



JEDINSTVENO UDRUŽENJE SRBIJE ZA KVALITET
UNITED ASSOCIATION OF SERBIA FOR QUALITY



THE JUSK ICQ 2010 – THE CONFERENCE
PLAN AND DETAILED PROGRAM



**QUALITY MANAGEMENT – STATE OF THE ART AND FUTURE
DEVELOPMENT**



WITHIN WHICH WILL BE ORGANIZED

**37th Annual JUSK International Conference – Towards
Integrated Management Systems**

**7th Annual Conference National Academy for Quality “Current
Research in Quality Field – State of the Art”**

Jedinstveno udruženje Srbije za kvalitet

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Sifra delatnosti: 91120

PIB: 100344617

Br t.r. 105-1039-16

AIK Banka Nis, Filijala Beograd

***Niš, Mašinski fakultet,
Aleksandra Medvedeva 14***

14 – 16. septembra 2010. godine

INTERNATIONAL CONVENTION ON QUALITY YUSQ – 2010, Niš, SERBIA

INVITATION AND ACKNOWLEDGMENT

It is our pleasure and honor to invite you to participate in the *International Convention on Quality – JUSK 2010*. We look forward to sharing the experience and knowledge of all Convention participants in regard to the main issues that QM is facing today and will face tomorrow. The Convention will examine the most important topics occurring today's QM, with an eye to connecting this management more closely to decision makers and their strategic issue. The focus will be on how quality managers can lead in preventing waste, reducing expenses, increasing savings and influencing the bottom line, all by using familiar and cutting-edge quality methodology.

The UASQ (United Association of Serbia for Quality), Belgrade, wishes to thank all the organizations and companies for their kind contributions and support in organizing the **International Convention on Quality – JUSK 2010**

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Ministry of Science and Technological Development

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The International Convention on Quality – JUSK 2010

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The UASQ wishes to thank all the colleagues as eminent international and national experts for their kind contribution and support in organizing the Conferences of Convention as Chairs.

Nacionalna organizacija za kvalitet (JUSK) se posebno zahvaljuje eminentnim domaćim i međunarodnim ekspertima za neizmeran lični doprinos, kao Predsednika, pripremi Konferencija Konvencije.

Prof. dr Ioannis ANGELLI, Slavka BACKOVIĆ-JEREMIĆ, Doc. dr Cariša BEŠIĆ, Mr Srđan BOGETIĆ, Aleksandar BREDAN, Prof. Dr Svetlana IGNJATOVIĆ, Mr Milan IVANOVIĆ, Prof. dr Bata KAMBEROVIĆ, Dr Dušan KOSTOSKI, Mr Nikola DOKMANOVIĆ, Prof. dr Branislav DONFRID, Boško DIMITRIJEVIĆ, Lucija DUJOVIĆ, Mr ph spec. Jovanka FRANETA, Prof. dr Dejan ĐORĐEVIĆ, Mr Jugoslav ĐORĐEVIĆ, Vladimir GAVRILOVIĆ, Prof. dr Danilo GOLIJANIN, Jelica GRAHOVAC, Mr Milan IVANOVIĆ, Dr Miroslav JEFTIĆ, Dr Branislav JAKIĆ, Prof. dr Tomislav JOVANOVIĆ, Dr Milena JOVAŠEVIĆ-STOJANOVIĆ, Mr Natalija JOVIČIĆ-ZARIĆ, Prof. dr Miroslav KILIBARDA, Mr ph Vukica KOCIĆ-PEŠIĆ, Dr Dušan KOSTOSKI, Prof. dr Marko KONTIĆ, Dr Dejan KRNJAJIĆ, Mr Miodrag KULJANIN, Prof. dr Milenko HELETA, Antonije LAKETIĆ, Dušan LAZIĆ, Boris LASTRO, Milovan LUKOVIĆ, Prof. dr Rado MAKSIMOVIĆ, Prof. dr Vidosav MAJSTOROVIĆ, Prof. dr Nada MAJKIĆ-SINGH, Prof. MSc Nenad MARKOVIĆ, Prof. dr Valentina MARINKOVIĆ, Ljubomir PETROVIĆ, Prof. dr Radivoje MITROVIĆ, Mr Mirela MITRIĆ, Mr Vidoje MORAČANIN, Prof. dr Shinji NARUO, Prof. dr Angelina NIKODIJEVIĆ-LATINOVIĆ, Prof. dr Ljiljana Tasić, Prof. dr Zvonko SAJFERT, Dr. Isacc SHEPS, Mr Branislav SLADIĆ, Svetomir SIMONOVIĆ, Prof. dr Mirko SOKOVIĆ, Slobodan SOTIROV, Prof. dr Dragutin STANIVUKOVIĆ, Aleksandra STEFANOVIĆ, Dragana STEVOVIĆ, Prof. dr Vojislav STOJILJKOVIĆ, Mr Zoran OBRADOVIĆ, Steva ORLIĆ, Mr Zoran PENDIĆ, Prof. dr Snežana PEJČIĆ-TARLE, Mr ph spec. Gordana PEJOVIĆ, Ljubomir PETROVIĆ, Dr Predrag POPOVIĆ, Prof. dr Dragiša RANĐIĆ, Doc. dr Vladan RADLOVAČKI, Doc. dr Jugoslav RADULOVIĆ, Mr spec. ph Snežana VEČERKOV-VUKMIROVIĆ, Dr Tanja VODNIK, Prof. dr Ljiljana VUJOTIĆ, Mr Dragan ČOČKALO, Prof. dr Gordana UŠČEBRKA, Dr Ilija ĐEKIĆ, Dr Tatjana ŠIBALIJA, Mališa ČUMIĆ, Sp. Predrag ŠAKOVIĆ, Mr Dragoljub ŠEVIĆ, Doc. dr Dragan ŽIKIĆ, Mr Vida ŽIVKOVIĆ.

