

EUROPEAN
ORGANIZATION
FOR
QUALITY



51st EOQ

**EUROPEAN ORGANIZATION
FOR QUALITY ANNUAL CONGRESS**
22-23 MAY 2007 **TOP HOTEL PRAGUE**

COMPETITIVENESS THROUGH EXCELLENCE-CHALLENGE FOR EUROPE



**THIRD ANNOUNCEMENT &
PRELIMINARY PROGRAMME**



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WELCOME ADDRESS

Dear Colleagues, Partners and Friends,

I am honoured to inform you on behalf of the Czech Society for Quality that Prague will be the host city of the 51st Annual Congress of the European Organisation for Quality. We wish to contribute to the awareness enhancement as concerns Prague as a significant Congress City and a destination to be visited not only on business but also during holiday or the Congress.

*The key theme “**Competitiveness through Excellence – Challenge for Europe**” encompasses the issues that are important to all of us in business and daily life. Great improvement in the areas of technology, IT, communication and services forced societies to an intense global competition, while the economic race has virtually resulted in new findings every day. The “Quality” in the broadest sense has become the most determining element in this globalised world. Today, everybody agrees that quality is the keyword knowing no borders and therefore the solution in coping with this global competition.*

The congress will be held in the TOP Hotel Praha from 22nd to 23rd May 2007. It will certainly be a great opportunity to learn from prominent business leaders and international quality experts from excellent organisations about the questions raised. They will share their views and experience with us, a debate will be raised and solutions for the global challenges we face today offered.

The European Organisation for Quality (EOQ) is a non-governmental organisation with its headquarters in Brussels. It associates national professional organisations dealing with management of quality from 36 European countries. The EOQ closely co-operates with the European Commission and its implemented Harmonised System of Education and Personal Certification is a recognised instrument of growth of education and qualification of people working in the field of management of quality, EMS, information safety and occupational health and safety protection in the organisations, services and public sector. The main organiser of the 51st Annual EOQ Congress is the Czech Society for Quality (CSQ), Full Member of the EOQ. GUARANT International who has rich experience with congress organisation will be responsible for the organisation of this 51st Congress in Prague.

The technical programme includes 12 sessions in 6 parallel streams and two plenary sessions that will encompass the key issues topical in our daily life. I am sure that with your valued participation the 51st EOQ Annual Congress in Prague will be both a memorable event and a significant contribution to your organisation’s future way to excellence.

I look forward to meeting all of you in Prague in May 2007 at this prestigious event.

Yours faithfully

Jan Hnátek

51st EOQ Congress Prague Project Manager

GENERAL CONGRESS INFORMATION

IMPORTANT DATES

- Early registration deadline: 28 February 2007
- Deadline for full papers submission: 31 March 2007
(for accepted abstracts only)
- Late registration deadline: 10 May 2007
- Pre-Congress Seminar: 21 May 2007

- EOQ 2007 Congress: 22 - 23 May 2007

- Post-Congress tours: 24 May 2007
- Technical visits: 24 May 2007

- Post Congress Symposium, Budapest 24 - 25 May 2007

VENUE

- TOP Hotel Prague
Blažimská 4
149 00 Prague 11
Czech Republic
www.tophotel.cz

WEBSITE

- For more information about the Congress please visit the official congress website www.eoq2007.com

CONTACT TO ORGANISERS

PROGRAMME SECRETARIAT:

- **Czech Society for Quality**

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CONGRESS SECRETARIAT:

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PROGRAMME COMMITTEE

Chairman: **Jan Hnátek**

Committee members:

Karol Frühauf	Alena Plášková
Olga Girstlová	Elena Stibůrková
Jiří Marek	Martin Tax
Marta Mikulášková	Milan Trčka
Jaroslav Nenadál	Milan Zelený
Růžena Petříková	

PROGRAMME AT A GLANCE

21 May 2007	22 May 2007		23 May 2007	
08:30 - 16:30	09:30 - 12:30	14:00 - 17:30	09:00 - 12:30	14:00 - 17:00
Historical 1 ST EOQ Registered QMS Managers Meeting 	Opening Plenary Session 	A1 Productivity and Competitiveness 	A2 Sustainable Manufacturing Development 	Closing Plenary Session 
		B1 New Management Systems Oriented to Performance and Innovation 	B2 Quality in Education 	
		C1 Automotive Industry Way to Excellence 	C2 IAQ International Academy for Quality 	
		LUNCH	LUNCH	
		D1 Quality and Safety in the Food Chain 	D2 - Credibility of Management Systems Certification and Quality in Accreditation Process 	
		E1 Telecommunication and IT – Challenges for the Future Society 	E2 Project Management 	
		F1 Quality in Healthcare and Pharmacy 	F2 Public Sector and CAF Model Experience 	

 All sessions include 30 minutes' Coffee Break.

Halls will be specified in the Final Programme

21 MAY 2007 PRE-CONGRESS SEMINAR

HISTORICAL 1ST EOQ REGISTERED QMS MANAGERS MEETING

"A New Role of Quality Managers in the 21st Century" with keynote facilitators **Mr. Juhani Antilla**, CEO Venture Knowledge Integration, **Mr. Stephen K. Hacker**, CEO of Transformation Systems International and **Mr. Gregory H. Watson**, vicepresident IQA, Managing Partner of Business Excellence Solutions.

PROGRAMME

- 08:30 - 10:00 Registration
- 10:00 - 10:10 Seminar "A New Role of Quality Managers in the 21st Century" Opening
- 10:10 - 10:20 Ceremony of 50.000th EOQ Personnel Certificate Hand Over - Mr. Salvador Olivas, PRU EOQ Chairman
- 10:20 - 11:45 3 Keynote Facilitators Presentation
- 11:45 - 12:30 3 Parallel Workshops (Part 1)
- 12:30 - 14:00 Lunch
- 14:00 - 15:00 3 Parallel Workshops (Part 2)
- 15:00 - 16:00 3 Parallel Workshops Results Presentation
- 16:00 - 16:30 Plenary Discussion + Seminar Closing

22 MAY 2007 - EOQ CONGRESS

OPENING PLENARY SESSION

OPENING

- 09:30 – 09:35 **Jan Hnátek**
Welcome speech to participants, guests and partners
- 09:35 – 09:45 **The Prime Minister of the Czech Republic / The Minister for Industry and Trade of the Czech Republic / The President of the Quality Council of the Czech Republic**
The Impact of Quality for the Czech Republic and European Economy
- 09:45 – 09:55 **Yury Gousakov, EOQ President**
The EOQ Actual Role in Europe and Globalizing World
- 09:55 – 10:15 Music Interpose
10:15 – 10:35 Coffee Break
- 10:35 – 10:45 **Tomáš Baťa**
Heritage of the BATA Enterprises
- 10:45 – 11:15 **Stephen K.Hacker**
Transforming the Face of the Leadership Team
- 11:15 – 11:45 **Gregory H. Watson**
Emerging Quality Technologies of the Next Generation
- 11:45 – 12:30 **Shoji Shiba**
Breakthrough Management Real Case

PARALLEL SESSIONS

A1

A1 – „Productivity and Competitiveness“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairman: **Milan Zelený**
Henry Etkowitz
The Entrepreneurial University: Enhancing Productivity and Competitiveness in the Triple Helix
- 14:30 – 15:00
Christer Carlsson & Pirkko Walden
Productivity Enhancement via Knowledge Mobilisation
- 15:00 – 15:30
Alan Singer
Quality of Life, Market Limitations & Compensatory Strategies
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairman: **Milan Zelený**
Finn Jackson
Linking Productivity and Quality in a Virtuous Cycle
- 16:30 – 17:00
Olga Girstlová & Zdeněk Forman
Company as a Living Organism
- 17:00 – 17:30
Milan Zelený
Towards a New Definition of Quality: Balance, Price, Utility and Timing to Add Value

