

Presentations

DAY 1

PLENARY SESSION 1: REDISCOVERING QUALITY CONCEPTS

For the Next Generation (NOT AVAILABLE)

– *António Marquez Filipe, Symington Family Estates [PORTUGAL]*

Sustainable Quality (PDF)

– *Carlos Ribas and Pedro Cardoso, Bosch [PORTUGAL]*

PARALLEL SESSIONS 1 – QUALITY CONCEPTS AND APPROACHES:

PIA – Quality New Ideas and Concepts I

Old Quality versus New Quality: who wins? (NOT AVAILABLE)

– *Patrick Mongillon and Jade Plantin [FRANCE]*

The future of Quality: New and Old challenges (PDF)

– *Anni Koubek, Quality Austria [AUSTRIA]*

Open Foresight “Quality 2030” – Collaborative anticipation of future developments and trends (PDF)

– *Melanie Wiener, Johannes Kepler University [AUSTRIA]*

Integrating management of quality and digitalization (PDF)

– *Lars Sörqvist and Marita Bergendahl, International Academy for Quality [SWEDEN]*

Actual aspects of the “Quality Kazakhstan” Concept (PDF)

– *Azat Abdrakhmanov, Kazakh Organisation for Quality and Innovation management [KAZAKHSTAN]*

PIB – Quality Models and Standards

Can we sustain trust trough conformity assessment? We’d better! (PDF)

– *Pedro Alves, IQNET [SWITZERLAND]*

Impact of implementing a Sector Specific Quality Assurance System in organizations providing Social Services (PDF)

– *Guus van Beek, All About Quality Consultancy [NETHERLANDS]*

A Discussion of Best Practices in Leading Quality Improvement (PDF)

– *Elizabeth Keim, Integrated Quality Resources, LLC [USA]*

Madeira Islands: Recognition System of the Quality and Excellence of Service (PDF)

– *João d’Orey, Mínimos Quadrados [PORTUGAL]*

Hygiene And Sanitation Management System: A New Approach To Quality (PDF)
– [Handan Hilal Köse](#), Turkish Standards Institution [TURKEY]

PIC – Quality Tools and Applications I

Meaningful Metrics: Measuring Isn't Enough (PDF)
– [Christianna Hayes](#), Impact Performance Solutions [USA]

Hoshin Kanri (PDF)
– [Manon Duclos](#), MQQ [CANADA]

Harmonized Management System as a tool for Change Management at EPS (NOT AVAILABLE)
– [Tatjana Klačić](#), Electric Power Industry of Serbia [SERBIA]

Critical Root Cause Analysis Tools and Concepts (PDF)
– [Matthew Barsalou](#), QPLUS [GERMANY]

From Six Sigma to problem solving – Back to basics (PDF)
– [Piero Valle](#), SKF [ITALY]
CHAIR: [Rui Ramos](#)

PID – Reliable Quality (metrology, reliability, risk management, prognostics and diagnostics)

Reliability Centered Quality: Judo vs Karate approach (PDF)
– [Zigmund Bluvland](#), ALD Group [ISRAEL]

Quality Management Aspects of Complex Risk Management (PDF)
– [Jan Emblemvaag](#), Midsund Bruk [NORWAY]

Quality as a Service – How Digitization Enables for Predictive Quality (PDF)
– [Max Ellerich](#), RWTH Aachen University [GERMANY]

Approaches, tools and automatization for the efficient risk management in the supply chain (PDF)
– [Nataša Gladovič](#) [SLOVENIA]

Application of lean methodologies and tools: the case study of the ceramic industry (PDF)
– [Marta Ferreira](#), CTCV [PORTUGAL]

PIE – Quality Tools and Applications II

Quality [Professional] Tools 4.0 (PDF)
– [Lance Coleman](#), IDEX H&S [USA]

A Second Life For SPC: From Control to Management (PDF)
– [Willy Vandenbrande](#), QS Consult [BELGIUM]

Using the Digital management method to improve organizational efficiency and influence in the design field (NOT AVAILABLE)

– [Xuewei Sun](#), *Shanghai Nuclear Engineering Research & Design Institute [CHINA]*