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Organized by

The United Association of Serbia for Quality (UASQ), Belgrade, Serbia.

CONVENTION INFORMATION INFORMACIJE O KONVENCIJI

DATE 14 – 16 septembar 2010

Datum održavanja 14 – 16 septembar 2010

VENUE Mašinski fakultet, Niš, str. Aleksandra Medvedeva 14, Hall ICIT (Six floor)

Mesto održavanja Aleksandra Medvedeva 14, Hall ICIT (Six floor)

OFFICIAL LANGUAGES The official languages of the Convention is English and Serbian.
Zvanični jezici Konvencije su engleski i srpski.

VAŽNI DATUMI

May 15. 2010 – *Proposal for special sessions and tutorials due.*

August 15. 2010 – *Full paper due, 6 pages maximum; electronic submission.*

August 15. 2010 – *Registration announcement.*

August 25. 2010 – *Final program announcement.*

September 1st. 2010 – *Early registration deadline.*

September 14th – 16th 2010 – *International Convention 2010.*

Adresa za komunikaciju:

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The JUSK ICQ 2010 – Conferences Plan

INTERNATIONAL CONFERENCE „QUALITY MANAGEMENT–STATE OF THE ART AND FUTURE DEVELOPMENT“	
Date: 14st September, 2010 / Tuesday	Place: Mechanical Engineering Faculty, str. Aleksandra Medvedeva 14, Niš

Registration desk: 14:00 – 15:30 Registration
(Six floor – hall ICIT) in Mechanical Engineering Faculty, str. Aleksandra Medvedeva 14, Niš.

15:30 Welcome Cocktail
Hall ICIT (Six floor), Mechanical Engineering Faculty, str. Aleksandra Medvedeva 14, Niš.