Stand-by Speakers

- Willy Vandenbrande**
Secrets and Lies in Quality Management
- Tilo Pfeifer**
IPO - Innovative Process Chain Optimization with TRIZ and Theory of Constraints
- Mizuho Ogikubo**
Customer Satisfaction, Variety Seeking, and Uncertainty Avoidance
- Ricardo Mateo**
The Impact of Absenteeism on the Quality of Assembly Line

B1

B1 – „New Management Systems Oriented to Performance and Innovation“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairmen: **Růžena Petříková**
Jiří Cienciala
Effects of the Main Changes of the Control System in Třinecké železářny
- 14:30 – 15:00
Vladimir Okrepilov
Quality Management of St. Petersburg Industries: Focus on Innovations
- 15:00 – 15:30
Ching-Chow Yang
Integrated Model of Value Creation Based on the Refined Kano's Model and the Blue Ocean Strategy
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairmen: **Alan Vápeníček**
Miguel Arenas Cuevas
New Management Systems Oriented to Performance and Innovation
- 16:30 – 17:00
Michael Tirona
Productivity and Competitiveness
- 17:00 – 17:30
Joyce Nilsson Orsini
Removing Barriers to High Performance and Innovation

Stand-by Speakers

- Saied Aminizadeh**
The Study of Total Quality Management Promotion in Ahvaz Pipe Milles (APM), Based on EFQM Model
- Ramos Neide**
Internal Quality and Business Excellence Program as a Tool for Evaluation of a Quality Management SY
- Alan Brown**
Mechanistic or Organic Approaches to Quality Management: Does It Matter?
- Willem Jan Vanderveldt**
EFQM Scores, Maturity Levels of Organizations and CSR (Corporate Social Responsibility). Is a Correlation relevant?

C1

C1 - „Automotive Industry Way to Excellence“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairman: Jan Hnátek
Robert Frank
Implementation of the EFQM Model in Automotive Organizations
- 14:30 – 15:00
Ricardo Mateo
New strategy of Continuous Improvement to Avoid Company Delocalization in the Automotive Industry
- 15:00 – 15:30
Larry Smith
Back to the Future at Ford Motor Company
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairman: Larry Smith
Jiří Černý
T.P.C.A. Way to Excellence
- 16:30 – 17:00
Roland Assmann
Quality Licence for Suppliers of the VW Group
- 17:00 – 17:30
Oscar Peréz
Quality Evolution of Gestamp Corporation

Stand-by Speakers

- Jan Hnátek**
The Way from ISO/TS 16949 Model to the EFQM Excellence Model - Comparisons & Consequences
- Vidosav Majstorovich**
Supply Chain Business Intelligence Model

D1

D1 - „Quality and Safety in the Food Chain“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairman: Marta Mikulášková
Fons Schmid
The Way of Royal Ahold to Assurance of Quality and Safety of their Products
- 14:30 – 15:00
Eduard Bruckner
Risk Management in Sourcing Agricultural Materials
- 15:00 – 15:30
John Surak
Integrating ISO 9001 and ISO 22000
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairman: Pál Molnár
Miflora Gatchalian
Food Safety Management System: An Urgent Global Concern
- 16:30 – 17:00
Zoltán Erdős
Improvement of Integrated Management Systems: Implementation of ISO 22000 Based Food Safety Management
- 17:00 – 17:30
Jan Van Roekel
Effective Food Chain Management

Stand-by Speakers

- Brian Dixon**
The Importance of Certification in the Food Chain
- András Sebok**
to be confirmed

E1

E1 - „Telecommunication and IT – Challenges for the Future Society“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairman: Martin Tax
Shashank Samant
Application Model CMMI for Offshore Software Development
- 14:30 – 15:00
Martin Klička & Aleš Padrta
New Dimension in the Quality of the Human Communication
- 15:00 – 15:30
Dylan Sung
Enhancing the Quality of Instant Messaging Communication through Human-Centered Systems Design
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairman: Martin Tax
Petr Vacek
Low Cost Quality in Fleet Management Using Industry Standard GPS & GPRS Services
- 16:30 – 17:00
Robert Schlee
Lean Processes – Front-end to Back-end Efficiency
- 17:00 – 17:30
Jiří Vytlačil
Effectiveness and Quality in Mobile Workforce Management

F1

F1 - „Quality in Healthcare and Pharmacy“

(30 minutes presentation including discussion):

- 14:00 – 14:30
Chairman: David Somekh
David Somekh
Learning Together, the Future of Healthcare Quality in Europe
- 14:30 – 15:00
Chris Fokke
Quantifying Clinical Quality in Healthcare, a Foundation Trust Perspective
- 15:00 – 15:30
Marius Buiting
Accelerated Quality for Healthcare in Europe
- 15:30 – 16:00
Coffee Break
- 16:00 – 16:30
Chairman: Rui Loureiro
Marijke Korteweg
Competent Authorities Embrace Quality Management Too
- 16:30 – 17:00
Miroslav Janoušek
Current Situation of Pharmaceutical Industry in CEE Region and Its Perspective from Regulatory Point of View
- 17:00 – 17:30
Carl Johnson
Quality Risk Assessment as a Management Tool: A Methodology and Case Example

Stand-by Speakers

- Ozcan Tutuncu**
Analysis of Organizational Commitment and Business Excellence: Perceptions of Nurses
- Nashat Nafouri**
Quality Approaches in Managing Hazardous Materials & Waste in a Large Hospital to Achieve Excellence

23 MAY 2007 - EOQ CONGRESS

PARALLEL SESSIONS

A2

A2 - „Sustainable Manufacturing Development“

(30 minutes presentation including discussion):

- Chairman: **Marie Šebestová**
- 09:00 – 09:30 **Pavel Částka**
Leverage Your Firm through ISO 26000: Toward Corporate Social Responsibility (CSR) Excellence
- 09:30 – 10:00 **Nikos Avlonas**
Sustainable Development in Manufacturing
- 10:00 – 10:30 **Stanislav Adamec**
Sustainable Development in Manufacturing as a Part of Strategic Planning and Harmonic Coordination of All Company Processes from Business to Development inc. HR Management
- 10:30 – 11:00 Coffee Break
- Chairman: **Marie Šebestová**
- 11:00 – 11:30 **Gregg Stocker**
Avoiding the Corporate Death Spiral: Recognizing & Eliminating the Warning Signs of Decline
- 11:30 – 12:00 **Johan Batsleer**
6 Sigma, Lean, 20 Keys... Have You Made Your Choice Yet?
- 12:00 – 12:30 **Jose Gatchalian**
Enchanting the People towards Quality and Productivity

Stand-by Speakers

Vidosav Majstorovich
Application of Six Sigma Methodology in Serbian Industry

B2

B2 - „Quality in Education“

(30 minutes presentation including discussion):

- Chairman: **Milan Hutyra**
- 09:00 – 09:30 **Mike Pupius**
Achieving Organisational Excellence in Higher Education: The Challenges for Europe
- 09:30 – 10:00 **Radim Farana**
The Way from Quality System to Excellence in Higher Education
- 10:00 – 10:30 **Everard van Kemenade**
The Effect of Accreditation on the Professional with Education Assignment
- 10:30 – 11:00 Coffee Break
- Chairman: **Jaroslav Nenadál**
- 11:00 – 11:30 **Franklin Schargel**
Building Global Economies: From the School House to the Workplace
- 11:30 – 12:00 **Christiane Defoin**
Needs and Satisfaction Assessment
- 12:00 – 12:30 **Viktor Yagodzinsky**
The model for University Rating

Stand-by Speakers

Mico Jancev
From Quality Management to Quality in Management

Noor ul Islam
Quality of Life in Federal Administered Tribal Areas (FATA): Measuring Indigenous People Satisfaction

Libor Friedel
Social Innovation Capital, Clusters and an Importance of Intellectual Capital or Innovation

C2

C2 - „IQA Forum on Systems Approach & innovation in Quality for 21st Century“

(30 minutes presentation including discussion):