Designing quality inspection in short-run assembly processes of wrapping machines (PDF)

– [Elisa Verna](#), *Politecnico di Torino [ITALY]*

Kaizen System implementation (PDF)

– [Balázs Németh](#), *Kvalikon [HUNGARY]*

PARALLEL SESSIONS 2 – QUALITY APPLICATION SCOPES:

P2A – Companies

How the System Works (PDF)

– [Sidsel Winther Storaas](#), *Storaas Quality Consulting [NORWAY]*

The safety of bakery products from cradle to full age or what we have been able to implement from quality systems for 18 years of practice (NOT AVAILABLE)

– [Alice Váchová](#), *PENAM [CZECH REPUBLIC]*

Quality is more Stracciatella than Dame Blanche (PDF)

– [Bart Ceulemans](#), *Continental Automotive Benelux Mechelen [BELGIUM]*

The impact of Quality Management on the Business of the company Metalac (PDF)

– [Aleksandar Marković](#), *METALAC [SERBIA]*

Improving Quality Audits with Unconventional Tools (PDF)

– [Susana Vicente](#), *Xpand IT [PORTUGAL]*

P2B – Data Driven Quality I

Making Golden Decisions with Big Data and Advanced Analytics (PDF)

– [James Duarte](#), *LJDUARTE & Associates [USA]*

Agile Quality at Bosch Termotecnologia (PDF)

– [Claudia Paiva](#) and [Catarina Santos](#), *Bosch Termotecnologia [PORTUGAL]*

Towards the definition of a novel quality paradigm for Product-Service Systems (PDF)

– [Federico Barravecchia](#), *Politecnico di Torino [ITALY]*

Towards quality travelling: Development of an instrument for measuring perceived service quality in the public transport sector (PDF)

– [Daniela Monteiro](#), *Domp SA [PORTUGAL]*

Measuring Tests (PDF)

– [Thomas Fehlmann](#), *Euro Project Office AG [SWITZERLAND]*

P2C – Health

The Use of Dynamic Interactive Data Visualization in Reducing Global Maternal and Child Mortality (NOT AVAILABLE)

– [Blanton Godfrey](#), North Carolina State University [USA]

Success factors for healthcare facilities for the 21st century (PDF)

– [Gerd Hartinger](#), Geriatric Health Care Centres of the City of Graz [AUSTRIA]

Quality as the foundation for excellence – taking a systemic perspective (NOT AVAILABLE)

– [Christian Mänder](#), B.Braun Aesculap AG [SWITZERLAND]

Statistical tools applied to domestic medical devices data to evaluate their quality (PDF)

– [Manuel Matos](#), Instituto Superior de Engenharia de Lisboa [PORTUGAL]

Personnel Certification in Quality Management in Healthcare – a Success Story in Romania (PDF)

– [Liliana Nitu](#), Romanian Association for Quality [ROMANIA]

P2D – Education

A New Instrument to Improve Quality in Education (PDF)

– [José Sarsfield Cabral](#), University of Porto [PORTUGAL]

Digital Learning – Key Success Factors and Examples (NOT AVAILABLE)

– [Ansgar Carbow](#), DGQ [GERMANY]

Holistic Approach of Quality Standards and Excellence for an Entrepreneurial Ecosystem University (NOT AVAILABLE)

– [Edmond Hajrizim](#), UBT – University for Business and Tehnology / QK – Quality Kosova [KOSOVO]

Teaching Quality Management to Industrial Engineering and Management Students: How to improve their learning experience? (PDF)

– [Helena Alvelos](#), CIDMA/DEGEIT, University of Aveiro [PORTUGAL]

Seven Questions About Quality in Higher Education (PDF)

– [John Dew](#), The University of Alabama [USA]

P2E – Quality New Ideas and Concepts II

What Companies practising Quality-based Management are doing regarding Environment: An Empirical Inquiry (PDF)

– [Narayanan Ramanathan](#), SRF Limited [INDIA]

Generic model of integrated management system (PDF)

– [Miroslav Drljača](#), Zagreb Airport, Ltd. & University North [CROATIA]

