

# ***TQM for Higher Education Institutions II***

***Higher Education Institutions  
and the Issue of Total Quality***

## **OPENING PLENARY SESSION**

*Verona, Italy  
30 – 31 August 1999  
Faculty of Economics, via dell'Artigliere 19*

Christian Delvosalle – Patricia Lorent, Polytechnic of Mons, Belgium  
*Introducing quality in universities: how necessity makes utopia becoming reality*

Kostas Dervitsiotis, University of Piraeus, Greece  
*Some issues in transforming educational systems into learning environments*

Jens Dahlgaard – Peder Ostergaard, The Aarhus School of Business, Denmark  
*TQM and lean thinking in higher education*

Peter Williams, QAA, UK  
*Quality assurance approach in Higher Education*