



The QMOD-ICQSS Conference 2020

Bratislava, Slovakia, 15–17 October 2020

2nd Call for Paper

It is our great pleasure to invite you to contribute *a research paper* or *an extended abstract* to be presented at the 23rd QMOD/ICQSS conference, **Bratislava, Slovakia, 15-17 October, 2020**, starting with a welcome reception on October 15 in the evening. The conference will be organised at *Park Inn by Radisson Blue Danube* Conference Hotel, Bratislava:

<https://www.radissonhotels.com/en-us/hotels/park-inn-bratislava-danube>

Within walking distance of our Conference hotel, you'll find the city's most beloved attractions. Enjoy walks along the Danube River, explore the grand St. Martin's Cathedral, the medieval towers, Bratislava Castle, and the blue church of St. Elisabeth. Please also enjoy the following **travelling facts**: Bratislava Airport 10 km, Bus Station with connection to Vienna Airport and Vienna 50 m, Vienna Airport 58 km, Bratislava Passenger Port connections to Vienna, Twin City liner speed boat, 200m.

The main theme of the 23rd QMOD/ICQSS conference is:

Roadmaps and Barriers for creating *sustainable quality and value* for stakeholders – private as well as public organisations

Deadline for abstracts is February 28, 2020. **Deadline for full papers and Extended Abstracts** is June 10, 2020. Further details on how to write and submit an abstract, a full paper or an extended abstract and how to register please see the QMOD website (update in progress):

www.ism.lu.se/en/qmod/23rd-qmod-conference

We welcome contributions from all relevant fields of management and engineering **not limited to** the above conference theme. For more details about **tentative paper topics** please see below. We are looking forward to see you at the 23rd QMOD-ICQSS Conference.

Su Mi Dahlgaard-Park & Jens J. Dahlgaard
Conference Founders and Conference Chairs

Tentative Conference Topics

- Leadership and Strategies for Quality, Sustainability and Innovation in the 4th Industrial Revolution
- Quality Improvements and Innovation through the "4P": *People, Partnerships, Processes, and Products*
- Organizational Culture for Quality, Sustainability and Innovation
- Sustainability (economic, social and environmental) challenges
- Quality and Sustainability in all relevant areas
- Corporate Social Responsibility (CSR)
- The People dimension: Recruiting, Development and Involvement
- The Partnership Dimension: Internal and External Partnerships
- Partnerships and Strategic Alliances
- Customer and Employee Satisfaction, Loyalty and Commitment
- Branding

- Quality of Experiences
- Quality of Management, Products, Services and IT
- Quality and Accreditation in Higher Education: A Burden or a Blessing for Research and Education?
- Quality in Healthcare
- Quality in Humanitarian Operations
- Quality in Elder and Social care
- Quality in Professional Services (e.g. Law Firms, Healthcare, Management Consulting)
- Quality of Life
- Quality of working life
- Quality and Value: Creation, Identification and Improvement
- Quality and the Emerging Economy
- Quality Costing and Quality Economics
- Quality and Productivity
- Quality Innovation: Products, Services, Processes, and Technologies

- Strategic Quality Management
- Excellence Models
- TQM models, methodologies and tools
- Lean and Six Sigma
- Supply-Chain management
- Process management
- Self-Assessment
- Benchmarking
- ISO 9000:2015 series
- Quality Systems and Working Standards: Beginners' versus Experienced workers' Manual
- Integrated Management Systems
- Performance Management
- Life cycle assessment
- Use of Big Data Analytics