Holistic Rediscovering Quality related Concepts – making ‘Quality the community’s business’ (PDF)

– [David Hutchins](#), David Hutchins Innovation Limited [UNITED KINGDOM]

The Quality Movement: Where are we going? Past, Present and Future (NOT AVAILABLE)
– [Xiaojing Sun](#), Shandong University [CHINA]

A Project for Methodologies Integration to Continuous Improvement Process (PDF)
– [Helena Navas](#), Universidade NOVA de Lisboa [PORTUGAL]

PARALLEL SESSIONS 3 – THE QUALITY WORLD:

P3A – EOQ, European Organization for Quality

What happens in EOQ? (PDF)
– [Torolf Paulshus](#), EOQ [NORWAY]

EOQ Engagement in Conformity Assessment, Accreditation and Personnel Certification Business (PDF)
– [Thomas Votsmeier](#) [GERMANY]

PRU Updates (PDF)
– [Cornelia Butnaru](#) [ROMANIA]

P3B – IAQ, International Academy for Quality

Report from the IAQ Planet Earth Concerns Think TanK: How Companies can Apply Quality to tackle Planet Earth Concerns – a White Paper (PDF)
– [Narayanan Ramanathan](#) [INDIA] and [Willy Vandenbrande](#) [BELGIUM]

Rediscovering Quality in the Digital Age: Quality as a Socio-Technical System (PDF)
– [Gregory H. Watson](#) [FINLAND]

How to Get Top Management Attention to Quality (PDF)
– [Lars Sörqvist](#) [SWEDEN], [Gregory Watson](#) [FINLAND], [Blanton Godfrey](#) [USA] and [Elizabeth Keim](#) [USA]

P3C – ASQ, American Society for Quality

ASQ Update and Global Outlook (NOT AVAILABLE)
– [William Troy](#), ASQ CEO [USA]

Quality 4.0 Takes More Than Technology (PDF)
– [Christianna Hayes](#), Impact Performance Solutions [USA]

Networking Session (PDF)

P3D – CAQ, China Association for Quality (SINO-EURO Quality Forum)

The Application and Practice of Quality Management of Fiber-optic Gyroscope and its System Product (NOT AVAILABLE)
– [Huang Jixun](#), Beijing Aerospace Times Optical-electronic Technology [CHINA]

QMS implementation: expectation versus reality ([PDF](#))

– [Ana Fernandez](#), *SAFEMODE (Fidelidade Group)* [PORTUGAL]

Test Scheme and Practice of Intelligent Factory (NOT AVAILABLE)

– [Sun Jichao](#), *HollySys Technology Group* [CHINA]

Innovation Management at EDP Distribuicao under NP4457 Standard ([PDF](#))

– [Ricardo Santos](#), *EDP Distribuição* [PORTUGAL]

Product research and development quality expert platform based on artificial intelligence (NOT AVAILABLE)

– [Liu Dan](#), *Gree Electric Appliances, Inc. of Zhuhai* [CHINA]

Challenges and strategy ACC in internationalisation in the Chinese market ([PDF](#))

– [Luís Miguel Ferrão](#), *Amorim Cork Composites* [PORTUGAL]

P3E – QCI, Quality Council of India

Introduction ([PDF](#))

– [Ravi Prakash Singh](#), *QCI* [INDIA]

India & Quality ([PDF](#))

– [Rajesh Kumar Maheshwari](#), *PPID, QCI* [INDIA]

Zed Maturity Assessment Model ([PDF](#))

– [A. Raj & Mohit Singh](#), *ZED, QCI* [INDIA]

Industry Perspective: Schneider Electric ([PDF](#))

– [Satish Katti](#), *Schneider Electric Pvt. Ltd.* and [Ramanand Nagendra Shukla](#), *ZED, QCI* [INDIA]

Spiritual India ([PDF](#))

– [HH Jagat Guru Amrta Suryánanda Mahá Rája](#), *European and Portuguese Yoga Confederation* [INDIA]