- Chairman: **Spencer Hutchens**
- 09:00 – 09:30 **Tito Conti**
Expanding the Horizon of Quality for the Benefit of Mankind
- 09:30 – 10:00 **Kostas Dervitsiotis**
The Quality of a Firm's Organizational Design for Developing Business Landscape Fitness
- 10:00 – 10:30 **Gopal K. Kanji**
Performance Measurement: Systems Approach for Excellence
- 10:30 – 11:00 Coffee Break
- Chairman: **Gopal K. Kanji**
- 11:00 – 11:30 **A. Blanton Godfrey**
Systems Approach to Innovation and Quality
- 11:30 – 12:00 **Tilo Pfeifer**
Innovative Process Chain Optimization with TRIZ and TOC
- 12:00 – 12:30 **Gregory Watson**
Future Technologies for Quality Professional Support

Stand-by Speakers

Vadim Lapidus
Leadership as a System

D2

D2 - „Credibility of Management Systems Certification & Quality in Accreditation Process“

(30 minutes presentation including discussion):

- Chairman: **Milan Trčka**
- 09:00 – 09:30 **Trevor Nash**
7 Myths about Good or Bad Certification
- 09:30 – 10:00 **Brian Dixon**
Role of Accreditation in Quality and Quality in Accreditation
- 10:00 – 10:30 **Peter Bjerager**
Risk Based Certification - Long Step Ahead Towards the Business Needs
- 10:30 – 11:00 Coffee Break
- Chairman: **Milan Trčka**
- 11:00 – 11:30 **Lorenzo Thione**
Threats to the Credibility of Accredited Certifications and Related Corrective/Improvement
- 11:30 – 12:00 **Eva Černá**
Improving Credibility in Accreditation System and Confidence in QMS Certification
- 12:00 – 12:30 **Srijayan Iyer**
DMAIC with ISO 9001:2000 to Achieve Process Excellence

Stand-by Speakers

Liliana Nitu
ISO - Mania in Romania: Pro and Contra Arguments

Ivo Šnajdr
SME's Certified Systems Effectiveness: Experience 3 Years After

E2

E2 - „Project management“

(30 minutes presentation including discussion):

- 09:00 – 09:30
Chairman: **Karol Frühauf**
Karol Frühauf
Agile Project Management
- 09:30 – 10:00
Eva Kišoňová & Ivan Stavrovský
Project Management with Experience Sharing
- 10:00 – 10:30
Armin Oppitz
Quality Management in Program Management
- 10:30 – 11:00
Coffee Break
- 11:00 – 11:30
Chairman: **Karol Frühauf**
Michael Stanleigh
From Crisis to Control: A New Era in Strategy Project Management
- 11:30 – 12:00
Ákos Szóke
Use Case Driven Project Planning in System Development
- 12:00 – 12:30
Martin Ruščák
Systematic Risk Management within Global CRM & Production System Implementation

Stand-by Speakers

Karel Půbal
Project Management Maturity: Critical Success Factor for Achieving Benefits from Transformation, Integration or Implementation Programmes

F2

F1 - „Public Sector and CAF Model Experience“

(30 minutes presentation including discussion):

- 09:00 – 09:30
Chairman: **Jiří Marek**
Elke Loeffler
From Service Quality to the Quality of Governance - Evidence from a Governance Test in the UK
- 09:30 – 10:00
Daniel Popescu
A Local Democracy and Quality: From Information to Action
- 10:00 – 10:30
Marek Bugdol
The Barriers and Limitations of the Implementation of Quality Systems in Public Administration
- 10:30 – 11:00
Coffee Break
- 11:00 – 11:30
Chairman: **Jiří Marek**
Patrick Staes
Quality Management in Europe and TLE Common Assessment Framework (CAF)
- 11:30 – 12:00
Oldřich Martinů
Using EFOM by the Police of the Czech Republic
- 12:00 – 12:30
Marilyn Dyason
Creating a Competitive Ethos in the Public Sector: The Role of Leaders

Stand-by Speakers

Jiří Marek
Quality Movement in Czech Territorial Public Administration

Jean-Marc Dochot
Belgium Experiences with CAF Model

CLOSING PLENARY SESSION

CLOSING

- 14:00 – 14:30
Blanton Godfrey
Rethinking Quality Improvement – Have We Got It All Wrong?
- 14:30 – 15:00
Carl Johnson
Beyond Six Sigma: Profitable Growth through Customer Value Creation
- 15:00 – 15:30
Hans Dieter Seghezzi
Enterprise Quality – the Responsibility of the CEO
- 15:30 – 16:00
Michael Stanleigh
What Quality Professional Need to Know to Help Them Sleep Better at Night
- 16:00 – 16:30
Coffee Break
- 16:30 – 16:45
Yury Gousakov, EOQ President
Closing speech to Prague
- 16:45 – 16:50
Jan Hnátek & Viktor Seitschek
EOQ Flag hand over to Vienna
- 16:50 – 17:00
Invitation to 52nd Annual EOQ Congress in Vienna

GENERAL INFORMATION

AIRPORT

Prague International Airport handles flights of most of European carriers and also overseas flights. It is located 30-45 minutes from the centre of Prague. There is a good connection between the Airport and the city centre by public transport buses and taxis.

CATERING

Complimentary coffee breaks and lunches are provided during the Congress on 22 - 23 May 2007 to all registered delegates.

CURRENCY AND BANKING

Czech Crowns are the official currency in the Czech Republic. Exchange of the foreign currency is available at the Prague International Airport and at most hotels, banks and exchange offices throughout the city. International credit cards are accepted for payment in hotels, restaurants and shops. Payment in cash in EUR is also possible in some restaurants and shops.

EXHIBITION

Trade exhibition will be open from 21 May 2007 afternoon to 23 May 2007 afternoon at the TOP Hotel Prague. All registered participants are cordially invited to visit the Exhibition.

INSURANCE

The organisers do not accept responsibility for individual medical, travel or personal insurance and all participants are strongly advised to make their own personal insurance before travelling to the Congress.

OFFICIAL CARRIER

Czech Airlines (CSA) has been appointed as the Official Carrier of 51st EOQ Congress in Prague. All active participants, accompanying persons or speakers will be provided with 15% discount from any applicable economy class fares and 25% discount from any applicable business class fares on all CSA flights (except OK 3000 - 4999). These discounts can be applied through CSA office only.



www.csa.cz

OFFICIAL LANGUAGE

The official language of the Congress is English. The main session will be translated to Czech.

PROGRAMME CHANGES

The organisers cannot assume liability for any changes in the programme due to external or unforeseen circumstances.

REGISTRATION

On-site registration will be open from 20 May 2007, 14:00.

VISA REQUIREMENTS

All foreign visitors to the Czech Republic must possess a passport valid for the minimum of next three months. Participants requiring visa should apply to consular offices of the Czech Republic or diplomatic missions in their countries in order to avoid a delay in the travel to the Congress.

For updated information concerning visa requirements and official invitations, please contact the Congress Secretariat by phone, fax or email, or see the official congress website. Our staff is ready to help you with getting visa for the Congress and provide detailed information on application procedure free of charge.

Handling of the visa requirements shall be provided free of charge to the participants. Additional costs joint with the visa requirement procedure (fees, revenue stamps, mailing) shall be covered by the applicant. Please note that visa application procedure can take up to two months.

51ST EOQ POST-CONGRESS EVENTS

DATE: 24-25 MAY 2007

Venue: Hilton Budapest WestEnd, 1069 Budapest, Váci út 1-3. Registration form available at page 21.

The Hungarian National Committee for EOQ organizes in agreement with the Czech Society for Quality (Organizer of the 51st EOQ Congress) will organize a Post-Congress Symposium that will be presented by the International Academy for Quality (IAQ). This Symposium will be the main part of the celebration relating to the 35th Anniversary of the Hungarian National Committee.

