

QMOD 2019 Program

13th October, Sunday					
16:00-20:00	QMOD-ICQSS Registration				
18:00-19:00	Welcome Reception				
19:00-21:00	Welcome Dinner				
14th October, Monday					
08:30-09:00 Room BC	Conference Opening: Su Mi Dahlgaard, Park & Jens J. Dahlgaard, Conference Co-Chairs				
09:00-10:30 Room BC	Plenary Session:				
	Heejun Park, Professor, Korea: <i>Platformnovation: Platform-based Innovation</i>				
	Håkan Wiklund, Professor, Sweden: <i>Design of Quality Management Systems in Higher Education - the Swedish Way</i>				
10:30-11:00	Coffee Break				
11:00-12:30 Parallel Sessions 1	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>
	Quality Management and Sustainability in the 4th Industrial Revolution	Quality Management, Trends, Principles and Models	Agile Organizational Transformations, TQM, Leadership	Defects, Failures, Complaints, FMEA	Service Quality, Customer Satisfaction, Scales, Warranty
12:30-13:45	Lunch				
13:45-15:15 Parallel Sessions 2	Quality Management and Sustainability in the 4th Industrial Revolution	Quality Management Systems, Weight of Standards, Performance	Leadership, Quality Culture, Rewards, Team Learning	Continuous Improvements, Kaizen, Co-creation	Product Development, Innovation, Quality, Values
15:15-15:30	Coffee Break				
15:30-17:00 Parallel Sessions 3	Quality Management and Sustainability in the 4th Industrial Revolution	Quality Management Systems, Circular Economy	TQM, Excellence Models, Balanced Scorecard	Industry 4.0 Research Agenda, Challenges, Maturity	Technology Development, Maintenance, Optimisation
19:00-23:00	Conference Gala Dinner (Room: BCDE)				
15th October, Tuesday					
08:30-10:00 Parallel Sessions 4	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>
	Quality in Higher Education	Quality Management Systems, Auditing, Recovery Planning	Value Creation, Social Value Performance, Quality Variances	Elimination/Prevention of Waste, Environmental Initiatives	Service Quality, Customer Experiences, Gamification, AI
10:00-10:30	Coffee Break				
10:30-12:00 Parallel Sessions 5	Quality in Higher Education	Quality in Healthcare	Lean, Six Sigma, Quality Management	Quality Management, Supply Chains, KPIs, Bottlenecks	Servitization, Customer Engagement, Innovation Capability, DOE
12:00-13:30	Lunch				
13:30-15:00 Parallel Sessions 6	Quality in Higher Education	Quality in Healthcare	Lean, Six Sigma, Competence Assessment, Respect for People	Attributes' Assessment, Measurements, Co-Creation Maturity	CSR, Sustainability, Sustainable Development
15:00-15:30	Coffee Break				
15:30-16:30	Plenary Discussion: <i>Key Challenges and Opportunities in the 4th Industrial Revolution</i>				
16:30-17:00 Room: BC	Closing Session: <i>Best Paper Awards and QMOD 2020 Announcement</i>				

14th August 2019, Monday

08:30-09:00: Room BC	Conference Opening
Jens J. Dahlgaard , Prof., Conference Founder and Co-Chair, Linköping University, Sweden Su Mi Dahlgaard-Park , Prof., Conference Founder and Co-chair, Lund University, Sweden	
09:00-10:30: Room BC	Plenary Session
Session Chairs: Prof. Su Mi Dahlgaard-Park & Prof. Jens J. Dahlgaard	
<p style="text-align: center;">Heejun Park, Professor, Yonsei University, Korea: <i>Platformnovation: Platform-based Innovation</i></p> <p style="text-align: center;">Håkan Wiklund, Professor, Mid Sweden University, Sweden: <i>Design of Quality Management Systems in Higher Education - the Swedish Way</i></p>	
10:30-11:00	Coffee Break

