

**55<sup>th</sup> EOQ Congress**  
World Quality Congress  
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



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## June 20, 2011 (Monday)      Pre-Congress Seminars

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**KEMPINSKI HOTEL CORVINUS**  
**REGINA BALLROOM II.**

**Erzsébet tér 7-8, Budapest V.**  
**Monday 10:00 – 16:00**

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### 3.1-3. QUALITY IN PUBLIC ADMINISTRATION

**Session Chair:** *Viktor Horváth, Ministry of Public Administration and Justice, Hungary*

#### **10.00 Obstacles to Quality in Public Administration: How to Overcome Them?**

*Tito Conti, Former President and Chairman of the International Academy for Quality, Italy*

**Conti, Tito** (Italy), Member of the International Academy for Quality (IAQ)

In the 1980s Tito Conti was CEO of a microelectronic company, then Director of Corporate Quality of the Olivetti Group. In that role he was among the founders of EFQM. In 1990 he made the proposal for the new conceptual model of the European Quality Award (now EFQM Excellence Model), the history of which he has told in a paper on the TQM Journal in 2007. Considering both articles and conference presentations, Tito has published more than four hundred papers, most of them at the international level. He is the author or co-author of many books. His book "Organizational Self-Assessment" was published in 10 languages.

At present he is Consultant in organizational fitness aimed at sustainable excellence. Special focus in the past eight years on Public Administration. Intense activity in research and application of systems thinking to managing for quality. Strongly dedicated to the promotion of quality: in Europe as President of EOQ (1992-94), and internationally as President and then Chairman of the International Academy for Quality (2006-2010).