16:00-20:00 **Workshop 1: Lean Six Sigma Overview**

Date: 15st September, 2010 / Wednesday	Place: Mechanical Engineering Faculty, str. Aleksandra Medvedeva 14, Niš
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Registration desk: 09:00 – 15:00 Registration

Time	Hall ICIT (Six floor)
9:30-10:30	<p>Opening Plenary Presentation: 37th Annual JUSK International Conference – Towards Integrated Management Systems</p> <p>Session 1: The Opening Ceremony and Plenary Presentation</p> <ul style="list-style-type: none">• Welcome and Opening addresses• Awards• <u>Opening Plenary Presentation:</u> <p>Predsednici Konferencije: <i>Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoiljković, Doc. dr Peđa Milosavljević</i></p> <p>Chairmen Session: <i>Prof. dr Vidosav Majstorović, Mašinski fakultet, Beograd</i> <i>Prof. dr Vojislav Stoiljković, CIM Grupa, Niš</i> <i>Prof. dr P. Herbert Osanna, Vienna University of Technology</i></p> <ol style="list-style-type: none">1. KONTINUALNO POBOJŠANJE IMS-a I PUTOVANJE KA LEAN SIX SIGMA CONTINUOUS IMPROVEMENT OF IMS AND THE JOURNEY TOWARDS LEAN SIX SIGMA, <i>Prof.dr Vojislav STOILJKOVIĆ, CIM Group d.o.o., Niš</i>2. INTELLIGENT TOLERANCING AND METROLOGY AS BASIS FOR ACCURATE ECONOMIC AND HIGH QUALITY PRODUCTION, <i>P. Herbert OSANNA, M. Numan DURAKBASA, Lukas KRÄUTER, Vienna University of Technology, Institute of Production Engineering and Laser Technology, Department for Interchangeable Manufacturing and Industrial Metrology</i>

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	<p>3. JEDAN PRILAZ ISTRAŽIVANJU I RAZVOJU IMS MODELA RESEARCH AND DEVELOPMENT IMS MODEL – ONE APPROACH, Prof. dr Vidosav D. MAJSTOROVIĆ, dipl. maš. inž., Univerzitet u Beogradu, Mašinski fakultet, Laboratorija za proizvodnu metrologiju i TQM, Prof. dr Valentina D. MARINKOVIĆ, Actavis Srbija, Beograd</p>
<p>10:30 - 11:30</p>	<p>Welcome Cocktails - ICIT (Six level)</p>
<p>11:30 - 14:00</p>	<p>Opening Plenary Presentation / Session 2: 7th Annual Conference National Academy for Quality “Current Research in Quality Field – State of the Art”</p> <p>Predsednici Konferencije: Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoilković, Doc. dr Peđa Milosavljević</p> <p>Chairmen Session: Prof. dr Vidosav Majstorović, Mašinski fakultet, Beograd Tatjana V. ŠIBALIJA, Petroleum Industry of Serbia – Gazpromneft, Beograd Aleksandra Stefanović, JUSK, Beograd Slavenko STOJADINOVIĆ, Mašinski fakultet, Laboratorija za proizvodnu metrologiju i TQM, Beograd Igor M. Zukan, Mašinski fakultet, Laboratorija za proizvodnu metrologiju i TQM, Beograd</p> <p>4. PROCESS PERFORMANCE ANALYSIS FOR NON-NORMAL DATA DISTRIBUTION Tatjana V. ŠIBALIJA, Petroleum Industry of Serbia – Gazpromneft, Beograd Prof. dr Vidosav MAJSTOROVIĆ, Univerzitet u Beogradu, Mašinski fakultet, Laboratorija za Proizvodnu Metrologiju i TQM</p> <p>5. ITIL AND SIX SIGMA FOR CONTINUAL SERVICE IMPROVEMENT, Aleksandra Stefanović, JUSK, Beograd</p> <p>6. KONCEPT ONTOLOGIJE I NJENA PRIMENA U MAŠINSKOM INŽENJERSTVU CONCEPT OF ONTOLOGY AND THEIR APPLICATION IN MECHANICAL ENGINEERING, Prof. dr Vidosav D. MAJSTOROVIĆ, dipl. maš. inž., Slavenko STOJADINOVIĆ, dipl. maš. inž., Univerzitet u Beogradu, Mašinski fakultet, Laboratorija za proizvodnu metrologiju i TQM.</p> <p>7. ISTRAŽIVANJE I RAZVOJ MODELA ZA PREPOZNAVANJE METROLOŠKIH KARAKTERISTIKA RESEARCH AND DEVELOPMENT OF MODELS FOR RECOGNIZING METROLOGY CHARACTERISTICS, Prof. dr Vidosav MAJSTOROVIĆ, MSc Bojan ERCEVIĆ, Univerzitet u Beogradu, Mašinski fakultet, Laboratorija za Proizvodnu Metrologiju i TQM, MSc Branko PETROVIĆ, IVA 28, Beograd, Republika Srbija</p> <p>8. RESEARCH AND DEVELOPMENT OF CAI MODEL IN DIGITAL ENVIRONMENTS, Prof. dr Vidosav D. Majstorović, Bojan M. Erčević, M.Sc, Marko M. Erčević, M.Sc, Igor M. Zukan, M.Sc Laboratory for Production Metrology and TQM, Mechanical Engineering Faculty, Kraljice Marije 16, Belgrade, Serbia,²IVA 28, Juriya Gagarina 231/322, Belgrade, Republic of Serbia,</p>

