

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 11:00 – 12:30

24.2. REFOCUSING QUALITY TO ENHANCE SERVICE TO CUSTOMERS II. **QUALITY IN TOURISM**

Session Chair: *Roland K. Jahnke, Deutsche Post, Germany*

Jahnke, Roland K. (Germany), Member of the International Academy for Quality (IAQ)

Roland K. Jahnke is the Director of Deutsche Post DHL. The Group, which has 500,000 employees, is the biggest employer in Europe and the 6th biggest world-wide. Roland K. Jahnke started at Deutsche Post DHL after studying economics in Germany. In congruence with the global development of Deutsche Post DHL, he pursued further international studies: Executive MBA (Master of Business Administration) in the U.S. and Europe and the European Master Program in TQM/Business Excellence. By now he is Doctor candidate of the University of Gloucestershire, UK. Furthermore, he qualified himself as an International Lead Auditor (ISO 9000, Quality Management Systems). Since 2002 he has been active as a European Excellence Award Assessor of the European Foundation for Quality Management (EFQM), Brussels. In 2006 he became a Member of the Board of Examiners of the Malcolm Baldrige National Quality Award (U.S.).