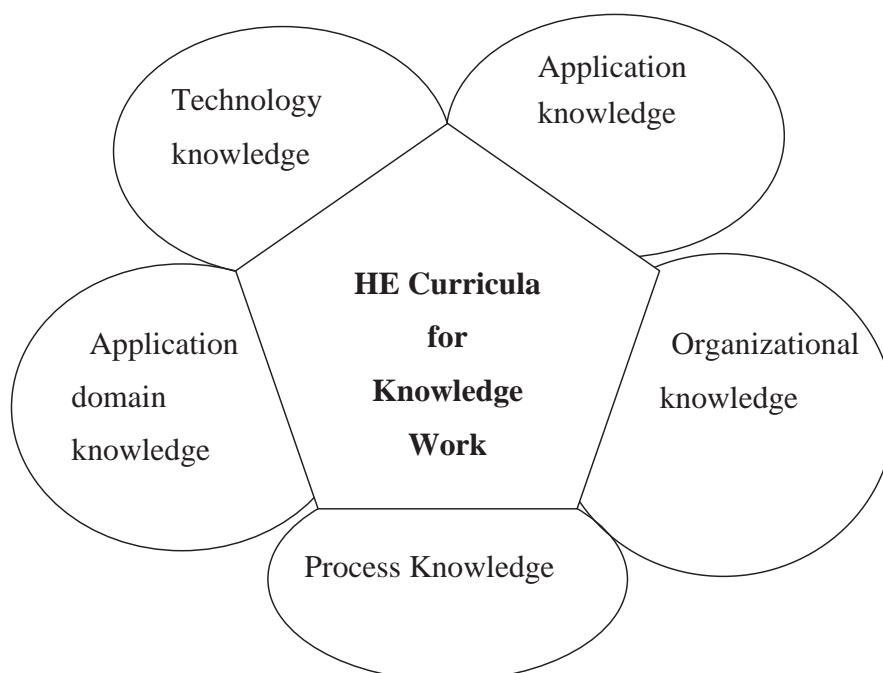
- 43% - medium and small sized enterprises.
- 11% are industrial enterprises:
  - agriculture and food processing industries,
  - construction and construction materials,
  - metals processing,
  - textiles and
  - wood processing.

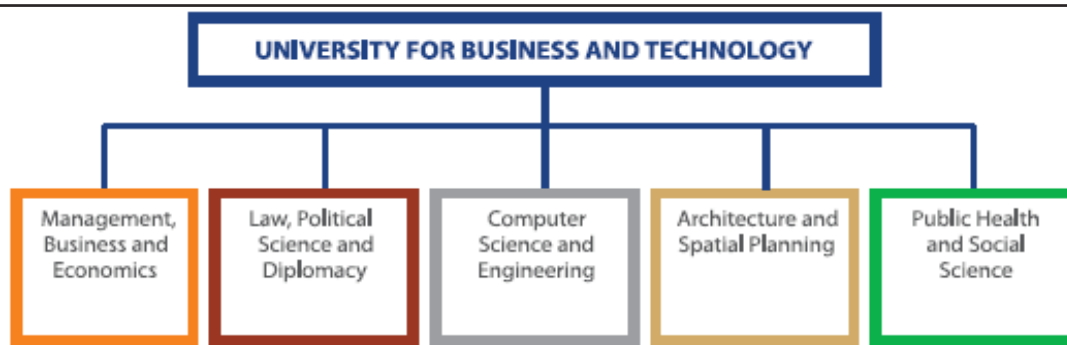
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# FAST CHANGING BUILDINGS

- **Law and Regulations**
  - Accreditation
  - Standardisation
  - Certification
  - Harmonization
  - Metrology
- **Capacity Building**
- **System Building**
- **Research and Development**
- **Internationalisation and Recognition**

# Quality Knowledge





Each of these faculties also has its corresponding departments.

Through its institutes and centers of excellence UBT interacts with the economy to develop research, scientific and professional projects.