PROGRAMME

24 MAY 2007

- 13:00-14:30 **General Assembly of the HNC for EOQ**
- 14:30-15:00 **Coffee Break**
- 15:00-15:30 **National Quality Conference (Part I.) - (with simultaneous Hungarian-English translation)**
- 15:00-15:20 **Prof. Pál Molnár, President of HNC for EOQ** - Welcome and Opening: 35th Anniversary of the HNC for EOQ
- 15:20-15:40 **Péter Kiss, Minister of Social Affairs and Labour** - Consumer Protection and Quality Development in Hungary
- 15:40-16:00 **Gábor Szetey, State Secretary of the Prime Minister Office for Personnel** - Quality Development of Human Resources and Performance Assessment
- 16:00-16:20 **Dr. Ferenc Dudás, State Secretary of the Prime Minister Office for Public Administration and Quality Development** - The new CAF Model and the Hungarian Quality Award for Public Administration
- 16:20-16:40 **Coffee Break**
- 16:40-17:00 **Dr. Mátyás Pálvölgyi, President and Director General of the Generali-Providencia Assurance Company** - Quality Approach and Excellence Model
- 17:00-17:20 **Juhani Antilla (Finland), Member of the International Academy for Quality (IAQ)** - From Quality Management to Quality of Management
- 17:20-18:20 **Prof. Shoji Shiba, Member of International Academy for Quality (IAQ)** - Breakthrough Management Real Case
- 18:20-18:30 **Coffee Break**
- 18:30-22:00 **Gala Dinner**
Greeting to the HNC for EOQ
Honours
Culture Programme

25 MAY 2007

- 09:00-11:00 **National Quality Conference (Part II.) - (with simultaneous Hungarian-English translation)**
- 09:00-09:30 **Gordon Bajnai, State Secretary of the Prime Minister Office for Development** - Quality Development Perspectives through the „National Development Programme – New Hungary”
- 09:30-10:00 **János Takács, Director General of ELECTROLUX LEHEL** - Quality Policy of ELECTROLUX LEHEL Ltd.
- 10:00-10:30 **Gyula Timár, President and Director General of VEGYÉPSZER Zrt.** - Application of Quality Systems for Road and Bridge Construction
- 10:30-11:00 **Csaba Tóth, Kaizen Engineer, Certified Black Belt of GE Energy Hungary Co.** - New Ways to Success: Six Sigma and Lean Management
- 11:00-11:30 **Coffee Break**
- 11:30-12:00 **IAQ Symposium „Leadership, System Approach, Innovation, and Quality in the 21st Century”**
Chairman: Prof. Pál Molnár (Hungary) Vice President of IAQ
- 11:30-12:00 **Prof. Hans Dieter Seghezzi (Switzerland), Director of IAQ** - Enterprise Quality – the Responsibility of the CEO
- 12:00-12:30 **Prof. Gopal Kanji (United Kingdom), Vice President IAQ** - Performance Measurement: Systems Approach for Excellence
- 12:30-13:00 **Mr. Charles Aubrey (USA), Vice President of IAQ** - Globalization, Service Quality and Financial and Economic Benefits of Quality Management Systems
- 13:00-14:00 **Buffet Lunch**
Chairman: Mr. Spencer Hutchens (USA), Chairman of the IAQ
- 14:00-14:30 **Dr. Tito Conti (Italy), President of IAQ** - Expanding the Horizons of Quality for the Benefit of Mankind
- 14:30-15:00 **Mr. Spencer Hutchens (USA), Chairman of the IAQ** - Quality and Ethics in Leadership for 21st Century
- 15:30-16:00 **Prof. Kostas Dervitsiotis (Greece), Member of IAQ** - Cultivating Quality Leadership through a Balance of Traditional and Emergent Leadership Modes
- 16:00 **Closing remark**

REGISTRATION

GENERAL INFORMATION

The **51st EOQ Congress** is open to all persons interested in challenges of rapidly changing world that underlines the „Quality“ as the most determining element of human being for 21st Century. The 51st EOQ Congress will provide an ideal environment for discussing the key topic, analysing the results and exchanging experience and ideas of managers from all fields of human activity.

To register for the Congress please complete the Registration Form at the Congress website www.eoq2007.com.

REGISTRATION FEES AND DEADLINES

CONGRESS REGISTRATION FEE

	Early registration (until 28 February 2007)	Late registration (until 10 May 2007)	On-site registration (after 10 May 2007)
Delegate	EUR 600	EUR 700	EUR 750
Accompanying person	EUR 150	EUR 150	EUR 150
Speakers	EUR 300	EUR 350*	

* All presenting speakers must be registered for the Congress by 31 March 2007 at the latest.

DELEGATE REGISTRATION FEE INCLUDES

- Admission to all sessions
- Admission to exhibition
- Congress materials
- Two coffee breaks on 22 and 23 May 2007
- Lunch on 22 and 23 May 2007
- Admission to the Get-together Party on 21 May 2007
- Admission to the Gala Dinner on 22 May 2007
- Public transportation ticket

ACCOMPANYING PERSON FEE INCLUDES

- Prague Informative Tour on 22 May 2007, 14:00 – 18:00
- Admission to the Get-together party on 21 May 2007
- Admission to the Gala Dinner on 22 May 2007
- Public transportation ticket

PRAGUE INFORMATIVE TOUR

This tour offers a general impression of the “Golden City” through walks and visits to several important sites. It starts at the Prague Castle – the seat of the Czech President, and continues by walking the Old Castle Stairs to the Lesser Town, Charles Bridge and the Old Town Square where you can see the Old Town Hall and its 15th century astronomical clock, as well as the Church of Our Lady of Tyn and Royal Way Romantic Street. Enjoy this tour listening to ancient legends and tales and at the same time observing and monitoring the pulsation of a modern middle-European metropolis.

SEMINAR REGISTRATION FEE

PRE-CONGRESS SEMINAR "EOQ 1st REGISTERED QMS MANAGERS MEETING"

Seminar registration only (not Congress registration)	EUR 360
Seminar registration combined (participants registered also for the Congress)	EUR 100 + Congress registration fee

SEMINAR REGISTRATION FEE INCLUDES

- Admission to the seminar
- Two coffee breaks on 21 May 2007
- Lunch on 21 May 2007
- Seminar materials

CONFIRMATION OF REGISTRATION

All participants will receive the Letter of Confirmation via e-mail or fax after the submission of their Registration Form.

CANCELLATIONS AND REFUNDS

The Congress Secretariat must be notified in writing about the cancellation of the registration.

The following cancellation conditions will apply:

If cancelled before 15 March 2007, 50% of the registration fee will be refunded. No refunds after this date are possible.

PAYMENT CONDITIONS

Registration fees must be paid in EUR.

CREDIT CARD

The Congress Secretariat accepts MasterCard/EuroCard, Visa, American Express and Diners Club.

Credit cards will be charged in Czech Crowns (CZK).

BANK TRANSFER

Bank name: Československá obchodní banka
Bank address: Na Příkopě 14, 110 00 Prague 1, Czech Republic
SWIFT/BIC: CEKOCZPP

Account name: GUARANT International spol. s r.o.
Account number: 478533893 / 0300
IBAN: CZ69 0300 0000 0004 7853 3893
Details of payment: your name / 200701

Bank fees must be fully covered by the participant.

A copy of the bank transfer must be sent together with the Registration Form.

GROUP REGISTRATION

For group registration and group discount please contact the Congress Secretariat at eoq@guarant.cz.

HOTEL ACCOMMODATION

HOW TO MAKE A RESERVATION OF YOUR HOTEL ACCOMMODATION

To make a reservation of your Hotel Accommodation please fill in the Hotel Accommodation Form at www.eoq2007.com. A credit card number with an authorization to charge the first night deposit or a bank drawn in EUR equivalent to the first night deposit is required to guarantee your reservation. All prices include breakfast and VAT. All additional services as minibar or pay-TV must be fully paid individually to the hotel before your departure.

