

12:00-12:15	Conference Opening	
12:15-13:15	<p>Plenary Session <i>Challenges for quality management:</i></p> <ul style="list-style-type: none"> <li>▪ <b>Milena Alič</b>, University of Ljubljana, Slovenia, <i>From ISO 9001 to Quality 4.0 – challenges and perspectives</i></li> <li>▪ <b>Vittorio Cesarotti</b>, University of Rome "Tor Vergata", Italy, <i>Purpose, Future orientation and Ecosystems: How the EFQM Model is driving outstanding organisations towards sustainable success</i></li> <li>▪ <b>Maria Francesca Renzi</b>, University of Roma Tre, Italy, <i>Quality in services management: opportunities and future challenges</i></li> </ul>	
13:15 - 14:30	<p>Parallel Session (<b>EN</b>):</p> <ul style="list-style-type: none"> <li>▪ <b>Anna Nagyová</b>, Technical University of Košice , Slovakia , <i>Design of a Model for Project Management in Small and Medium-Sized Enterprises (SMEs)</i></li> <li>▪ <b>Agnieszka Kister</b>, Maria Curie-Skłodowskiej University, Poland, <i>Implementation of economy 4.0 principles in the activity of hospitals</i></li> <li>▪ <b>Matthew Barsalou</b>, QPLUS, Bahrain, <i>Using KPIs to Improve the Quality of Products and Services</i></li> <li>▪ <b>Paweł Nowicki</b>, Cracow University of Economics, Poland, <i>Remote certification processes during global pandemic times - a case of certification bodies</i></li> <li>▪ <b>Piotr Kafel</b>, Cracow University of Economics, Poland, <b>Piotr Rogala</b> Wroclaw University of Economic and Business, Poland, <i>Usefulness and credibility of external audits from the perspective of remote and on-site methods</i></li> <li>▪ <b>Alina Yakymchuk</b>, National University of Water and Environmental Engineering, Ukraine, <i>Integral assessment of the level of Economic Security of Ukraine in the context of Sustainable Development</i></li> </ul>	<p>Parallel Session (<b>PL</b>):</p> <ul style="list-style-type: none"> <li>▪ <b>Katarzyna Szczepańska</b>, Politechnika Warszawska, <i>Podstawy badania odpowiedzialności menedżerów w SZJ PN-EN ISO 9001:2015-10</i></li> <li>▪ <b>Aneta Kucińska-Landwójtowicz</b>, Opole University of Technology, Poland, <i>Organizacyjne modele dojrzałości - przegląd i klasyfikacja</i></li> <li>▪ <b>Agnieszka Piasecka</b>, Uniwersytet Marii Curie-Skłodowskiej, Polska, <i>Zaufanie w modelu doskonałości EFQM</i></li> <li>▪ <b>Tomasz Brzozowski</b>, Uniwersytet Ekonomiczny we Wrocławiu, Polska, <i>Business sustainability wśród polskich przedsiębiorstw</i></li> <li>▪ <b>Sylwia Piliszewska</b>, Uniwersytet Ekonomiczny we Wrocławiu, <i>Rola modeli zarządzania zasobami ludzkimi w budowaniu partnerstwa strategicznego w łańcuchu dostaw</i></li> </ul>

14:30-14:45	Break
14:45-15:30	<p><i>Assessment of an organisation - best practices and challenges</i> - discussion panel with the EFQM experts:</p> <ul style="list-style-type: none"> <li>▪ <b>Henk Bijl</b></li> <li>▪ <b>Tadeusz Buchacz</b></li> <li>▪ <b>Agnieszka Cebrat</b></li> <li>▪ <b>Vittorio Cesarotti</b></li> </ul>
15:30-16:30	<p>Plenary Session <i>Quality movement - a look into the future</i>:</p> <ul style="list-style-type: none"> <li>▪ <b>António Pires</b>, Polytechnic Institute of Setúbal, Portugal, <i>Challenges for the quality movement - Deepening knowledge for the future</i></li> <li>▪ <b>Ralf Woll</b>, Brandenburg University of Technology Cottbus – Senftenberg, Germany, <i>Quality movement where are we coming from, where are we going to?</i></li> <li>▪ <b>Adam Płachciak</b>, Wrocław University of Economics and Business, Poland, <i>Leadership in a VUCA World</i></li> <li>▪ <b>Joanna Martusewicz, Arkadiusz Wierzbic</b>, Wrocław University of Economics and Business, Poland, <i>The EFQM Model – challenges for organizations in Poland</i></li> </ul>
16:30-16:45	Closing Session