11:00-12:30	Parallel Sessions 1	
1.1 Room A:		
Quality Management and Sustainability in the 4th Industrial Revolution		
Session Chairs: Prof. Hefin Rowlands, UK; Prof. Jeongil Choi, Korea		
Bo Enquist, Samuel Petros Sebhatu, Sweden	Agenda 2030 for challenge-driven transformative change in a service ecosystem:	
Anna Åslund, Maria Eriksson, Ingela Bäckström, Sweden	A complementary Quality Management value to support sustainable development	
Marek Bugdol, Piotr Jedynak, Poland	A bonus for quality in the TQM concept: The problems of reality and justice	
Gunnar Dahlin, Sweden	Assessing Project Management maturity in the perspective of Sustainable Development	
1.2 Room B:		
Quality Management, Trends, Principles and Models		
Session Chairs: Prof. Ana-Belén Escrig-Tena, Spain; Asc. Prof. Jan Harwell, UK		
S'awomir Wawak, Su Mi Dahlgaard-Park, Piotr Rogala, Poland/Sweden	Research Trends in Quality Management	
Xiaojing Sun, Decheng Wen, Dongwei Yan, China	The Quality Movement: Where are we going? Past, Present and Future	
Kristen Snyder, Sweden	Enhancing the "people dimension" in quality through arts-based intervention: Exciting possibilities for value co-creation and healthy work environments	
Sandra Klute-Wenig; Robert Refflinghaus, Germany	Quality management for crowd working	

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11:00-12:30		Parallel Sessions 1	
1.3 Room C:			
Agile Organizational Transformations, TQM, Leadership			
Session Chairs: Prof. Gérson Tontini, Brazil; Asc. Prof. Anette Oxenswärdh, Sweden			
Dag Näslund, Rahul Kale, USA		Success Factors of Agile Organizational Transformations	
Amirbabak Ansari, Marian Mistler, Nadine Schlüter, Germany		Development of a toolbox for the quality gates in agile requirements management for software development	
David Hansen, Johan Lilja, Denmark/ Sweden		Complexity Quality Management: Enabling Leadership, Adaptive Space & Metaphors	
Petter Stenmark, Johan Lilja, Sweden		Drumming as a Key to Quality Improvement Action in the Emergence Paradigm of TQM	
1.4 Room D:			
Defects, Failures, Complaints, FMEA			
Session Chairs: Asc. Prof. Joanna Ejdys, Poland; Asc. Prof. Pernilla Ingelsson, Sweden			
Peter Schlegel, Daniel Buschmann, Max Ellerich, Robert H. Schmitt, Germany		Assessing data suitability for defect prediction	
Hyuck Moo Kwon, Sung Hoon Hong, Min Koo Lee, Korea		Action Priorities of Failure Causes in FMEA for Service System Operation	
Marius Heinrichsmeyer, Fynn Kösling, Nadine Schlüter, Germany		Localization of failure causes in production using complaint information by the means of an algorithm to achieve sustainable quality	
Ovidiu Bielefeld, Nadine Schlüter, Germany		Approach for a preventive model based Failure Analysis	
Marius Heinrichsmeyer, Insa Lemke, Nadine Schlüter, Germany		Development of an automated prioritization procedure for complaints	
1.5 Room E:			
Service Quality, Customer Satisfaction, Scales, Warranty			
Session Chairs: Prof. Ingela Bäckström, Sweden; Asc. Prof. Shuki Dror, Israel			
Aleksandra Maria Gulc, Poland		Determinants of courier service quality in e-commerce from customers' perspective	
Ines Bruschi, Benjamin Schwarz, Rebecca Schmitt, Germany		Compelling the market leader - The importance of service quality factors in e-commerce	
Zsuzsanna Eszter Tóth, Gábor Árva, Rita Veronika Dénes, Hungary		Are the 'illnesses' of traditional Likert scales treatable? – Methodological issues based on fuzzy numbers through a healthcare example	
Zhen He, Yiwen Zhang, Shuguang He, Dongfan Wang, China		Warranty Service Outsourcing Strategies Decision Considering Warranty Fraud and Inspection	