CONFIRMATION OF HOTEL ACCOMMODATION

After a receipt of the first night deposit payment you will receive a written confirmation of your Hotel Accommodation.

CANCELLATIONS, CHANGES AND REFUNDS

Please inform GUARANT International of any amendments or cancellations, in writing by fax or e-mail. Telephone amendments will not be accepted. Please do not contact the hotel directly for any reservation changes or cancellations. The appropriate refunds will be made after the Congress.

- **Cancellation before and on March 1, 2007** - full refund less EUR 30 handling fee
- **Cancellation after March 1, 2007** - one night cancellation fee
- **On the date of arrival and no show** - one night cancellation fee

In case of no shows, the room will be kept for the guest until 12:00 on the day following the date of expected arrival; the room will then be released.

PAYMENT CONDITIONS

Hotel Accommodation must be paid in EUR.

CREDIT CARD

The Congress Secretariat accepts MasterCard/EuroCard, Visa, American Express and Diners Club. Credit cards will be charged in Czech Crowns (CZK).

BANK TRANSFER

Bank name: Československá obchodní banka
Bank address: Na Příkopě 14, 110 00 Prague 1, Czech Republic
SWIFT/BIC: CEKOCZPP

Account name: GUARANT International spol. s r.o.
Account number: 478533893 / 0300
IBAN: CZ69 0300 0000 0004 7853 3893
Details of payment: your name / 200701

Bank fees must be fully covered by the participant.
A copy of the bank transfer must be sent together with the Registration Form.

LIST OF HOTELS

NAME OF THE HOTEL	SINGLE	DOUBLE
Top Hotel Praha - Standard room	EUR 82	EUR 115
Top Hotel Praha - Executive and Superior	EUR 115	EUR 132
Top Hotel Praha - Apartma	EUR 188	EUR 204
Hotel Opatov	EUR 46	EUR 58
Ibis Praha Wenceslas Square	EUR 99	EUR 109
Hotel Inos	EUR 67	EUR 72
Hotel Globus	EUR 50	EUR 64
Hotel Novotel Praha	EUR 140	EUR 154

TOP HOTEL PRAHA****



The Official Congress Hotel

Top Hotel Praha & Congress Centre is situated in a peaceful milieu. It has 1 singing and other 3 outside fountains and 5 springs in the hotel hall, which is probably the most beautiful hotel interior.

TOP HOTEL PRAHA
Blažimská 4
149 00 Praha 11

Congress Venue
www.tophotel.cz

HOTEL OPATOV***



The Hotel Opatov is located near the highway centre Prague-Brno, but the neighbourhood is still quiet. There is an underground station Opatov, Line C near the hotel. Easy access to the centre with public transport or with your own transportation system, about 15 minutes. Twenty floor modern building with interior of 3***.

HOTEL OPATOV
U Chodovského hřbitova 2141
149 00 Praha 4

Distance to Congress
Center: 15 min
www.horst.cz

IBIS PRAHA WENCESLAS SQUARE***



Located in the heart of the business area, next to the metro station, five minutes walk from the famous Wenceslas Square and the National museum.

HOTEL IBIS PRAHA WS
Kateřinská 36
120 00 Praha

Distance to Congress
Center: 30 min
www.hotelibis.cz

HOTEL INOS***



Hotel INOS is located in a quiet part of Prague 4 near the city centre. It takes merely 10 minutes to get downtown.

HOTEL INOS
Sinkulova 23
147 00 Praha 4

Distance to Congress
Center: 30 min
www.hotelinos.com

HOTEL GLOBUS***



Offering quiet accommodation with quality services at a reasonable price, the hotel is located in a nice park in Prague, the Horní Rožtyly city quarter. The underground station is within 3-minute walking distance.

HOTEL GLOBUS
Gregorova 2115
148 00 Praha 4

Distance to Congress
Center: 15 min
www.hotel-globus.cz

HOTEL NOVOTEL PRAHA****



Located in the heart of the business area, next the metro station and five minutes walk from the famous Wenceslas Square and the National museum.

NOVOTEL PRAHA CITY
Kateřinská 38
120 00 Praha 2

Distance to Congress
Center: 30 min
www.novotel.com

SOCIAL EVENTS

GET-TOGETHER PARTY

Date: 21 May 2007

Time: 19:00 - 21:00

Place: TOP Hotel Prague – Hall Praha

All registered participants are invited to join an informal Get-together Party to meet colleagues and friends and enjoy a glass of delicious wine and tasty refreshment. It will be the best step to open 51st EOQ Congress.

Admittance: admission is free for all registered participants and registered accompanying persons upon presentation of their official congress badge.

GALA DINNER

Date: 22 May 2007

Time: 20:00

Place: Monastery Restaurant at the Strahov Monastery



We are happy to invite the participants of the 51st EOQ Congress to the Gala Dinner which will be held at the Velka klasterni restaurace located at the Strahov Monastery. The Premonstratensian Monastery at Strahov was established in 1140 by the Bishop of Olomouc, Zdik, with the assistance of the Czech Duke and subsequently Czech King Vladislav II. The extensive complex is located near the Prague Castle at the beginning of the Royal Way, and its renovated medieval restaurant is a pleasant social venue for visitors.

Admittance: admission is free for all registered participants and registered accompanying persons upon presentation of their official congress badge.

Tickets for the Gala Dinner for not registered participants can be purchased for EUR 150.

During the dinner you can also take opportunity to visit the Library at the Strahov Monastery which is situated just opposite the restaurant.

THE LIBRARY IN THE STRAHOV MONASTERY



The Strahov library book collections contain approximately 200,000 volumes, estimated to hold 260,000 works.

The books are stored in the two halls and in adjacent depositories. Many of the works are old prints printed between 1501 and 1800. The library's incunabula (firstprints) (over 1,500 volumes) and manuscripts (approximately 3,000 sheaves) are also valuable and are stored in a special treasury room.

The admission to this visit is EUR 20.

EXHIBITION

You are cordially welcome to visit the exhibition during the 51st EOQ Congress. It will be open in the following times:

Monday, 21 May 2007	19:00 – 21:00
Tuesday, 22 May 2007	09:00 – 17:30
Wednesday, 23 May 2007	09:00 – 17:00

If you are interested in exhibiting or need any additional information about the exhibition, please contact Ms Vladka Balcarova at balcarova@guarant.cz who is responsible for the Exhibition and Company Requirements.

For more information about Exhibition please visit the Congress website www.eoq2007.com.

TECHNICAL VISITS & TOURS

GENERAL INFORMATION

All tours in this Third Announcement have been arranged exclusively for Congress delegates and their accompanying persons. All tours will depart from and return to the TOP Hotel Prague and they will be accompanied by an English speaking guide. Tickets should be booked in advance.

Please note there is a limited number of seats at the tours. Reservations will be made on first come – first served basis.

Tours require minimum of 15 participants and the organisers reserve right to cancel a tour in case of insufficient interest.

Cancellation before 1 April 2007 – full refund of the fee minus a handling fee of EUR 20

Cancellation after 1 April 2007 – no refund

TECHNICAL VISITS

VISIT 1

KARLOVY VARY – MOSER GLASS WORKS AND BECHEROVKA LIQUER FACTORY

Date / Time: 24 May 2007 / 07:00 – 16:30

Price: EUR 65 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch

Becherovka liquer factory

It has been 200 years since the Becherovka recipe first saw the light of day, or to be more precise the gloom of the Becher pharmacy in the House of the Three Skylarks (U tří skřivanů) in Karlovy Vary. Becherovka has had its ups and downs. The original family business became a state enterprise, then a public corporation until 1997. In 1997, the Czech government decided to privatize the company, a step which now means the company is on the threshold of a promising future under the guidance of the supranational drinks concern Pernod-Ricard. Today Jan Becher has over 300 employees, joined in anticipation of the prosperous future of Becherovka - an original taste from the heart of Europe.

