

DFK**Fra:** eoq@letter.eyepin.com**Sendt:** 29. oktober 2008 16:12**Til:** dfk@dfk.dk**Emne:** EOQ Newsletter**Dear colleagues!**

Dear colleagues!

HDK, the Croatian Society for Quality, is the proud host of the 53rd EOQ Congress, May 12th-14th, 2009, Cavtat-Dubrovnik, Croatia

The main theme of the Congress is
Quality in an Age of Transition
<http://www.hdkvaliteta.hr/Default.aspx?sec=40>

There are three main streams:

1. Quality: new ideas, alternative perspectives

Defining quality in a time of transition: trends, changes, best practice

Special sessions:

- Quality in health care hosted by ESQH and CSQH
- Quality in education
- 20 keys hosted by DeLoitte

2. We are one with nature

Environmental concerns and sustainable development: trends, changes, best practice

3. New society for the brave of heart and mind

Social responsibility: trends, changes, best practice

Special session:

- Financial Risk Management

Congress keynote speakers

In each Newsletter we are going to introduce our esteemed keynote speakers. They are going to address issues of quality, the environment, sustainable development and social responsibility at our plenary sessions. Their new and challenging ideas will attempt to inspire us and broaden our knowledge and experience.

Stephen Burnell

Today we are introducing **Stephen Burnell**, Director of Business Transformation at VT Flagship.

He was named as the 'European Quality Leader of the Year' by the European Organization for Quality (EOQ) in 2008. Also, he won the UK's top accolade for Quality Leadership - the Chartered Quality Institute's 'UK Quality Leader of the Year' award in 2007.

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53rd EOQ Congress, Cavtat-Dubrovnik, 2009.
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[more](#)**Dennis R. Arter**

In each Newsletter we are going to introduce our session moderators and presenters. They are going to present us with trends, changes and best practice in quality, the environment,

Contact



sustainable development and social responsibility.

Today we are introducing some of our valued colleagues:

Dennis R. Arter

FASQ, CQA, Columbia Audit Resources, Kennewick, Washington, USA

European Organization for Quality (EOQ)

rue Joseph II 36-38 E4
B-1000 Brussels
Tel.: +32 2 219 59 09
Mail: eoq@eoq-org.eu
Web: www.eoq.org

[more](#)

Yoshinori Iizuka



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Professor, School of Engineering, the University of Tokyo, Japan

[more](#)

Antonella Pamploni Scarpa



Antonella Pamploni Scarpa

Fujitsu Services, President at National level of AICQ – Italian Association for Quality and is also the representative in EOQ

[more](#)

Dubrovnik's history from 7th to 15th century



In the each Newsletter about the 53rd Congress there will also be the most interesting facts about Dubrovnik's fascinating history and culture. Next May, when you come to Dubrovnik, you will feel as if you are at home or visiting a dear and familiar friend.

The story of Dubrovnik begins with the 7th-century onslaught of barbarians that wiped out the Roman city of Epidaurum (site of present-day Cavtat). The residents fled to the safest place they could find, which was a rocky islet separated from the mainland by a narrow channel.

[more](#)

Dubrovnik's city Walls



Building walls was a matter of pressing urgency at the time, when barbarian invasions were a constant threat; it appears that the city was well fortified by the 9th century, when it resisted a Saracen siege for 15 months.

[more](#)

stay tuned for more...

kind regards
sylvie Hendrick
Communication Manager

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