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11:30 -
14:00

Opening Plenary Presentation/ Session 3: NAPREDNI KONCEPTI I IMS-U

Predsednici Konferencije: Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoiljković, Doc. dr Peđa Milosavljević

Chairmen Session:

**Dejan STOJKOVIĆ, Željeznice Republike Srpske, Saobraćajni fakultet Doboj
dr Peđa MILOSAVLJEVIĆ, Mašinski fakultet Niš**

- 9. LEAN SIX SIGMA SAMPLE ANALYSIS PROCESS IN MICROBIOLOGY LABORATORY,**
Vojislav STOILJKOVIĆ, Bratislav STOILJKOVIĆ, CIM Grupa d.o.o. Niš, Serbia, Jasmina Trajković, bioMerieux Belgrade Rep. Office, Belgrade, Serbia
- 10. CRM KONCEPT – KVALITET, POSLOVNA IZVRSNOST I KONKURENTNOST DOMAĆIH KOMPANIJA**
CRM CONCEPT – QUALITY, BUSINESS EXCELLENCE AND COMPETITIVENESS OF DOMESTIC COMPANIES, *mr Dejan STOJKOVIĆ, dr Marko VASILJEVIĆ, Željeznice Republike Srpske, Saobraćajni fakultet Doboj*
- 11. IDENTIFIKACIJA Xk i Yk MERA U PROCESU KRITIČNIH ZA KVALITET**
IDENTIFICATION OF Xk AND Yk CRITICAL MEASURES OF QUALITY, *Vojislav STOILJKOVIĆ, Predrag STOILJKOVIĆ, CIM Grupa d.o.o.*
- 12. PUT KA LEAN SIX SIGMA PREDUZEĆU**
THE ROAD TOWARDS A LEAN SIX SIGMA COMPANY, *Srđan MLADENOVIĆ, Doc. dr Peđa MILOSAVLJEVIĆ, Mašinski fakultet Niš*

Opening Plenary Presentation/ Session 4: PRIMENA METODA I ALATA KVALITETA U IMS-u

Predsednici Konferencije:

Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoiljković, Doc. dr Peđa Milosavljević

Chairmen Session:

**Marijana T PETROVIĆ, Saobraćajni fakultet Beograd
Doc. Dr Slavica PRVULOVIĆ, Univerzitet u Novom Sadu
Dragana TONČIĆ, CIM grupa d.o.o**

- 13. BENČMARKING EFIKASNOSTI JAVNIH TELEKOMUNIKACIONIH OPERATORA KAO ALAT POSLOVNE IZVRSNOSTI**
BENCHMARKING EFFICIENCY OF PUBLIC TELECOMMUNICATIONS OPERATORS AS A BUSINESS EXCELLENCE TOOL, *Marijana T PETROVIĆ, Snežana A PEJČIĆ TARLE, Nataša Z BOJKOVIĆ, Saobraćajni fakultet Beograd*
- 14. PRIMENA AHP METODA PRI IZBORU INVESTICIONE OPREME, APPLICATION OF AHP METHOD SELECTION OF INVESTMENT IN EQUIPMENT**
APPLICATION OF AHP METHOD SELECTION OF INVESTMENT IN EQUIPMENT, *Doc. Dr Slavica PRVULOVIĆ, Prof. Dr Dragiša TOLMAČ, Univerzitet u Novom Sadu, Tehnički fakultet „Mihajlo Pupin“, Zrenjanin*