Moser glass works

Come and discover the famous history and glass production of the Moser company, established by Ludwig Moser in 1857. Since its foundation in 1893 the Moser glassworks has been focusing on the crystal glass production without the use of lead which is great at its hardness and brilliance (high refraction index).

Whether for blown, cut, engraved or gilded glass, the world-renowned Moser brand is based on the artistic handiwork of our master craftsmen. Every piece of glass, created by the glassmaker's breath, passes through the hands of many experienced people, each touch bringing to the inanimate material an illuminating shard of human brilliance, knowledge and tradition.

Moser
since 1857


Jan Becher
Pernod Ricard

VISIT 2 PLZEŇ – PILSNER URQUELL BREWERY

Date / Time: 24 May 2007 / 08:30 – 14:00

Price: EUR 50 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch



By touring the Pilsen brewery you will learn about the unique brewing process for Pilsner Urquell, the only original of Pilsner type beer.

You will visit the modern Visitors' Centre, which is dominated by a model of the brewery. During the tour you will visit the authentic places where Pilsner Urquell has been produced from the beginning. You will go through the heart of the brewery, the brew house, by a labyrinth of storage cellars which have retained the traditional methods for producing beer. An exhibition of the cooper's craft has also been prepared for you. The tour is combined with a tasting of unfiltered Pilsner Urquell beer in the original cellars.

VISIT 3 MLADÁ BOLESLAV – ŠKODA AUTO FACTORY

Date / Time: 24 May 2007 / 08:00 – 14:00

Price: EUR 50 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch



Only four car makers in the world can boast of an uninterrupted tradition lasting more than 100 years and Škoda ranks among them.

For the development and manufacture of the Fabia, Octavia, and Superb model lines, Škoda Auto built manufacturing and design engineering capacities and fitted them with state-of-the-art technologies.

The objective was not only to attain top quality products, but also to meet today's requirements for productivity, safety, and environmental protection throughout the entire process of modern automobile creation – from the conceptual stage to final assembly.

The Škoda Auto Museum was opened in 1995 – the centennial anniversary of the Laurin & Klement factory. It was created as a venue for dialogue between industrial and social culture. There is more to see than cars alone – it is 3-D rendition of the whole era.

VISIT 4 ZDICE – KOSTAL CR

Date / Time: 24 May 2007 / 08:00 – 14:00

Price: EUR 50 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch



The KOSTAL Group is an independent, family company founded in 1912 in Germany. Currently, the group operates in 12 countries around the world, and is focused on the development and the production of electronics, car electrics and electromechanical components. KOSTAL's customers include a number of important industrial concerns, including the largest global car manufacturers.

KOSTAL CR, spol. s r.o. as a member of the international KOSTAL Group designs and produces customised electronic and electromechanical components for the automobile industry. With its two plants, the company belongs to biggest employers in the region. A technological center was established there in 2002. Successful customer audits in the last months are a basis for new projects of Kostal CR.

VISIT 5 PRAGUE – ZENTIVA PHARMACEUTICAL COMPANY

Date / Time: 24 May 2007 / 09:00 – 14:00

Price: EUR 50 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch



Zentiva

ZENTIVA group was formed in August 2003 by the merger of Léčiva and Slovakofarma, the highly prosperous and largest pharmaceutical companies in the Czech and Slovak Republic.

The origins of Zentiva, a.s. Praha (formerly Léčiva) can be traced back to Prague's 15th century pharmacy "At the Black Eagle" purchased by Benjamin Fragner in 1857. However, the first mass-production facilities began operating in 1930. The legal form of the company was changed and the name was modified to "Léčiva a.s." after its privatization in 1993. Zentiva product range consists of almost 270 products in some 500 pharmaceutical presentations. While Zentiva addresses a large number of therapeutic areas, they focus, in particular, on the treatment of cardiovascular disorders, inflammatory conditions, pain, infections and diseases of the central nervous system and the gastrointestinal and urinary tract.

TOURS



THE PRAGUE CASTLE AND THE ROYAL GARDENS



Date / Time: 21 May 2007 / 14:00 – 18:00

Price: EUR 40 / person

Price includes: bus transport, English speaking guide, entrance fees

This half-day sightseeing tour of the Prague Castle, which is the seat of the Czech President, includes the Royal Palace, the residence of the kings of Bohemia with its famous Vladislav Hall, St Vitus Cathedral from the 14th Century, St George's Basilica with its treasure of old Czech Art, baroque paintings and sculptures, and Golden Lane, once inhabited also by the famous writer Franz Kafka. You will get the opportunity to admire a variety of architectural styles, showing the progress of European architecture throughout the centuries.

KARLŠTEJN CASTLE



Date / Time: 23 May 2007 / 13:00 – 17:00

Price: EUR 38 / person

Price includes: bus transport, English speaking guide, entrance fees

This half-day trip to the 14th century Karlštejn Castle takes you on a tour to a historical site, where the crown jewels and personal relics of Charles IV, the Holy Roman Emperor, are stored. The castle, surrounded by a beautiful romantic countryside, belongs among the most visited castles in the Czech Republic.

KONOPIŠTĚ CHÂTEAU



Date / Time: 23 May 2007 / 13:00 – 17:00

Price: EUR 37 / person

Price includes: bus transport, English speaking guide, entrance fees

This half-day tour to the romantic Konopiste Chateau takes you 40 kilometres (27 miles) south of Prague.

The Chateau was built in the late 13th century in the style of a French Fortress.

The last private owner Archduke Franz Ferdinand d'Este, the successor to the Austrian throne, was assassinated in Sarajevo in 1914.

The chateau is situated in a lovely park and contains extensive collections of historical weapons, furnishings, late-Gothic sculptures, paintings, rare tapestries and innumerable hunting trophies.

KARLOVY VARY



Date / Time: 24 May 2007 / 09:00 – 18:00

Price: EUR 70 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch

This full-day tour out of Prague will take you to the most famous West Bohemian spa town Karlovy Vary, which was founded by the Bohemian King Charles IV. in the 14th century. You can taste water from 12 curative thermal mineral springs, admire beauty of both historic and modern colonnades, and purchase some of typical souvenirs such as special wafers, Moser porcelain and glass, or the Becherovka liqueur, also known as the 13th curative spring of Karlovy Vary. The spa Karlovy Vary is known for treatment of diseases of digestive tract and metabolic and endocrinal disorders. The tour includes city sightseeing and a visit to the Becherovka factory, where all participants can taste this delicious liqueur.

KŘIVOKLÁT CASTLE AND NIŽBOR GLASSWORKS



Date / Time: 24 May 2007 / 09:00 – 17:00

Price: EUR 73 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch

This full-day tour visits the 12th century Krivoklát Castle, tucked away in pinewoods along the Berounka river valley. King Otakar II of the Premyslid dynasty built the castle, which was later inhabited by King Vaclav IV. The Round Tower and a dungeon served as a prison, and the brutal instruments of torture are on display today. The castle chapel, 55 000-volume library, and works of art can be seen on this tour. Internationally renowned Bohemian crystal will be featured during the visit of the Nizbor Glassworks. The company owner Jiri Ruckl continues the family tradition of manufacturing and marketing high-quality household and decorative glassware perfume bottles, decanter sets and other unique items in crystal and glass.

SOUTH BOHEMIAN CASTLES – HLUBOKÁ AND ČESKÝ KRUMLOV

Date / Time: 24 May 2007 / 08:00 – 19:00

Price: EUR 89 / person

Price includes: bus transport, English speaking guide, entrance fees, lunch

Whole generations of visitors to this region agree on one thing: it is an area to which everybody loves to return. The region offers monuments and natural beauty, everything that makes a pleasant holiday - both in summer and winter. There are more than 15 000 works of architecture in South Bohemia, especially castles, chateaux, monasteries and towns of immense artistic and historical value.



