



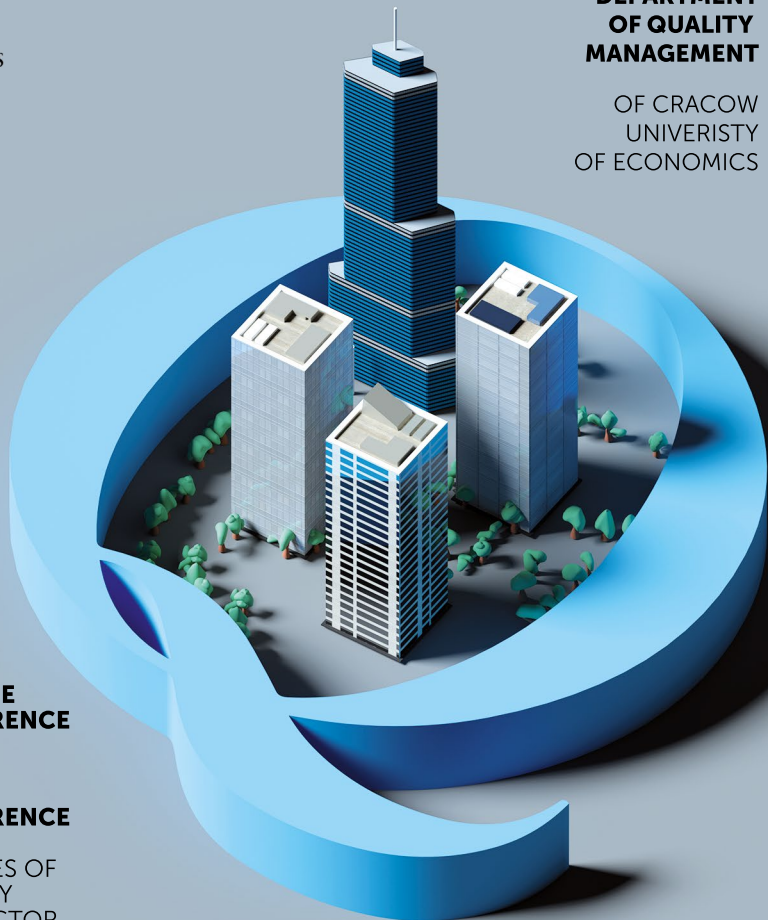
CRACOW  
UNIVERSITY  
OF ECONOMICS



Katedra Zarządzania Jakością  
Uniwersytetu Ekonomicznego w Krakowie

DEPARTMENT  
OF QUALITY  
MANAGEMENT

OF CRACOW  
UNIVERSITY  
OF ECONOMICS



INVITE FOR  
**X NATIONAL JUBILEE  
SCIENTIFIC CONFERENCE**

AND

**III INTERNATIONAL  
SCIENTIFIC CONFERENCE**

UNDER THE AUSPICES OF  
CRACOW UNIVERSITY  
OF ECONOMICS' RECTOR  
ENTITLED:

# **QUALITY MANAGEMENT IN ORGANIZATIONAL AND SOCIAL SPACE. EXPERIENCES AND PERSPECTIVES**

Registration:

[QUALITY.EVENTSHAPER.CO](http://QUALITY.EVENTSHAPER.CO)

**KRAKÓW - NIEPOŁOMICE,  
JUNE 19-21, 2017, POLAND**

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dr **Anna Prusak**  
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## CONFERENCE SCIENTIFIC AREAS:

- I. Selected issues of quality management in organizations- universal aspects:
  - Instruments used in the process of management
  - Social capital management
  - The Culture of the Organization
  - Social responsibility organization
  - Ethics in management
  - The economics of quality
  - Project management in business and science
  - Innovation management
  - Risk management
  - Focus on customers, Customer satisfaction
  - Integration of management systems
  - Customer behavior on the market
- II. TQM and standardized management systems
- III. Industry management systems
- IV. Quality management of products and services – practical experience
- V. Quality management in public administration
- VI. Quality management in organizations: Foundations and Associations (NGOs)
- VII. Improvement of the quality of products, services and processes taking into account the specific needs of the customer ( people with disabilities, old people).

**The aim of the Conference is to review the state of knowledge and practical experience on functioning and improvement of management systems. The leitmotif of the conference will be experience and new ideas related to the implementation, operation and improvement of the quality management system and other issues in an interdisciplinary approach of quality management system, taking the aspects of quality management in social services.**

## DURING THE CONFERENCE ARE PROVIDED:

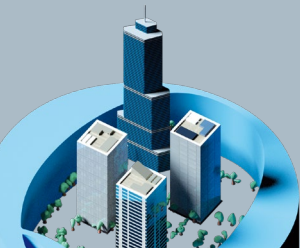
- Plenary lectures of eminent specialists,
- panel discussion,
- electronic poster session.

The submitted articles and scientific communications will be reviewed by members of the Scientific Committee and will be published in a book.

**Registration of participants will start after 15 December 2017, along with a new website.**

### Official Language

English will be used as the official language for paper presentations and discussions at the International part of the conference.



## PRELIMINARY CONFERENCE PROGRAM:

**19.06.2017**

monday

- 10:30 • Arrival and registration.  
Opening ceremony in the Cracow University of Economics.
- Lunch and transfer to Niepołomice.
- Checking in the NOVUM hotel in Niepołomice. Grill.

**20.06.2017**

tuesday

- Conference proceedings in NOVUM Hotel in Niepołomice - day 1.
- Banquet

**21.06.2017**

wednesday

- Conference proceedings in NOVUM Hotel in Niepołomice - day 2.
- 14:00 • Lunch and closing ceremony. Transport to Kraków. Departure of participants.

## IMPORTANT DATES:

- January 31<sup>st</sup>, 2017 Deadline for registration.
- February 15<sup>th</sup>, 2017 Confirmation of application acceptance - second circular.
- March 15<sup>th</sup>, 2017, Fee payment deadline
- March 31<sup>st</sup>, 2017. Submission deadline for papers (formatted according to the requirements provided with second circular).

## CONFERENCE FEE:

The regular conference fee for the participants is 450 EURO and includes:

- Conference participation.
- Accommodation and board (2 nights - 19/20 and 20/21 June 2017).
- Conference materials.
- Participation in two festive dinners.
- Krakow - Niepołomice – Krakow transportation.

The conference fee for accompanying person / person without publication is 400 EURO.

The fee for submitting a paper without participation in the conference is 200 EURO.

We can help you to book accommodation before and after the conference (extra paid on your own).

### Payment information is as follows:

SWIFT CODE: ALBPPLPW

Account number with IBAN: PL 35 1060 0076 0000 3210 0015 2428

Account owner: Cracow University Of Economics

Transfer Title: „Quality Conference 2017 - name of participant“

Bank address: Alior Bank SA, ul. Kielecka 2, KRAKOW, POLAND

### Organizing Committee address

The Department of Quality Management

Cracow University of Economics

Rakowicka Street 27,

31-510 Krakow, POLAND

fax: (+4812) 2935054

Paper titles and author(s) details should be submitted by February 31<sup>st</sup> 2017, and complete papers by March 31<sup>st</sup> 2017. The papers will be evaluated by the organizing committee, and the notices of review decisions will be emailed to the authors during the first week of May, 2017. The authors who may prefer a oral presentation for their work should indicate their preference upon submission.

### Selection Criteria

The general selection criteria for the conference papers include the following:

- Papers must not be previously published.
- Papers will be selected on the basis of their contribution and relevance to quality management
- Papers must relate to the conference topics.
- Papers must be based on scientific research methods and contain novel information.