14th October 2019, Monday

12:30-13:45 Lunch	
13:45 – 15:15 Parallel Sessions 2	
2.1 Room A: Quality Management and Sustainability in the 4th Industrial Revolution	
Session Chairs: Prof. Dag Näslund, USA; Asc. Prof. Luís Pimentel, Portugal	
Johan Lilja, David Hansen, Daniel Richardsson, Ingela Svedin, Sweden	How Quality Management Needs Emergence for Engaging Agenda 2030
Anette Oxenswärdh, Sweden	Sustainability practice at hotels on the island of Gotland in Sweden
Eva M. Pertusa-Ortega, Juan José Tarí, Jorge Pereira-Moliner, María D. López-Gamero, José F. Molina-Azorín, Spain	Quality Management, Innovation and Performance in hotels
Thi Minh Trang Tran, Kum Fai Yuen, Korea	A theory-driven identification and ranking of the critical success factors of sustainable shipping management
2.2 Room B: Quality Management Systems, Weight of Standards, Performance	
Session Chairs: Prof. Inga Lapina, Latvia; Asc. Prof. Nowicki Paweł, Poland	
Piotr Rogala, Sławomir Wawak, Poland	Quality of the ISO 9000 series of standards – perceptions by quality management experts
Beatrice M. Rich, Max Hülse, Ralf Woll, Germany	The first impression counts: View area investigations on vehicles
Marian Mistler; Nadine Schlueter; Bastian Walter; P. Winzer, Germany	Dealing with Legal Requirements in the Planning Phase of Integrated Management Systems for Agile Organizations
Juan José Tarí, Jorge Pereira-Moliner, José F. Molina-Azorín, María D. López-Gamero, Spain	The effects of quality systems on performance in hotels
Dongwei Yan, Decheng Wen, Xiaojing Sun, China	Quality Control Game with risk attitudes of Platform and Seller in online shopping under government regulation

14th October 2019, Monday

13:45-15:15		Parallel Sessions 2	
2:3 Room C:		Leadership, Quality Culture, Rewards, Team Learning	
Session Chairs: Prof. Angelos Pantouvakis, Greece; Asc. Prof. Terje Slåtten, Norway			
Ingela Bäckström, Pernille Ingelsson, Catrine Johansson, Solange Hamrin, Sandra Bergman, Sweden		Communicative Leadership development conduction to impact on Quality culture and co-worker health	
João Brillo, Erivelton Silva, Brazil		Tri-Intersectional Model of Leadership by Values: A Fuzzy Multi-criteria Decision Making Open Technology of Assessment System	
Frederic Marimon, Alejandro Federico Bello Pintado, Francisco Javier Merino Díaz de Cerio, Spain		How should a team be rewarded to improve quality performance?	
Victoria H. Batt-Rawden, Norway		An organizational learning climate for team learning capability in professional service firms	
2.4 Room D:		Continuous Improvements, Kaizen, Co-creation	
Session Chairs: Prof. Chi-Kuang Chen, Taiwan; Asc. Prof. Peter Cronemyr, Sweden			
Manuel F. Suárez-Barraza, Su Mi Dahlgard-Park, José Ángel Miguel-Davila, Mexico/ Sweden		"KAI-ZEN" Philosophy: Historical roots in Zen Buddhism. A deep reflection	
Iwona Burka, Poland		How managers in Poland use the principles and instruments of the Kaizen philosophy in their personal lives – The Personal Kaizen approach	
Gorka Unzueta, Aritz Esnaola, Jose Alberto Eguren, Spain		Framework to evaluate continuous improvement process efficacy: A case study of a capital goods company	
Luciana Ronchi, Gérson Tontini, Carlos Eduardo Carvalho, Brazil		Measuring Maturity in Value Co-creation Practices and its Influence on Market Performance	
Anna Mårtensson, Ingela Bäckström, Pernille Ingelsson, Sweden		Co-creation - making it happen	
2.5 Room E:		Innovation, Product Development, Quality, Values	
Session Chairs: Prof. Zhen He, China; Asc. Prof. Minna Saunila, Finland			
Seonghye Lee, Younsung Kim, Jeongil Choi, Korea		The Study of Service Design Management Factors Affecting Organizational Innovation Performance	
Ana-Belén Escrig-Tena, Mercedes Segarra-Ciprés, Beatriz García-Juan, Spain		Quality Management, incremental and radical innovation: the moderating role of control mechanisms	
Hossein Dadfar, Ali Dadfar, Mir Ali Chavushzadeh, Sweden		An Empirically Driven Model for New Product Development in Pharmaceutical Firms - The case of Iran	
Marius Heinrichsmeyer, Nadine Schlüter, Amirbabak Ansari, Germany		Model-based strategy for business networks to derive new requirements for product development based on complaints	
Ovidiu Bielefeld, M. Heinrichsmeyer, Marian Mistler, Nadine Schlüter, Petra Winzer, Germany		Innovative Approach to combine Requirements Management and Engineering in Business Networks	
15:15 - 15:30		Coffee Break	