Hluboká Chateau

This beautiful neo-Gothic chateau in the Tudor style overlooking the river Vltava, was founded in the 13th century.

It houses rich collections of tapestries, woodcarvings, china, pictures and old weapons. It is surrounded by a large English park.



Český Krumlov

This UNESCO listed town is considered to be the best-preserved Renaissance town in Central Europe. Well-preserved medieval houses of its ancient town core lie on one bank of the Vltava river, while its magnificent castle, the second biggest after Prague's, dominates the other. The history names this castle for the first time in 1253. You can admire its Baroque, Renaissance and Rokoko interiors as well as the Castle Gardens with Pavilion Bellaria and the Castle Theatre.

EOQ 2007 REGISTRATION FORM

To fasten your registration you can also use the on-line forms at www.eoq2007.com
Please, forward the completed form to the Congress Secretariat:

GUARANT International

51st EOQ Congress

Opletalova 22, 110 00 Prague 1
Czech Republic

Tel.: +420 284 001 444
Fax: +420 284 001 448
E-mail: eoq@guarant.cz

PLEASE NOTE THAT ONLY PROPERLY COMPLETED FORM WITH ALL REQUIRED DETAILS WILL BE ACCEPTED.

PERSONAL DETAILS:

First Name:	Family Name:	Title:
Institution:		
Mailing Address:	City:	
Postal code:	Country:	
Tel.:	Fax:	
E-mail:		

ACCOMPANYING PERSON:

First Name:	Family Name:	Title:
Country:		

CONGRESS REGISTRATION FEES:

	EARLY REGISTRATION (UNTIL 31 MARCH 2007)	LATE REGISTRATION (UNTIL 10 MAY 2007)	ON-SITE REGISTRATION (AFTER 10 MAY 2007)
Delegate	<input type="checkbox"/> EUR 600	<input type="checkbox"/> EUR 700	<input type="checkbox"/> EUR 750
Accompanying person	<input type="checkbox"/> EUR 150	<input type="checkbox"/> EUR 150	<input type="checkbox"/> EUR 150
Speakers	<input type="checkbox"/> EUR 300	<input type="checkbox"/> EUR 350*	

* All presenting speakers must be registered for the Congress by 28 February 2007

CONGRESS REGISTRATION FEES TOTAL	EUR
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CONGRESS STREAMS - 22 MAY 2007:

<input type="checkbox"/> OPENING PLENARY SESSION	09:30 – 12:30
<input type="checkbox"/> Productivity and Competitiveness	14:00 – 17:30
<input type="checkbox"/> New Management Systems Oriented to Performance and Innovation	14:00 – 17:30
<input type="checkbox"/> Automotive Industry Way to Excellence	14:00 – 17:30
<input type="checkbox"/> Quality and Safety in the Food Chain	14:00 – 17:30
<input type="checkbox"/> Telecommunication and IT - Challenges for the Future Society	14:00 – 17:30
<input type="checkbox"/> Quality in Healthcare and Pharmacy	14:00 – 17:30

CONGRESS STREAMS - 23 MAY 2007:

<input type="checkbox"/> Sustainable Manufacturing Development	09:00 – 12:30
<input type="checkbox"/> Quality in Education	09:00 – 12:30
<input type="checkbox"/> IAQ International Academy for Quality	09:00 – 12:30
<input type="checkbox"/> Credibility of Management Systems Certification and Quality in Accreditation Process	09:00 – 12:30
<input type="checkbox"/> Project Management	09:00 – 12:30
<input type="checkbox"/> Public Sector and CAF Model Experience	09:00 – 12:30
<input type="checkbox"/> CLOSING PLENARY SESSION	14:00 – 17:00

Please tick **only one** of the orange marked parallel sessions in each day.

SEMINAR REGISTRATION FEES:

Seminar registration only (not Congress registration)	<input type="checkbox"/> EUR 360
Seminar registration combined (delegates registered also for the Congress)	<input type="checkbox"/> EUR 100 + Congress registration fee

SEMINAR REGISTRATION FEES TOTAL	EUR
---------------------------------	-----

SOCIAL EVENTS:

Gala Dinner	Included in the Registration Fee	
Gala Dinner - for not registered persons	<input type="checkbox"/> EUR 150	<input type="checkbox"/> No. of tickets
Additional sightseeing - Library in the Strahov Monastery	<input type="checkbox"/> EUR 20	<input type="checkbox"/> No. of tickets

SOCIAL EVENTS TOTAL	EUR
---------------------	-----

TOTAL AMOUNT DUE	EUR
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PAYMENT CONDITIONS:

Registration fees must be paid in EUR.

BANK TRANSFER

I will pay by bank transfer the total amount of EUR to:

Bank name: Československá obchodní banka
Bank address: Na Příkopě 14, 110 00 Prague 1, Czech Republic
SWIFT/BIC: CEKOCZPP
Account number: 478533893 / 0300
Account name: GUARANT International spol. s r.o.
IBAN / IBAN: CZ69 0300 0000 0004 7853 3893
Details of payment: your name / 200701

NOTES: Bank fees must be fully covered by participant. A copy of the bank transfer must be sent together with the Registration Form.

CREDIT CARD

The Congress Secretariat accepts MasterCard/EuroCard, Visa, American Express and Diners Club.

Total amount to be charged in EUR to the following credit card:

VISA MasterCard / Euro/Card Diners American Express

Credit card number:	
Expiry date:	
Cardholder's name:	
Card Validation Code (CVC2/CVV2):*	
Billing Address:**	

* CVC2 (MasterCard / Euro/Card) or CVV2 (VISA) code is printed on the reverse side of your card at the signature panel, after the number of your credit card (last three digits).

** Please, do not forget to fill in the billing address for American Express only.

I hereby authorize GUARANT International spol. s r.o. (Opletalova 22, 110 00 Prague 1, Czech Republic, Commercial Registration number: 4524 5401) to charge my credit card for the following payment:

Payment description:	
Date:	Cardholder's signature:

According to the Czech law, credit cards will be charged in local currency – Czech crowns (CZK). The Congress Secretariat will use the exchange rate of the Czech National Bank on the date of payment.

EOQ 2007 ACCOMMODATION & TECHNICAL VISITS FORM

To fasten your registration you can also use the on-line forms at www.eoq2007.com
Please, forward the completed form to the Congress Secretariat:

GUARANT International

51st EOQ Congress

Opletalova 22, 110 00 Prague 1
Czech Republic

Tel.: +420 284 001 444

Fax: +420 284 001 448

E-mail: eoq@guarant.cz

PLEASE NOTE THAT ONLY PROPERLY COMPLETED FORM WITH ALL REQUIRED DETAILS WILL BE ACCEPTED.

PERSONAL DETAILS:

First Name:	Family Name:	Title:
Institution:		
Mailing Address:		City:
Postal code:	Country:	
Tel.:	Fax:	
E-mail:		

HOTEL RESERVATION:

Arrival date:	Departure date:
Hotel – first choice:	Hotel – second choice:

CONGRESS REGISTRATION FEES:

	SINGLE ROOM	DOUBLE ROOM
Top Hotel Praha - Standard room	<input type="checkbox"/> EUR 82	<input type="checkbox"/> EUR 115
Top Hotel Praha - Executive and Superior	<input type="checkbox"/> EUR 115	<input type="checkbox"/> EUR 132
Top Hotel Praha - Apartma	<input type="checkbox"/> EUR 188	<input type="checkbox"/> EUR 204
Hotel Opatov	<input type="checkbox"/> EUR 46	<input type="checkbox"/> EUR 58
Ibis Praha Wenceslas Square	<input type="checkbox"/> EUR 99	<input type="checkbox"/> EUR 109
Hotel Inos	<input type="checkbox"/> EUR 67	<input type="checkbox"/> EUR 72
Hotel Globus	<input type="checkbox"/> EUR 50	<input type="checkbox"/> EUR 64
Hotel Novotel Praha	<input type="checkbox"/> EUR 140	<input type="checkbox"/> EUR 154