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11:30 - 14:00	<p>15. PRIMENA PARETO ANALIZE U APOTEKARSKIM USTANOVAMA APPLICATION OF PARETO ANALYSIS IN PHARMACEUTICAL INSTITUTIONS, <i>Predrag STOILJKOVIĆ, Života JANKOVIĆ, Ivana MARKOVIĆ, CIM Grupa d.o.o.</i></p> <p>16. PRIMENA ISHIKAWA METODE U IMS-U APPLICATION OF ISHIKAWA METHOD IN IMS, <i>Dragana TONČIĆ, CIM grupa d.o.o</i></p>
14:00 - 15:30	<p>Break</p>
15:30 - 16:30	<p>Opening Plenary Presentation/ Session 5: IMS U ZDRAVSTVU</p> <p>Predsednici Konferencije: <i>Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoilković, Doc. dr Peđa Milosavljević</i></p> <p>Chairmen Session: <i>Sanja PETERLIĆ, SUPERA KVALITETA d.o.o, Zagreb, Hrvatska</i></p> <p>17. PRAKTIČNA PRIMJENA SUSTAVA KVALITETE U IZRADI, DISTRIBUCIJI I IZDAVANJU LIJEKOVA PRACTICAL ACPECT OF QUALITY SYSTEMS FOR MANUFACTURING, DISTRIBUTION AND ISSUING OF DRUGS, <i>Sanja PETERLIĆ, SUPERA KVALITETA d.o.o, Zagreb, Hrvatska</i></p> <p>18. UPRAVLJANJE PROMJENAMA CHANGE MANAGEMENT, <i>Sanja PETERLIĆ, SUPERA KVALITETA d.o.o, Zagreb, Hrvatska</i></p> <p>19. KLJUČNI POKAZATELJI USPJEŠNOŠTI (KPIs) – MANAGEMENT KVALITETE I POSLOVANJA KEY PERFORMANCE INDICATORS (KPIs) – MANAGEMENT OF QUALITY AND BUSSINES PERFORMANCE, <i>Sanja PETERLIĆ, SUPERA KVALITETA d.o.o, Zagreb, Hrvatska</i></p>
16:30 - 17:00	<p>Coffee Break</p>
17:00 - 18:00	<p>Opening Plenary Presentation/ Session 6: IMS U ORGANIZACIJAMA</p> <p>Predsednici Konferencije: <i>Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoilković, Doc. dr Peđa Milosavljević</i></p> <p>Chairmen Session: <i>mr ph Mirjana PROTIĆ, Apoteka Kragujevac, Kragujevac</i> <i>Dragan MARKOVIĆ, PD Centar, Ogranak Elektromorava Požarevac</i> <i>Predrag STOILJKOVIĆ, CIM Grupa d.o.o.</i></p> <p>20. INTEGRISANI SISTEM MENADŽMENTA U APOTEKARSKIM USTANOVAMA INTEGRATED MANAGEMENT SYSTEM IN PHARMACEUTICAL INSTITUTIONS, <i>mr ph Mirjana PROTIĆ, mr ph Snežana MILOŠEVIĆ, Apoteka Kragujevac, Kragujevac, mr Dragana TONČIĆ, CIM Grupa d.o.o.</i></p>