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15:30-17:00		Parallel Sessions 3	
3.1 Room A:			
Quality Management and Sustainability in the 4th Industrial Revolution			
Session Chairs: Asc. Prof. Eva M. Pertusa-Ortega, Spain; Asc. Prof. Slawomir Wawak, Poland			
Magnus Larsson, Raine Isaksson, Sweden		How could micro companies work with sustainable development?	
Luís Pimentel, Soraia Afonso, Portugal		Key Success Factors and Conditions for Quality Management Implementation in Micro Enterprises: A Case Study	
Joanna Ejdys, Poland		Trust in courier services as a determinant of the services quality for the needs of e-commerce	
Martina Berglund, Magdalena Smeds, Promporn Wangwacharakul, Jason Martin, Sweden		Quality and equality? A gender perspective on quality management research	
Jason Martin, Sweden		Exploring conceptual issues in the relation between a service logic perspective and Quality Management practice	
3.2 Room B:			
Quality Management Systems, Circular Economy			
Session Chairs: Prof. Juan José Tarí, Spain; Asc. Prof. Nadine Schlütter, Germany			
Nowicki Paweł, Piotr Kafel, Magdalena Wojnarowska, Poland		Key elements of Management Systems supporting circular economy	
Piotr Kafel, Nowicki Paweł, Magdalena Wojnarowska, Poland		Assumptions of circular economy management standard for food industry – choosing the best structure	
Julia Schmitt, Erik Hansen, Austria		Cradle-to-Cradle Quality: The Role of Management Systems	
Nadine Leder, Maneesh Kumar, Vasco Sanchez Rodrigues, UK		Aspects of Quality and Technology in the Circular Economy Strategy of Waste Valorisation	
3.3 Room C:			
TQM, Excellence Models, Balanced Scorecard			
Session Chairs: Asc. Prof. Masataka Sano, Japan; IAQ Academician Juhani Anttila, Finland			
Gery Ellis, Jens J. Dahlgaard, Pauline Found, Maneesh Kumar, Jan Harwell, UK/ Sweden		From Scientific Management to Industrial Management and TQM: Impact on Employee Involvement, Suggestions and Productivity Growth in SEI, Japan (1949 –)	
Kristen Snyder, Henrik Eriksson, Hendry Raharjo, Sweden		The Management Index, Simplifying Business Excellence to Enhance Quality	
Shuki Dror, Israel		The Balanced Scorecard versus Quality Award Models: comparison and implementation using QFD	
Patrícia Moura e Sá, Carolina Fernandes, Portugal		An assessment of a municipal physical activity programme for seniors based on the EFQM model: integrating the views of internal and external stakeholders	

