

"QUALITY IN HIGHER EDUCATION, HEALTH CARE, LOCAL GOVERNMENT" PROGRAMME

Thursday, 2 September 2004

8:30h. – 10:45h. Sessions Doctoral Day. Room 1.

9:45h – 10:45h.	Conference Registration
10:45h.– 11:15h	Welcome and Introduction Bruno Ravaz, Président of the Université du Sud – Toulon Var Albert Bessudo, Président de la Chambre de Commerce et d'Industrie Massa Pneus : "when industrial management meets environment quality" Claudio Baccarani & Michel Weill, Conference Toulon Verona
11:15h – 12:30h.	Opening Plenary Session. Keynotes Speaker Patrick Iribarne (AFAQ-Afnor)

Parallel Sessions	Higher Education Chairman: Room 2	Healt Care Chairman: Room 3	Quality Management Chairman: Room 4
12:30h – 13h	Evaluation and Quality Assesment in Universities: a case study Gianfranco Rebora 32	Quality in Healthcare : towards the impossible compromise O. Biencourt 10	The impact of business excellence on public sector and private sector performance Steve Tanner 1
12h -13:30h	Quality Function Deployment (QFD) for Higher Maritime Education Jelena Ivanova 36	Physician performance assesment for reappointment: Why & how? Enrico Baldantoni 14	The applicability of SA 8000 in the public sector Eva Lo Franco 20

13:30h. – 15h. - LUNCH

Parallel Sessions	Higher Education (1) Chairman: Room 2	Higher Education (2) Chairman: Room 3	Local Government & Health Care Chairman: Room 4
15h - 15:30h	Testing the criticality of HR-TQM factors in qaliy initiatives for HIGHER Education Context Noor Azman Ali 2	The quality of teaching through mobility: the CEI university network Luisa Cusina – Sandro Zicari 30	Service Quality according to the Marketing Approach Said Mssassi 43
15:30h – 16h	"A Preliminary Study to Diagnosing University Students' Level of Satisfaction from Higher Education Services" Halil Nadiri 57	Total quality management in higher education institutions Angelo Miglietta 28	This is Our New Home Now: Health Delivery and Refugee Communities Julian Kotze 48
16h – 16:30h	Vertical integration v. horizontal representation : the clash of culture in university environments and how these impact institutional standards and their assesment to determine quality Fernando Padro 8	"Directions in quality management in higher education in Australia" Alan Brown 58	Marketing Information System as the support for the better quality of services in the Health Care Organization Vesna Damjanovic 33
16:30h – 17h		Information and communication: the key to a qualitative approach of University Governance Bruno Ravaz	Civil Service: ambitious targets, obsolete organisation Luisa Cusina – Sandro Zicari 29

17h – 17:30h – COFFEE BREAK

Parallel Sessions	Higher Education Chairman: Room 2	Health Care Chairman: Room 3	Local Government Chairman: Room 4
17:30h - 18h	THE PRINCIPAL TEACHING- LEARNING DETERMINANTS OF UNDERGRADUATE AND UNIVERSITY LECTURER MUTUAL SATISFACTION J.E. Fernandez Rico 11	Processes Management Model in the Social Service: Case study in Residential Homes Gloria Antunes 40	Public services innovation: Employee Dispositions towards Teamwork, Empowerment and Continuing Training in the Greek Inland Revenue Zoe S.Dimitriades 3
18h – 18:30h	Dangerous Naming: What does it mean to be a student ? R. L. Lowe 12	Coordination inside health service production processes: the experience of GIVOP lung unit C. Baccarani 47	E-administration and "smell of corruption" Mirjana Drakulic 4
18:30h – 19h		A competencies typology for quality managers in homes for the elderly Sandra Bertezene 55	Citizen satisfaction and administrative performance measures: multiple-indicator approach Francesca Di Virgilio 53

20:30h – GALA DINNER – Restaurant Le Pothuau – Port des Salins - Les Salins de Hyères**Friday, 3 September 2004**

Parallel Sessions	Higher Education (1) Chairman: Room 2	Higher Education (2) Chairman: Room 3	Health Care Chairman: Room 4
9:30h – 10h	Sustaining quality improvement through a culture of accreditation - The SDA Bocconi School of Management experience in management education Manuela. Brusoni 13	Quality Management Of Education in Russia and France: comparative analysis of the universities Vincent Plauchu 42	Quality management in health care or for health care - or both ? Yvonne & Stefan Lagrosen 15
10h - 10:30h	University students relations for service quality and reputation Alessandra. Mazzei 17	Public Relations for Higher Educational Institutions Tamara Vlastelica 39	Ten years of quality projects: did it change the organisational culture of the Moroccan health care system ? Pierre Blaise, 34
10:30h – 11h	Quality issues of current importance in South African higher education Johan Brink 16	Managing Human capital as the key asset of educational organizations Sladjana Benkovic 37	
11h – 11:30h	The accreditation of a degree course: the experience of the Faculty of Economics of the University of Turin-Italy Marco Bechis 18	Evaluating Quality of Peripheral Services in University of Calabria Campus (Italy) Sonia Ferrari 44	
11:30h – 12h	If We Cannot Please All Higher Education's Customers, Which Ones Should we Satisfy? J. Raanan 21		

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12h – 14h - LUNCH

Parallel Sessions	Higher Education (1) Chairman: Room 2	Higher Education (2) Chairman: Room 3	Local Government & Quality Management Chairman: Room 4
14h - 14:30h	Improvement of competencies of managers in educational institution Sladana Barjaktarovic 22	Managing the evaluation of teaching activity in the University of Las Palmas C. G. Ascanio 45	Quality Steps and TIC or the Paradox of Ignorance Isabelle Bouchardy 54
14:30h – 15h	The paradigm of virtual communities for introducing a quality management system in the university training according to ISO 9001:2000 Iñaki Morlan 23	Strategic Planning In the Libraries Service of The University of Las Palmas de Gran Canaria C. G. Ascanio 46	
15h – 15:30h	Mesuring quality of research doctorates: the first italian case-study on doctorate recipients' experiences and job placements Massimo Sargiacomo 25	Quality in Computer Usage and Students Population Ana Nikodijevic 49	

15:30h – 16h - COFFEE BREAK

16h – 17h.	Round Table : The Future of Quality
	<ul style="list-style-type: none"> ➤ Patrick Iribarne (Afnor, AFAQ) ➤ Pr. Claudio Baccarani (Verona University) ➤ Pr. Michel Weill (Université du Sud – Toulon - Var)
17h – 17:30h	Conclusions and planning for the next conference