Special request for accommodation:	
I wish to share room with:	Number of nights:

HOTEL ACCOMMODATION TOTAL	EUR
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TECHNICAL VISITS:

DATE	DESCRIPTION	PRICE	PERSONS
24 May 2007	TECHNICAL VISIT 1 Karlovy Vary - Moser Glass Works and Becherovka Liqueur Factory	<input type="checkbox"/> EUR 65	
24 May 2007	TECHNICAL VISIT 2 Plzeň - Pilsner Urquell Brewery	<input type="checkbox"/> EUR 50	
24 May 2007	TECHNICAL VISIT 3 Mladá Boleslav - Škoda Auto Factory	<input type="checkbox"/> EUR 50	
24 May 2007	TECHNICAL VISIT 4 Zdice – Kostal CR	<input type="checkbox"/> EUR 50	
24 May 2007	TECHNICAL VISIT 5 Prague - Zentiva Pharmaceutical Company	<input type="checkbox"/> EUR 50	

TECHNICAL VISIT FEE TOTAL	EUR
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TOTAL AMOUNT DUE	EUR
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PAYMENT CONDITIONS – CREDIT CARD AUTHORIZATION:

Registration fees must be paid in EUR.

BANK TRANSFER

I will pay by bank transfer the total amount of EUR to:

Bank name: Československá obchodní banka
Bank address: Na Příkopě 14, 110 00 Prague 1, Czech Republic
SWIFT/BIC: CEKOCZPP
Account number: 478533893 / 0300
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IBAN / IBAN: CZ69 0300 0000 0004 7853 3893
Details of payment: your name / 200701

*NOTES: Bank fees must be fully covered by participant.
A copy of the bank transfer must be sent together with the Accommodation & Technical Visits Form.*

CREDIT CARD

The Congress Secretariat accepts MasterCard/EuroCard, Visa, American Express and Diners Club.

Total amount to be charged in EUR to the following credit card:

VISA MasterCard / Euro/Card Diners American Express

Credit card number:	
Expiry date:	
Cardholder's name:	
Card Validation Code (CVC2/CVV2):*	
Billing Address:**	

* CVC2 (MasterCard / Euro/Card) or CVV2 (VISA) code is printed on the reverse side of your card at the signature panel, after the number of your credit card (last three digits).

** Please, do not forget to fill in the billing address for American Express only.

I hereby authorize GUARANT International spol. s r.o. (Opletalova 22, 110 00 Prague 1, Czech Republic, Commercial Registration number: 4524 5401) to charge my credit card for the following payment:

Payment description:	
Date:	Cardholder's signature:

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HNC for EOQ

European Organisation for Quality
Hungarian National Committee



51st EOQ POST-CONGRESS EVENTS 24 - 25 MAY 2007, BUDAPEST, HUNGARY

REGISTRATION AND HOTEL BOOKING FORM

Please type or use block letters and return as soon as possible to:

Blaguss Ltd. Congress Bureau: P.O.B. 42., 1364 Budapest 4., Hungary
Phone: + 361 374 7030
Fax: + 361 312 1582
E-mail: vamos@blaguss-congress.hu

First Name:	Family Name:	Title:
Institution:		
Mailing Address:		City:
Postal code:	Country:	
Tel.:	Fax:	
E-mail:		

REGISTRATION FEE: Participant (Gala Dinner included): EUR 260/person (before 31 March 2007)
 EUR 300/person (after 31 March 2007)
 Accompanying persons (only Gala Dinner): EUR 60/person (only Gala Dinner)

HOTEL ACCOMMODATION:

Required Not Required

Hotel reservation will only be made on receipt of the total costs of the hotel.

HOTELS PRICES ARE INDICATED IN EUR PER ROOM, PER NIGHT, INCLUDING BREAKFAST AND ALL TAXES	SINGLE ROOM	DOUBLE ROOM
Hilton Budapest WestEnd***** H-1069 Budapest, Váci út 1-3. Post-conference venue	<input type="checkbox"/> EUR 173	<input type="checkbox"/> EUR 198
Adina Apartment Hotels**** H-1133 Budapest, Hegedüs Gyula u. 52-54. (10 minutes walk)	<input type="checkbox"/> EUR 145	<input type="checkbox"/> EUR 156
City Hotel Ring*** H-1136 Budapest, Szent István krt. 22. (10 minutes walk)	<input type="checkbox"/> EUR 97	<input type="checkbox"/> EUR 110
IBIS Budapest Váci út*** H-1134 Budapest, Dózsa György út 65. (10 minutes by public transport)	<input type="checkbox"/> EUR 75	<input type="checkbox"/> EUR 84
Victor Apartment Hotel*** H-1132 Budapest, Victor Hugo u. 25-27. (5-10 minutes walk)	<input type="checkbox"/> EUR 59	<input type="checkbox"/> EUR 69

Arrival date:	Departure date:	Number of nights:
Special requests:		I would like to share my room with:

OPTIONAL TOURS:

OPTIONAL TOURS INC. LUNCH AND BEVERAGES (FOR MORE INFORMATION PLEASE CONTACT BLAGUSS LTD.)	PRICE	PAX	AMOUNT
1. Sightseeing Tour, Saturday, 26 May 10:00-14:00 and Sunday, 27 May 10:00-14:00	EUR 25		
2. Porcelain Manufacture Herend, Saturday, 26 May 9:00-17:00	EUR 60		
3. The Residence of Queen Elisabeth (Sissi), Saturday, 26 May 10:00-16:00	EUR 60		
4. Danube Bend Tour, Sunday, 27 May 10:00-16:00	EUR 60		
5. Eastern part of Hungary, Saturday-Sunday, 26-27 May	EUR 240 / EUR 280		
6. Around Lake Balaton, Saturday-Sunday, 26-27 May	EUR 240 / EUR 280		

PAYMENT OPTIONS:

PAYMENT	TOTAL
Registration fee	EUR
Gala Dinner	EUR
Hotel costs	EUR
Optional tour (No.:)	EUR
Total:	EUR

Cancellation Policy

(All cancellation must be made in writing form to Blaguss Ltd.)

- Cancellation made before **15 April, 2007** will receive a full refund less EUR 25 administration fee.
- Cancellation made after **15 April, 2007** will not be entitled to any refund from the registration fee, 1 night hotel cost will be charged.

Payments should be made in advance by one of the following methods:

CREDIT CARD / Please Charge <input type="text"/> EUR to my: <input type="checkbox"/> VISA <input type="checkbox"/> EC/MC <input type="checkbox"/> AMEX	
Card number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Cardholders name:	
Billing Address of the Cardholder:	
Expiry date:	CVC Code only VISA and EC/MC (the last three digits on the back of the credit card where the signature is)
<i>Please note that our Agency/Office will debit your credit card in EUR.</i>	
CHEQUE Payable to Blaguss Ltd. Congress Bureau , P.O.B. 42., 1364 Budapest 4., Hungary	
BANK TRANSFER The registration and hotel costs have to be made to: Account Holder's Name: Blaguss Ltd. IBAN Number: HU91 1091 8001 0000 0005 3941 0026 Bank: HVB Bank Hungary (H-1052 Budapest, Szervita tér 8.) Swift Code: BACXHUHB <i>Please indicate "EOQ"</i>	

All charges due to bank transfers have to be paid by the sender. The name and address of the sender have to be marked clearly on every remittance.

I have read and accept the cancellation terms.

Date: _____

Signature: _____

Partnership with the following companies was concluded at the time of printing.

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CORPORATE PARTNER:



SPECIAL SECTION CORPORATE PARTNER:



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ZENTIVA

SPECIAL SECTION PARTNER:



KOSTAL



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KOSTAL

ZENTIVA

OFFICIAL CARRIER:



EXHIBITORS:

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