

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

"Navigating Global Quality in a New Era"



June 22, 2011 (Wednesday) Pre-Congress Seminars

CONCURRENT SESSIONS
KEMPINSKI HOTEL CORVINUS

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

SALON REGIOMONTANUS

Wednesday 8:30 – 10:30

24.1. REFOCUSING QUALITY TO ENHANCE SERVICE TO CUSTOMERS I.

Session Chair: *György Mikó, Hungarian National Committee for EOQ, Hungary*

Mikó, György (Hungary)

György Mikó has been University Degree Mechanical Engineer and Naval Architect with diversified industrial skills. Since 1994 he has been management and quality consultant, Quality Lead Assessor with a lot of experience in the field of ISO 9000 quality management systems. He has also been engaged in spreading TQM, teaching TQM tools, company consultation, and application of Business Excellent Models. For years he was Registered Licence Trainer of the EFQM Excellence Model. During four years he was Award Assessor of European Quality Prize at small and medium enterprises (SME). He is registered in Brussels by EOQ as a Quality System Expert, TQM Assessor, Quality Professional and Quality Auditor. György Mikó is lecturer on EOQ Intensive Trainings of System Managers and Auditors in Hungary. He was one of the leaders of the large Hungarian management consultant firm SZENZOR up to beginning of 2000. However, in the last years he set up a private quality business on his own as well as he is co-partner of QUALIPHARMA Technical and Consulting Private Company. György Mikó is Vice President of th HNC for EOQ.