



BOSNIA & HERZEGOVINA

ASOCIJACIJA ZA KVALITET U BOSNI I HERCEGOVINI
АСОЦИЈАЦИЈА ЗА КВАЛИТЕТ У БОСНИ И ХЕРЦЕГОВИНИ

72000 ZENICA, FAKULTETSKA 1; TEL: +387 32 449-130; FAX: +387 32 246-612

Bertrand Jouslin de Noray
EOQ Secretary General
Rue du Luxembourg 3
1000 Brussels

Vaš znak: _____

Naš znak: **93/06**

Vienna: **18.11.2006.**

Bosnia & Herzegovina Quality Association
Mr. Mico Jancev,
Representative to the EOQ General Assembly

Information about our activities

As you already know Bosnia and Herzegovina is investing efforts in following the European trends in the field of quality and every year since the Dayton Peace Agreement some manifestation has been organised on the occasion of the European Quality Week.

I take the opportunity to inform you about our activities after the 107th EOQ General Assembly and especially about the celebration of the European Quality Week this year in Bosnia and Herzegovina.

The 3rd General Assembly of QAB&H took place on the 10th June 2006 in Tuzla immediately after the 107th EOQ General Assembly. The following main conclusions and decisions of today's vital signs of quality development in Bosnia and Herzegovina were passed:

1. Initiate all necessary activities for the Bosnia and Herzegovina Quality Association to become an EOQ National Partner next year;
2. It is necessary in the next period to focus attention on internal organizational strength of our Association by forming 6 regional branches of QAB&H.
3. On the occasion of the European Quality Week during the november (that is already proclaimed as the Quality Month in B&H) QAB&H will organize a National Quality Conference every year.
4. Education and training related to the management, QMS and TQM, especially for the top-management people, play an important role in order to establish quality as a state of mind at the state level;
5. QAB&H General Assembly decided to give a special acknowledgement to EOQ Secretary General Mr. Bertrand Jouslin de Noray, for all the help that he personally has done for our Association.

During the "Quality Month in B&H" we have organized a number of important events and manifestations as follows:

The First B&H Quality Conference was held between 16-18 November in Neum with the main theme: "With Quality toward European Integration". In the spirit of the European Quality Week 2006 slogan: "Q in Europe: 'Best Experiences for a better life'", 15 organisations from different fields of activities, and different categories regarding the size, presented their experience on the way to quality. The main characteristics and key results of the Conference were:

- Active participation of the top managers of the organizations mentioned above;
- The Message of the participants address to the organizations and institutions in B&H;
- Initiative of the managers participants on the Conference for establishment of the Section of managers in the frame of QAB&H;
- The Protocol about collaborations in the field of quality sign between the President of the QAB&H and Vice-president of the Foreign Trade Chamber of B&H

The 3rd Day of Quality and Innovation in common organization of the QAB&H and Chamber of Commerce of the Unsko-Sanski Canton, become traditional and was held on the 20th of November in Bihac, with more than 70 participants from different parts of B&H and field of activities.

Up to today, more than 400 of companies in B&H have ISO 9001:2000 certificates, at least 40 ISO 14001, and about 10 ISO/TS 16949:2002 certificates. We believe that this process will continue and European knowledge and experience, translated into contemporary management tools consisting of quality standards and excellence models, will be successfully implemented in Bosnia and Hercegovina's organizations.

Note:

All relevant information can be found on our website: www.aqbih.ba;

Mr. Mico Jancev,
Representative to the EOQ General Assembly