Dear colleagues, associates and friends!

The Croatian Society for Quality (HDK) invites you to an international professional and scientific assembly:

**13th CROATIAN CONFERENCE ON QUALITY**
and
**4th SCIENTIFIC ASSEMBLY OF THE CROATIAN SOCIETY FOR QUALITY**

In May last year, according to the assessment of participants, the 11th CROATIAN CONFERENCE ON QUALITY and the 3rd Scientific Assembly of the Croatian Society for Quality were successfully organized. The events were attended by 125 participants from Croatia and abroad. The new concept of the Conference enabled: 33 poster presentations, 14 plenary session, two workshops and a very dynamic panel discussion. The number of papers presented was higher than in 2011, with somewhat fewer participants.

For this year’s Conference and Scientific Assembly, following your assessment of last year’s events, it is our intention to enable authors to present their works in a poster section or through oral presentation supported by PowerPoint, and to offer, to all participants, high-quality plenary sessions and workshops held by eminent experts.

Through our papers, by participating in discussions and by sharing information, we will certainly contribute to solving problems, indentifying risks, and improving our knowledge and skills. And all this in the enchanting environment of the Brijuni National Park.

Join us!

HDK Managing Board

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**GOAL OF OUR ASSEMBLY**

Solutions to the all-encompassing crisis have not been clearly identified, and are not simple, painless or quick. It is evident that a multidisciplinary approach is needed; despite the high knowledge and skills of the creators of the necessary changes, measures taken have not yet produced the expected, desired results. We still believe that, by using integrated management systems that can be adapted to specific needs and circumstances, a chance can be created to motivate people for new attempts and advances. Using available tools and developing new ones creates an additional opportunity for more efficient and effective application of solutions, and also for providing a life of new ideas, and for opening the way for the adoption of new knowledge and skills.

**THEMATIC AREAS**

- Quality for a successful society
- Effective system changes
- Communication and information
- Quality management
- Croatia in the EU
- Socially responsible business
- Quality in public administration
- Quality in education
- Quality in health care
- Quality in tourism
- Safety and quality of products on the market
- Management systems in small and medium enterprises
- Environment protection
- Risk management
- The role of the media in the promotion of quality
- Integrated management systems
**SUBMISSION OF PAPERS AND GUIDELINES FOR AUTHORS**

**Deadlines:** We invite authors who wish to submit a paper, presentation or poster, to submit the **title and a summary** of their work in English by **February 20, 2013**.

Notification of acceptance of theme of work: **March 8, 2013**  
Submission of completed work: **April 8, 2013**. After a positive review and preparation it will be published in the proceedings.

Authors of posters should bring their posters with them to the venue (Conference Registration Desk). Summaries, papers and presentations should be sent by e-mail to: radovi@hdkvaliteta.hr

Detailed instructions for writing abstracts, papers and posters can be found at the Conference website: [www.hdkvaliteta.hr](http://www.hdkvaliteta.hr)

**Official languages:** Croatian and English

**REGISTRATION FEE:**

**Participant:** EUR 270  
**Author** (first author of an accepted paper): EUR 140  
**Discount for groups of 6 or more:** enquire by e-mail to: reg@hdkvaliteta.hr  
Registration fee is VAT-free.

The fee includes attendance at all sessions, a collection of abstracts, collection of papers (on CD), printed material.

**Accompanying person** (social events only): Welcome Drink, Gala Dinner and excursion)*: EUR 60  
*organized by a travel agency

**On-site registration:**  
**Participant:** EUR 320  
**Author/Presenter:** EUR 200

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**VENUE AND DATE:**

Hotel Neptun – Istra, Brijuni National Park, Croatia  
May 9-11, 2013

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**HOTEL BOOKING:**

Participants will be able to book accommodation by filling in the Hotel Neptun-Istra form at [www.hdkvaliteta.hr](http://www.hdkvaliteta.hr) from February 20, 2012

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**PROJECT DIRECTOR:** Dunja Čehajić-Labaš

**ORGANIZING COMMITTEE:**

**CHAIR:** Dragutin Belošević  
**MEMBERS:** Tihomir Babić, Branka Hrehor, Božidar Ljubić, Siniša Prugovečki, Drpimir Župić.

**INTERNATIONAL PROGRAMME COMMITTEE:**

**CHAIR:** dr.sc. Krešimir Buntak  

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**FIRST ANNOUNCEMENT AND CALL FOR PAPERS**

**THE CROATIAN SOCIETY FOR QUALITY**

Invites you to an international professional and scientific assembly

**13th CROATIAN CONFERENCE ON QUALITY**

**4th SCIENTIFIC ASSEMBLY OF THE CROATIAN SOCIETY FOR QUALITY**

May, 9-11, 2013.

Brijuni National Park, CROATIA

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