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17:00 - 18:00	<p>21. INTEGRISANI SISTEM MENADŽMENTA U ZP “ELEKTRO-HERCEGOVINA” A.D TREBINJE INTEGRATED MANAGEMENT SYSTEM IN THE SUBSIDIARY “ELEKTRO-HERCEGOVINA” JSC TREBINJE, Miroslav KRSTOVIĆ, ZP „Elektro-Hercegovina“ a.d. Trebinje, Milan MIŠIĆ, <i>CIM Grupa d.o.o.</i></p> <p>22. KONTINUALNO POBOLJŠANJE IMS U ELEKTRO DISTRIBUTIVNIM KOMPANIJAMA PRIMENOM ALATA I METODA KVALITETA CONTINUOUS IMPROVEMENT OF IMS IN ELECTRICITY DISTRIBUTION COMPANIES BY APPLYING QUALITY TOOLS AND METHODS, Dragan MARKOVIĆ, Dr Gvozden ILIĆ, PD <i>Centar, Ogranak Elektromorava Požarevac</i></p> <p>23. PROCES IMPLEMENTACIJE IMS U VELIKE KOMPANIJE PROCESS OF IMS IMPLEMENTATION INTO LARGE COMPANIES, Predrag STOILJKOVIĆ, <i>Života JANKOVIĆ, CIM Grupa d.o.o.</i></p> <p>24. KONCEPT UPRAVLJANJA ODNOSIMA S POTROŠAČIMA I KVALITET VAZDUŠNOG SAOBRAĆAJA CONCEPT OF CUSTOMER RELATIONSHIP MANAGEMENT AND QUALITY OF AIR TRAFFIC, mr Dejan STOJKOVIĆ, dr Marko VASILJEVIĆ, Željeznice Republike Srpske, <i>Saobraćajni fakultet Doboj</i></p>
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Date: 16st September, 2010 / Thursday	Place: Mechanical Engineering Faculty, str. Aleksandra Medvedeva 14, Niš
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Time	Hall ICIT (Six floor)
9:30- 10:30	<p>Opening Plenary Presentation/ Session 7: IMS U ORGANIZACIJAMA Predsednici Konferencije: Prof. dr Vidosav Majstorović, Prof. dr Vojislav Stoiljković, Doc. dr Peđa Milosavljević</p> <p>Chairmen Session: Mr Ružica Perić, Ružica Comerc doo Beograd Mr Dejan Ječmenica, Wiener Stadtische osiguranje Dušan ZIROJEVIĆ, CIM Grupa d.o.o. Doc.dr Peđa MILOSAVLJEVIĆ, Mašinski fakultet Niš</p> <p>25. ULOGA MENADŽMENTA I ZAPOSLENIH U USLUŽNOM PROCESU ROLE OF MANAGEMENT AND EMPLOYEES IN THE SERVICE PROCESS, Mr Ružica <i>Perić, Ružica Comerc doo Beograd</i></p> <p>26. POVEĆANJE KVALITETA PRODUKTIVNOSTI ZAPOSLENIH KROZ TRENING INCREASING THE QUALITA OF EMPLOYEE PRODUCTIVITY THROUGH TRAINING <i>Mr Dejan Ječmenica, Wiener Stadtische osiguranje, Trešnjinog cveta 1, 11070, .Beograd, Srbija,</i> <i>Lidija Barjaktarović: Univerzitet Singidunum, Danijelova 32, 11000 Beograd Srbija</i></p>

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9:30- 10:30	<p>27. IDENTIFIKACIJA ASPEKATA I HAZARDA U IMS KORIŠĆENJEM SOFTVERA IDENTIFICATION OF ASPECTS AND HAZARDS IN IMS BY APPLYING SOFTWARE, <i>Ivana KRSTIĆ, Milan SAMARDŽIJA, CIM Grupa d.o.o.</i></p> <p>28. SOFTVER ZA PODRŠKU INTEGRISANIH SISTEMA MENADŽMENTA SOFTWARE FOR SUPPORT OF INTEGRATED MANAGEMENT SYSTEMS, <i>Dušan ZIROJEVIĆ, Aleksandar ŠIŠKOVIĆ, CIM Grupa d.o.o.</i></p> <p>29. POBOLJŠANJE PROCESA PROIZVODNJE I PRUŽANJA USLUGA U PREDUZEĆU HIDROKONTROL D.O.O. NIŠ IMPROVEMENT OF PRODUCTION PROCESS AND PROVIDING SERVICES IN THE COMPANY HIDROKONTROL LTD NIŠ, <i>Doc. dr Peđa MILOSAVLJEVIĆ, Srđan MLADENOVIĆ, Milena TODOROVIĆ, Milena JOVANOVIĆ, Mašinski fakultet Niš</i></p>
10:30 - 11:00	Coffee Break
11:00 - 12:30	Plenary Session / Discussion IMS in Serbia's company Health Care Management Systems Pharmaceuticals Management Systems
12:30	The Closing Plenary Session