

3rd
Q **qualityaustria**
FORUM IN SERBIA

Location: **BELGRADE CHAMBER OF COMMERCE**
Kneza Miloša br.12, 11000 Belgrade, hall VI

Date and time: Thursday, September 27th, 2012., 09h - 16h

**QUALITY HANDICAPS
IN SERBIAN ORGANIZATIONS**

COMPARISON TO INTERNATIONAL PRACTICE



ISO 9001

- LATEST TRENDS IN THE REVISION PROCESS

IFS, FSSC 22000, ISO 22000

- NEWS AND TRENDS OF FOOD SAFETY STANDARDS
- PRESENTATION OF CERTIFIED CLIENTS AND COURSES

ISO 50001

- SUSTAINABILITY AND ENERGY EFFICIENCY

ISO 27001

- INFORMATION SECURITY MANAGEMENT SYSTEM

ISO 9001, ISO 14001

- PRESENTATION OF THE RESULTS OF ADA PROJECT

QA Center
Succeed with Quality

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Austrian
Development Cooperation

REGISTRATION

web: www.qa-center.net, e-mail: office@qa-center.net

TREĆI
Q **qualityaustria**
FORUM U SRBIJI

Lokacija: **PRIVREDNA KOMORA BEOGRADA**
Kneza Miloša br.12, 11000 Beograd, sala VI