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15:30-17:00		Parallel Sessions 3	
3.4 Room D:			
Industry 4.0 – Research, Challenges, Maturity			
Session Chairs: Prof. Heejun Park, Korea; Prof. Kristina Zgodavova, Slovakia			
Hefin Rowlands, Stuart Milligan, UK		Future research agenda for Quality 4.0	
Andrea Sütőová, Kristína Zgodavová, Slovakia		Maturity of Automotive Industry 4.0 and Quality 4.0 Intelligent Technology in Slovakia: Future of Needs for Learning and Development	
Martina Toni, Maria Francesca Renzi, Maria Giovina Pasca, Roberta Guglielmetti Mugion, Laura Di Pietro, Veronica Ungaro, Italy		Towards Automotive 4.0: An empirical study of users' intention	
Lidia Reyes, Chi-Kuang Chen, Dennis Sosa, Taiwan		Investigation of Industry 4.0 Implementing Challenges: Aspects of Lean Manufacturing and Practices by Two Cases	
3.5 Room E:			
Technology Development, Maintenance, Optimisation			
Session Chairs: Asc. Prof. Adrian Pugna, Romania; Prof. Jose Alberto Eguren, Spain			
Tetsuo Hosokawa, Zenichi Miyagi, Japan		Technology Development Processes Based on Robust Parameter Design versus on the Causality Search T- Method: A Comparison of Effectiveness	
Dongfan Wang, Zhen He, Shuguang He, China		Joint optimization of extended warranty price and reliability for products considering maintenance service contracts	
Yumin Liu, Li Liu, Xiaoying Liang, Zheyun Zhao, China		Real-time monitoring method of high dimensional nonlinear profile data based on LLE-SVDD	
Masato Ohkubo, Yasushi Nagata, Japan		Anomaly detection for noisy data with the Mahalanobis- Taguchi system	
19:00-23:00	Conference Gala Dinner (Room: BCDE)		

15th October 2019, Tuesday

08:30-10:00		Parallel Sessions 4	
4.1 Room A:		Quality in Higher Education	
Session Chairs: Prof. Kristen Snyder, Sweden; Asc. Prof. Piotr Grudowski, Poland			
Terje Slåtten, Gudbrand Lien, Solveig Beyza Narli Evenstad, Terje Onshus, Norway		Supportive study climate and academic performance among university students: The role of psychological capital, positive emotions and study engagement	
Barbara Rebecca Lappalainen, Norway		Employees' psychological capital and innovative behavior in higher education in Norway	
Vivien Surman, Zsuzsanna Eszter Tóth, Hungary		Confronting the voice of students and supervisors – The evolution of a service quality framework for non-traditional courses by focusing on qualitative techniques	
Zsuzsanna Eszter Tóth, Bálint Bedzsula, Hungary		What constitutes quality to students in higher education? The changing role of students and lecturers - An empirical investigation of student expectations on course level	
4.2 Room B:		Quality Management Systems, Auditing, Recovery Planning	
Session Chairs: Prof. Decheng Wen, China; Asc. Prof. Manuel F. Suárez-Barraza, Mexico;			
Hana Pacaiova, Juraj Sinay, Zuzana Kotianova, Juraj Glatz, Anna Nagyova, Slovakia		Impact of Management Systems Integration on the Implementation of Industry 4.0 Concept	
Evangelos Psomas, Vasiliki Ntekoume, Ioannis Papadakis, Greece		Future research agenda of Management System Auditing A systematic literature review	
Åsa Rönnbäck, Anton Mårtensson, Lena Lindblad, Sweden		The Value of Quality Management Systems by ISO 9001:2015 in Swedish SMEs	
Åsa Rönnbäck, Lena Lindblad, Sweden		Capturing Value-Creation of Quality Management Systems	
John A. Mpekiaris, George D. Tsiotras, Greece		Disaster preparedness and recovery planning by Greek organizations	
4.3 Room C:		Value Creation, Social Value Performance, Quality Variances	
Session Chairs: Prof. João Brillo, Brazil; Asc. Prof. Rafal Haffer, Poland			
Pablo Colman, Pauline Found, Jan Harwell, UK		A Systematic Literature Review of Value Creation in the Primary Sector with a Focus on Fisheries.	
Kana Sugimoto, Shin'ya Nagasawa, Japan		The Value of Core Products: Implications of the Business Turnaround Cases	
Marcus Branke, Lisa Friedrich, Beatrice M. Rich, Ralf Woll, Germany		4C-Process-Model: A technical and practically oriented problem-solving-model for quality variances in the automotive industry	
Hoon Yu, Haeyoung Oh, Jeongil Choi, Korea		A Study on the Development of Social Value Performance Measurement Model – Focusing on Public Enterprises	

15th October 2019, Tuesday

08:30-10:00		Parallel Sessions 4	
4.4 Room D:			
Elimination/ Prevention of Waste, Environmental Initiatives			
Session Chairs: Prof. Hyuck Moo Kwon, Korea; Prof. Raine Isaksson, Sweden			
Christer Hedlund, Petter Stenmark, Sweden		Exploring the Impact of Consumer Attitudes on Reusage and Waste Prevention	
Marta GRABOWSKA, Błażej GÓRALSKI, Adam STUDZIŃSK, Poland		Elimination of waste in ancillary processes - case study	
Peter Cronemyr, Maria Hüge-Brodin, Sweden		Green Karma – Using enhanced QFD as a proactive tool for environmental initiatives in freight transport companies	
Chi-Kuang Chen, Yennie Salim, Lidia Reyes, Taiwan		Using Multi-Stage Interrelationship Diagram as Cause-Effect Investigation Tool of Climate Change	
4.5 Room E:			
Service Quality, Customer Experiences, Gamification, AI			
Session Chairs: Prof. Bo Enquist, Sweden; Asc. Prof. Josip Mikulić, Croatia			
Angelos Pantouvakis, Anastasia Gerou, Greece		A Systematic Literature Review of Customer Journey: A Term Inextricably Linked with Customer Experience	
Lars Grønholdt, Denmark		Digital customer experience: An emerging theme in customer service excellence	
Maria Giovina Pasca, Roberta Guglielmetti Mugion, Martina Toni, Laura Di Pietro, Maria Francesca Renzi, Italy		Does the gamification impact on service quality? An application in bike sharing context. Evidence from Italy	
Jaswant Singh Sambhi, Jan Harwell, V. Arumugam, UK		The impact of Artificial Intelligence (AI) on empathy and emotion in 'AI to Customer' service interactions	

15th October 2019, Tuesday

10:00-10:30		Coffee Break	
10:30-12:00		Parallel Sessions 5	
5.1 Room A:			
Quality in Higher Education			
Session Chairs: Prof. Maria Francesca Renzi, Italy; Prof. Bren Matevž, Slovenia			
Aija Medne, Inga Lapina, Artūrs Zeps, Latvia		University Quality System Development: KPIs for Strategy Evaluation	
Zsuzsanna Eszter Tóth, Bálint Bedzsula, Hungary		Treating students as partners – Is it so simple? An empirical investigation of the student partnership based on qualitative techniques involving both students and lecturers	
Irina Degtjarjova, Jolanta Janauska, Inga Lapina, Jānis Mazais, Jānis Pildavs, Latvia		Quality Assessment of Study Program: Application of Quality Function Deployment Methodology	
Oksana Lentjušenkova, Jelena Titko, Inga Lapina, Latvia		Measuring of Intellectual Capital Investments in Higher Education: Case of Latvia	
5.2 Room B:			
Quality in Healthcare			
Session Chairs: Prof. Michael Brusch, Germany; Asc. Prof. Zsuzsanna Ester Toth, Hungary			
Masahiko Munechika, Shoko Yamazaki, Shinki Furukawa, Chsato Kajihara, Akira Shindo, Haizhe Jin, Japan/ China		A Study on the Community Issues in Constructing an Integrative Community Care System	
Pernilla Ingelsson, Lilly-Mari Sten, Ingela Bäckström, Marie Häggström, Sweden		Assessing Quality Management culture in order to develop ICU transitional care	
Małgorzata Z. Wiśniewska, Piotr Grudowski, Ewa Marjańska, Poland		„Just culture” from the perspective of beliefs and behaviours of nursing personnel - Validation of the measuring instrument and research results	
Chisato Kajihara, Tomohiko Sakai, Masahiko Munechika, Masataka Sano, Masaaki Kaneko, Haizhe Jin, Japan/ China		A Study on Education and Training to Establish an Area Disaster Resilience Management System for Healthcare	
Jane Worlitz, Duy Linh Vu, Laura Hettling, Ralf Woll, Germany		Perceived Waiting Time and Waiting Satisfaction: a Systematic Literature Review	
5.3 Room C:			
Lean, Six Sigma, Quality Management			
Session Chairs: Asc. Prof. Maria Eriksson, Sweden; Asc. Prof. Ines Dužević, Croatia			
Sung Hyun Park, Korea		New Paradigm of Lean Six Sigma in the 4th Industrial Revolution	
Christoffer Rybski, Roland Jochem, Germany		Procedure Model to integrate Digital Elements into Lean Production Systems	
Patrick Pötters, Christoph Szedlak, Bert Leyendecker, Germany		Lean Administration in German Large Scale Enterprises	
Wei Wang, Zhen He, Min Zhang, China		Well begun is half done; The role of Six Sigma training design in initial training transfer	