DAY 2

PLENARY SESSION: FUTURE QUALITY

Quality 4.0 – A new dawn for facing the Digital Era ([PDF](#))

– [Mohamed Zairi](#), [UNITED KINGDOM]

Quality 4.0 and Business Excellence ([PDF](#))

– [Joseph A. DeFeo](#), *Juran Institute* [USA]

Quality & Brand Experience (NOT AVAILABLE)

– [Paulo Pereira da Silva](#), *RENOVA* [PORTUGAL]

PARALLEL SESSIONS 4 – EMERGENT QUALITIES

P4A – Data-Driven Quality II

Paradigm Shift in Quality Management ([PDF](#))

– *Benedikt Sommerhoff, DGQ [GERMANY]*

How digitalization and data liberation is shaping future business ([PDF](#))

– *John Markus Lervik, [NORWAY]*

Process Analytics for Quality Improvement (NOT AVAILABLE)

– *Marco Reis, ENBIS [PORTUGAL]*

Quality 4.0 ([PDF](#))

– *Avelino Brito, AEC [SPAIN]*

Software as a tool for improvement of management systems ([PDF](#))

– *Miloš Vasić and Branko Vasić, University of Belgrade [SERBIA]*

P4B – Quality Research

How Applied Research Can Support Quality Movement ([PDF](#))

– *António Ramos Pires, RIQUAL [PORTUGAL]*

A Systematic Review of Quality Improvement Education for Medical Students: What are Institutions Teaching? ([PDF](#))

– *Anila Rao and Grace Brannan, McLaren Macomb Hospital [USA]*

The Chain reaction of Quality Challenges in Governmental Services (NOT AVAILABLE)

– *Hasan Alsharqi, QPlus for Inspection and Quality Solutions [BAHRAIN]*

CAF's implementation by Portuguese municipalities ([PDF](#))

– *Carla Negreiro, Instituto Politécnico de Bragança [PORTUGAL]*

Approach System of Systems (SoS) for Quality Lean Management System (QLMS) ([PDF](#))

– *Vadim Lapidus, LLC Centr Prioritet [RUSSIA]*

P4C – Sustainable Quality and Circular Economies

The Excellence Manifesto ([PDF](#))

– *Matt Fisher, The Business Excellence Institute [BELGIUM]*

Sustainability Solutions Manager – Sustainability on new business models ([PDF](#))

– *Luís Barrinha, SGS Portugal [PORTUGAL]*

Harmonisation of Public Tertiary Education – The Mauritian Experience (NOT AVAILABLE)

– *Sid Nair, Ministry of Education, Tertiary Education Commission [MAURITIUS]*

Integrated Management Systems and Sustainability: A Framework Proposal (NOT AVAILABLE)

– [Merce Bernardo](#), *University of Barcelona [SPAIN]*

Six Sigma methodology application in transport company as an innovative way to quality services achievement ([PDF](#))

– [Michal Hranicky](#), *University of Zilina [SLOVAKIA]*

P4D – New Quality Professionals and Leaders

The Future of Quality Managers ([PDF](#))

– [Marina Guerra](#), *Siemens [PORTUGAL]*

Quality Management for the Future (NOT AVAILABLE)

– [Åsa Rönnbäck](#), *Förbättringsakademin [SWEDEN]*

Personal and organizational awareness for quality as competences of new quality professionals and leaders ([PDF](#))

– [Anton Petrič](#), *TPV Group [SLOVENIA]*

What is Quality for CEO's? ([PDF](#))

– [Ed Van Sieten](#), *VEEVA [USA]*

Quality Leadership in the V.U.C.A. World ([PDF](#))

– [Ömer Özkan](#), *Petkim Petrochemical Holding Corp [TURKEY]*

P4E – Education

Integrity for ensuring quality in education in the digital era ([PDF](#))

– [Ansie Harding](#), *University of Pretoria [SOUTH AFRICA]*

Integration of Learning Outcomes into Quality Management and Harmonization of Quality Standards in Vocational Education and Training in Europe ([PDF](#))

– [Joao Alves](#), *A TEC [PORTUGAL]*

The role of Quality Councils in HEIs: in search of a conceptual framework ([PDF](#))