Datum i vreme: Četvrtak, 27. septembar, 2012., 09h - 16h

**NEUSAGLAŠENOSTI U SISTEMU KVALITETA
U ORGANIZACIJAMA U SRBIJI**

POREĐENJE SA MEĐUNARODNOM PRAKSONOM



ISO 9001

- NAJNOVIJI TRENDovi U PROCESU REVIZIJE

IFS, FSSC 22000, ISO 22000

- NOVOSTI I TRENDovi U STANDARDIMA ZA BEZBEDNOST HRANE
- PREDSTAVLJANJE CERTIFIKOVANIH KLIJENATA I KURSEVA

ISO 50001

- ODRŽIVOST I ENERGETSKA EFIKASNOST

ISO 27001

- SISTEM MENADŽMENTA BEZBEDNOSTI INFORMACIJA

ISO 9001, ISO 14001

- PREDSTAVLJANJE REZULTATA ADA PROJEKTA

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PROGRAM

VODITELJ FORUMA / MASTER OF CEREMONY

g. Igor Panin, CEO Quality Austria Center doo, Beograd

- 09:00 REGISTRACIJA / REGISTRATION**
Dolazak učesnika / Welcome Reception
- 10:00 OTVARANJE I POZDRAVNI GOVOR / OPENING AND WELCOME**
g. Milan Janković, Predsednik, Privredna komora Beograd / President, Belgrade Chamber of Commerce
g. Igor Panin, CEO Quality Austria Center doo, Beograd
- 10:20 ISO 9001**
NAJNOVIJI TRENDVI U PROCESU REVIZIJE / LATEST TRENDS IN THE REVISION PROCESS
Mr. Axel Dick, Executive Vice President, Quality Austria Training, Certification and Evaluation GmbH
- 10:50 NOVOSTI I TRENDVI U STANDARDIMA ZA BEZBENOST HRANE / NEWS AND TRENDS OF FOOD SAFETY STANDARDS**
Ms. Elisabeth Voltmer, Food Sector Manager, Quality Austria Training, Certification and Evaluation GmbH
- 11:10 IFS, FSSC 22000, ISO 22000**
PREDSTAVLJANJE CERTIFIKOVANIH KLIJENATA / PRESENTATION OF CERTIFIED CLIENTS
"Unijapak" doo, Niš / "Hleb i Kifle" doo, Beograd / "Farmina Pet Foods" doo, Indija
PREDSTAVLJANJE NOVIH ISO 22000 I FSSC 22000 KURSEVA I PROJEKATA SA OTVORENIM TRENINIZIMA / ANNOUNCEMENT OF NEW ISO 22000 & FSSC 22000 COURSES AND PROJECTS WITH OPEN TRAININGS
g. Igor Panin, CEO Quality Austria Center doo, Beograd
- 11:40 PAUZA ZA KAFU / COFFEE BREAK**
- 12:10 NEUSAGLAŠENOSTI U SISTEMU KVALITETA / QUALITY HANDICAPS**
STANDARDIZACIJA NA SRPSKOM TRŽIŠTU – ISTRAŽIVANJE / STANDARDIZATION ON SERBIAN MARKET - SURVEY
gđa Jelena Radić, Privredna komora Beograda / Belgrade Chamber Of Commerce
PODACI I BROJKE O NEUSAGLAŠENOSTIMA U SISTEMU KVALITETA ŠIROM SVETA / DATA AND FIGURES ABOUT QUALITY HANDICAPS WORLDWIDE
Mr. Axel Dick, Executive Vice President, Quality Austria Training, Certification and Evaluation GmbH
PRAĆENJE ZADOVOLJSTVA KUPACA I POVRATNE INFORMACIJE / MONITORING OF CUSTOMER SATISFACTION AND FEEDBACK
gđa Jelena Petrov, Marketing Sector, Pekara "Branković" doo, Niš
NEUSAGLAŠENOSTI U SISTEMU KVALITETA U ORGANIZACIJAMA U SRBIJI - ISKUSTVA SA PROVERA / QUALITY HANDICAPS IN SERBIAN ORGANIZATIONS - EXPERIENCES FROM AUDITS
gđa Jelena Cice, Project Manager, Quality Austria Center doo, Beograd

- 12:45 DISKUSIJA / DISCUSSION**
Moderator: g. Igor Panin, CEO Quality Austria Center doo, Beograd
- 13:10 PAUZA ZA KAFU/COFFEE BREAK**
- 13:30 ODRŽIVOST I ENERGETSKA EFIKASNOST / SUSTAINABILITY AND ENERGY EFFICIENCY**
ODRŽIVOST I ODRŽIVI RAZVOJ / SUSTAINABILITY AND SUSTAINABLE DEVELOPMENT
gđa Jelena Cice, Project Manager, Quality Austria Center doo, Beograd
ISO 50001 - ENERGETSKA EFIKASNOST - NAJBOLJA PRAKSA / ENERGY EFFICIENCY - THE BEST PRACTICE
g. Miodrag Savić, SHEQ Manager, "Henkel Srbija" doo, Beograd
- 14:00 ISO 27001**
BEZBEDNOST INFORMACIJA / SECURITY OF INFORMATION
g. Marinko Radić, g. Aleksandar Resanović, Poverenik za informacije od javnog značaja i zaštitu podataka o ličnosti / Governmental Sector for Personal Data Protection
NAJAVA TRENINGA
- SISTEM MENADŽMENTA BEZBEDNOSTI INFORMACIJA / ANNOUNCEMENT OF TRAININGS
- INFORMATION SECURITY MANAGEMENT SYSTEM
g. Igor Panin, CEO Quality Austria Center doo, Beograd
- 14:45 ISO 9001, ISO 14001**
PREDSTAVLJANJE REZULTATA ADA PROJEKTA I DODELA CERTIFIKATA, DISKUSIJA / PRESENTATION OF RESULTS OF ADA PROJECT AND AWARING OF CERTIFICATES, DISCUSSION
"Čikoš Group" doo, Subotica / "Energogroup" doo, Beograd / "MetaData" doo, Beograd
- 15:20 ZATVARANJE / CLOSING**
g. Milan Janković, Predsednik, Privredna komora Beograd / President, Belgrade Chamber of Commerce
g. Igor Panin, CEO Quality Austria Center doo, Beograd
- 15:40 KOKTEL POSLUŽENJE / COCKTAIL CATERING**

POČASNI GOSTI / GUESTS OF HONOR:

