

Day 3 – Saturday, June 09

Time Place	Program
11.00-13.00 LOVČEN	<p>Session 10 QUALITY AND BUSINESS EXCELLENCE</p> <p>Moderators: Jovan FILIPOVIĆ, PhD, Professor, Faculty of Organizational Sciences, University of Belgrade Ivana MIJATOVIĆ, PhD, Professor, Faculty of Organizational Sciences, University of Belgrade</p> <hr/> <p>Ivana Mijatović, Biljana Tošić, Milan Jovanović ACQUIRING THE KNOWLEDGE ABOUT STANDARDS IN THE DIGITAL ERA – CASE OF SMEs OPERATING IN SERBIA</p> <p>Milan Dronjak SMART STANDARDIZATION</p> <p>Dragana Rošulj, Gordana Pejović MODEL FOR APPLICATION OF THE BUSINESS CONTINUITY MANAGEMENT SYSTEM IN HIGHER EDUCATION INSTITUTIONS</p> <p>Đorđe Lazić, Tamara Mitrović INFLUENCE OF SOME ASPECTS OF DISTANCE LEARNING ON QUALITY OF STUDYING</p> <p>Jovan Stokić, Aleksa Sekulović, Mladen Đurić OVERVIEW AND FUTURE OF QUALITY MANAGEMENT CONCEPTS IN ADDITIONAL AIRLINE SERVICES IMPROVEMENT</p> <p>Ana Čobrenović, Milica Rajković, Mladen Đurić RISK MANAGEMENT INTEGRATION THROUGH ISO 9001:2015, ISO/IEC 27001:2013 AND ISO 22301:2012 STANDARD REQUIREMENTS</p> <p>Dejan Hadži-Milosavljević, Jovan Filipović THE SOFTWARE IMPLEMENTATION OF THE PROTECTION MEASURES OF INFORMATION IN THE BANKING INFORMATION SYSTEM</p> <p>Gordana Pejović, Biljana Tošić, Jelena Ruso BENCHMARKING AS THE QUALITY MANAGEMENT TOOL FOR THE EXCELLENCE ASSESSMENT OF MEDICINES REGULATORY AUTHORITIES IN EUROPE</p> <p>Tamara Jakovljević QUALITY OF LIFE AND DIGITAL TRANSFORMATION IN HEALTHCARE</p> <p>Nedeljko Živković, Maja Glogovac, Ana Horvat PUBLIC ADMINISTRATION QUALITY DETERMINED BY CUSTOMER-RELATED CAF MODEL</p>