– [Patrícia Moura e Sá](#), *CICP & University of Coimbra [PORTUGAL]*

Creating Quality in South African schools ([PDF](#))

– [Paul Harding](#), *South African Quality Institute [SOUTH AFRICA]*

International student journey: a data driven quality approach ([PDF](#))

– [Silvia Costa Lopes](#), *Universidade de Lisboa [PORTUGAL]*

PARALLEL SESSIONS 5 – QUALITY CONTESTS:

P5A – European Quality Leaders

[Mark Bazinet](#) ([PDF](#))

– *The Quality in «direct current» [FRANCE]*

[Nataša Gladović \(PDF\)](#)

– *Corporate quality management, ATLANTIC Grupa [SLOVENIA]*

[Frank Schreier \(NOT AVAILABLE\)](#)

– *Executive Director Quality Assurance, ŠKODA AUTO [CZECH REPUBLIC]*

P5B – MSc Presentations

Semantic comparison of requirements – A method to structure requirements by using Artificial Intelligence (AI) ([PDF](#))

– [Lisa Ritter](#), *BMW Group [GERMANY]*

Planning field surveillance of measurement instruments based on risk assessment ([PDF](#))

– [Railson Motta](#), *INMETRO [BRAZIL]*

Evaluation on Urban Quality Development level (NOT AVAILABLE)

– [Deng Ji](#), *SAQM [CHINA]*

Multivariate Short Run Control Chart as a tool to detect contaminations in ICP-MS ([PDF](#))

– [Filipe Gomez](#), *FCT-Universidade Nova de Lisboa [PORTUGAL]*

P5C – Process Improvement Projects

Portal PRIO Top Service ([PDF](#))

[Miguel Rangel](#), *Prio Energy [PORTUGAL]*

Process improvement initiatives using Lean methods to increase performance of the Fresh Products Markets at a Portuguese retail company ([PDF](#))

– [Pedro Marques](#), *Auchan Retail [PORTUGAL]*

Development of a Foundation for Evidence in Rehabilitation – Rehabilitation after Cerebrovascular Diseases (NOT AVAILABLE)

– [Shogo Kato](#), *Keio University [JAPAN]*

A Design for Gree’s “Comfort and Energy Saving” L1 wall-mounted air conditioning (NOT AVAILABLE)

– [Wu Mingxi](#), *Gree Electric Appliances, Inc. of Zhuhai [CHINA]*

Improve the Anti-corrosion Reliability of Air-conditioning Gas-liquid Separator (NOT AVAILABLE)

– [Chen Peixia](#), *Gree Electric Appliances, Inc. of Zhuhai [CHINA]*

P5D – New Products/Services Projects

Quality Appraisal & BSC: Achieve organizational excellence by maximizing internal audits’ efficiency ([PDF](#))

– [Cláudia Nabais](#), *Quidgest [PORTUGAL]*

Scorecard systems as tools to improve H&S performance ([PDF](#))

– [Manuel Carrasqueira](#), *Qualiseg [PORTUGAL]*

Quality Management System: Steel Services Plants Registration Success Case (NOT AVAILABLE)

– *Vladimir Passarelli, SCS Qualidade [BRAZIL]*

P5E – PhD Presentations

Quality management in higher education: a trend towards integration? (PDF)

– *Maria Manatos, CIPES Centre for Research in Higher Education Policies and University of Aveiro [PORTUGAL]*

Predictive Analytics in the Petrochemical Industry: Forecasting the Research Octane Number (RON) from Catalytic Reforming Units (PDF)

– *Tiago Dias, Galp [PORTUGAL]*

2018 World State of Quality results: an overview (PDF)

– *Catarina Cubo, Universidade do Minho [PORTUGAL]*

Rediscovering Quality in unstable and complex business environments (NOT AVAILABLE)

– *André Mendes de Carvalho, MIT Portugal [PORTUGAL]*

Benchmarking the effectiveness of hip replacement among 12 Belgian hospitals (NOT AVAILABLE)

– *Fabian Dehanne, CHU UCL [BELGIUM]*