*"UBT combines many of the advantages of a young and innovative university: Highly motivated faculty and students, a modern infrastructure, and state-of-the art technology. The international character of the programs and small class sizes make UBT a promising alternative for all who seek a top education."*

*Dr. Robert Pichler  
(School of Management, Business & Economics)*

chnology



- American and European System:
  - American System (Undergraduate, Graduate, Preliminary, Core and Major)
  - European System (Bachelor, Master and Doctorate)
- Interdisciplinary of Curriculum's and Professions:
  - International Engineering Management
  - Mechatronics Management and Robotics
  - Architecture, Spatial Planning and Project Management
  - Law, Political Science and Diplomacy
  - European Integration and Law
  - Public Procurement and Management
  - Software and System Engineering, etc.



- **International Know-How Transfer and Mobility of Faculties:**
  - 200 faculties, experts, diplomats and managers from 20 different countries
- **Intercultural Competence and Mobility of Students:**
  - Study visits and internship in one of European or USA Countries.
- **International Languages:**
  - English, Albanian, French and German
- **International and Regional Partnership:**
  - Universities from EU and USA
  - Government Institutions, International Organizations, NGOs, ...

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- **Direct Link to Business and other relevant institutions:**

Internship, study visits, projects related which industry and government, applied research, key speeches, seminars, business plans, company presentation, communication between student and company, members in relevant university committees ,...
- **Internal- and External Competition:**
  - Business Plan Award
  - Architecture Exhibition
  - FIRA: Robot Soccer
  - Business Simulation

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# System Management

- Strategic Management

Mission, Vision, Values, Goals, Objectives, Targets

- Quality Management

Quality Assurance, Quality Circle, EFQM Modell

- Process Management

- Input

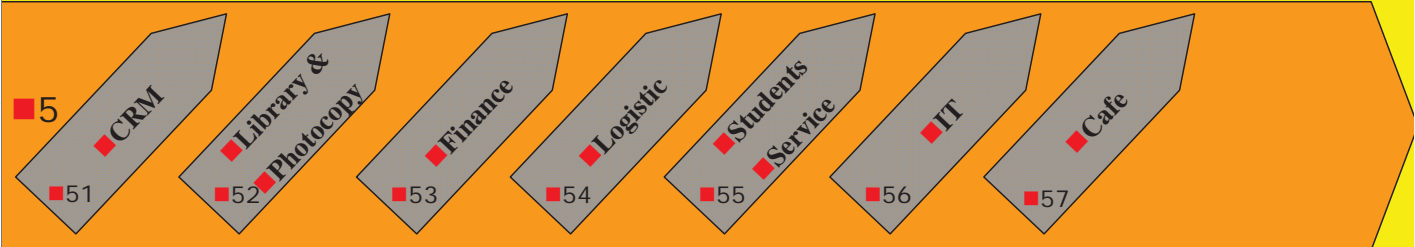
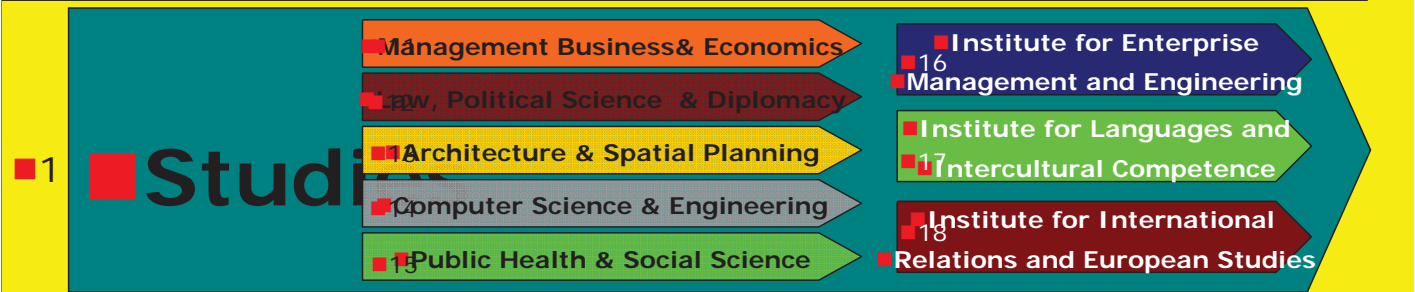
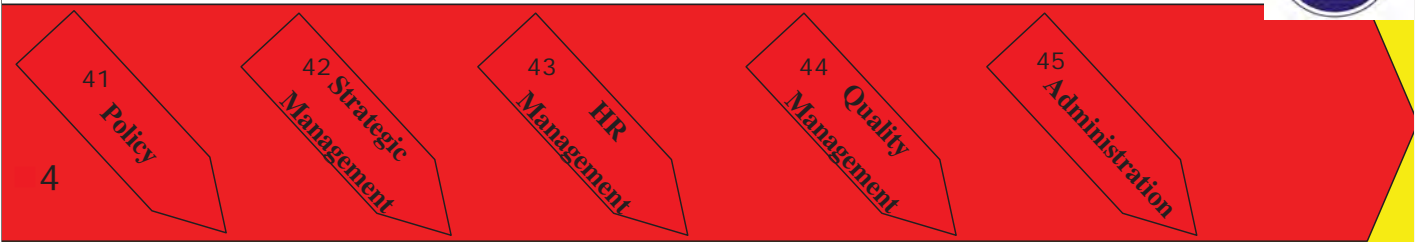
- Qualification of new Student
- Tailored Made Curriculum

- System

- Curriculum, Syllabi's
- Operation Excellence
- Professional Orientation
- Academic Staff
- Infrastructures
- Assessment
- Support Centre
- Project Managements  
(research, trainings, projects)

- Output

- Graduates
- Find the Job
- Improvement Career
- Research and Publications
- Professional Projects
- Professional Training



# UBT ISO 9001:2000 Certificate



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## ■ QUALITY CAPACITY BUILDING

- **System Quality Manager and System Auditor (ISO 17024)**
- **Quality Laboratory Manager**  
EOQ Certificate and Quality Austria.
- **Project Management Certification (IPMA)**  
International Project Management Certification.
- **CISCO, Microsoft Certification, IT - Security**

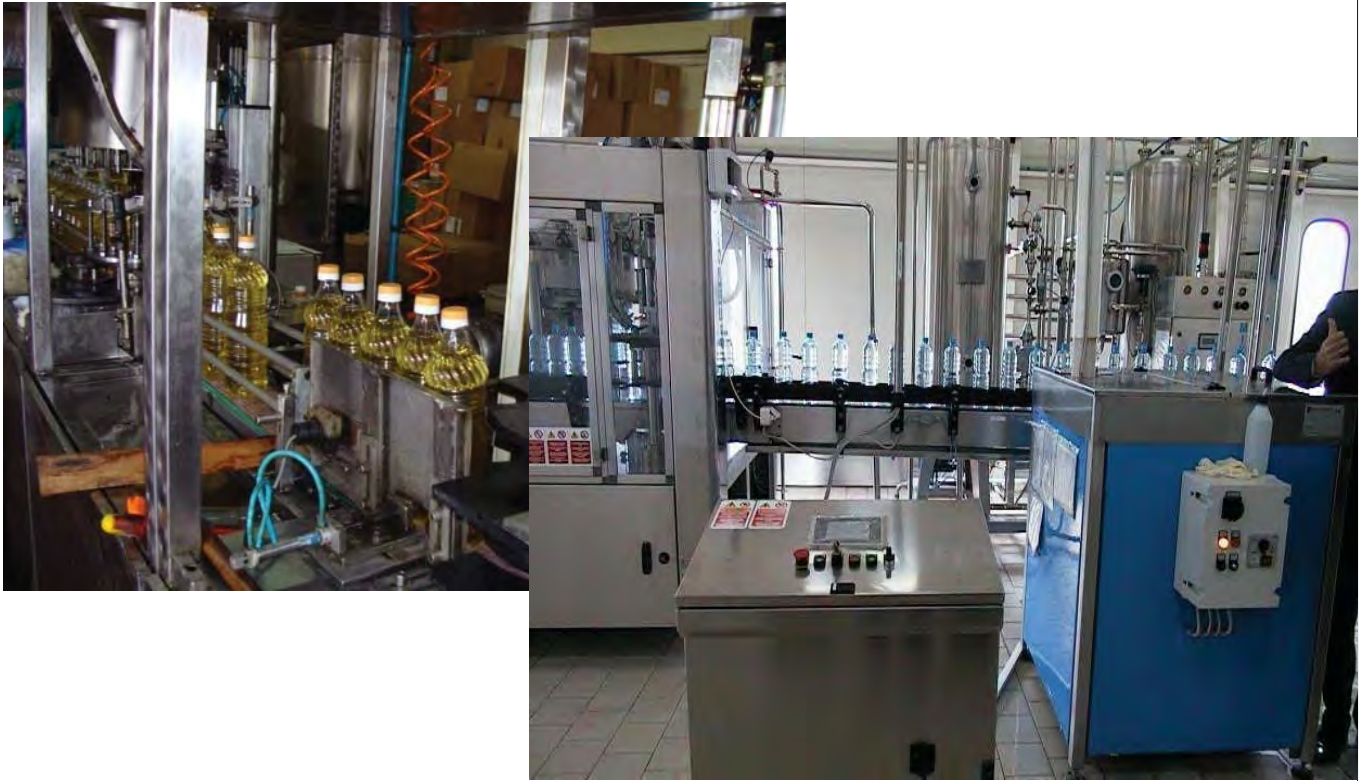
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## ■ QMS Applications by SMEs in KOSOVO



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## ■ Quality of Technology



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## ■ Quality International Know How Transfer



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■ Quality People Development - in the company



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■ Share the quality experience – Know How Trar



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## ■ Quality: Practical approach and Start ups



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## UBT Kosova Team

1<sup>st</sup> place in the European Robot Soccer Tournament 2011



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# RESEARCH ACTIVITIES AND INTERNATIONALISATION

- The Perception of Product and Systems Certification according international standards by the consumers
- Branding of Quality Kosova
- Increasing the Effectiveness of Central Public Administration using the best practice of quality management systems
- Total Quality Management in Construction Industry with a special emphasis on the transitional situation
- Technology-oriented Management: Leadership and Culture
- Implementing 6 Sigma in the Service Industries (Bank)
- Integrated management Systems in Mining Industry
- The Role of TQM in the SME's Development

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**Quality Kosova**

**Kosovo Association for Quality  
Management, Standards, Certification and Confirmation**

(2006) (Non for Profit Organization)

Member of European Organization for Quality

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# Quality Kosova

The Organization is established with the aim to:

- Promote and Support the Development of European Quality Standards and Culture
- Increase the intellectual and institutional capacities in the fields that are related to Quality Management, Standards, Certification and Confirmation
- Implementing and strengthening the European and International standards.

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## QK – 2011/2012 Planed Activities

- European Quality Days in Kosova.
- Development and Implement Quality Kosova Brand Identity.
- Kosova International Quality Award.
- International Workshops about standards and quality.
- System and People Certification according EOQ scheme.
- Creating possibilities to certificate Business School Graduates for QM Manager from QA and EOQ.

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# Conclusion

- All this suggests the need for further international KnowHow and Technology Transfer based on best practices for developed countries.
- It is possible but also necessary to increase competitiveness to developed and implement management systems according to international quality standards.
- International standards and best practices can be considered also as a guideline for managers and leaders on how to manage their own businesses.
- This can be considered as a checklist for the validation of their way of doing business with the international criteria of doing businesses.
- This can support the efficiency and effectiveness in communication, build partnership and finally do business with the rest of the countries.

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**Thank you very much  
for your attention!**

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