15th October 2019, Tuesday

10:30-12:00		Parallel Sessions 5	
5.4 Room D:			
Quality Management, Supply Chains, KPIs, Bottlenecks			
Session Chairs: Ass. Prof. Piotr Kafel, Poland; Ass. Prof. Maria Frederiksson, Sweden			
Juhani Anttila, Kari Jussila, Finland		Implementing Quality Management in Startups	
Rafal Haffer, Poland		Exploring the Relationship between Supply Chain Performance Measurement System of Logistics Service Providers and Supply Chain Performance	
Jasmin Ohlig, Thomas Hellebrandt, Amelie I. Metzmacher, Patrick Poetters, Ina Heine, Bert Leyendecker, Robert H. Schmitt, Germany		Performance management on the shop floor – An investigation of KPI perception among managers and workers	
Wieslaw Urban, Patrycja Rogowska, Poland		Bottleneck identification in TOC, a comprehensive literature review along with emerged methodology	
5.5 Room E:			
Servitization, Customer Engagement, Innovation Capability, DOE			
Session Chairs: Prof. Frederic Marimon, Spain; Asc. Prof. Tomislav Baković, Croatia			
Justyna Kozłowska, Poland		Factors that determine the Servitization of Manufacturing in the Polish Machinery Sector	
Xiao Chen, Xiaojing Sun, Dongwei Yan, Decheng Wen, China		Perceived Quality and Customer Engagement in the online shopping environment: The rational and emotional perspectives	
Minna Saunila, Finland		Innovation capability among small businesses: Review of empirical research	
Jose Alberto Eguren, Aritz Esnaola, Gorka Unzueta, Spain		Modelling of an additive 3D printing process based on the DOE methodology	
12:00-13:30		Lunch	

15th October 2019, Tuesday

13:30-15:00		Parallel Sessions 6	
6.1 Room A:			
Quality in Higher Education/ Primary and Secondary Education			
Session Chairs: Prof. Håkan Wiklund, Sweden; Ass. Prof. Milena Alic, Slovenia			
Piotr Grudowski, Małgorzata Z. Wiśniewska, Poland		Lean management in higher education institutions: How to begin?	
Annika Henningsson, Maria Frederiksson, Sweden		Coaching in Higher Education - Increase student's insight and competence for planning to reach desired goals	
Ingrid Tano, Liselott Lycke, Sweden		A Guide to Develop Quality Assurance System within HEIs	
Bren Matevž, Miran Lavrič, Slovenia		Validity of students' e-evaluation at the University of Maribor for 2013-18	
Evangelos Psomas, Nancy Bouranta, Fotis Vouzas, Greece		Findings of Quality Management studies in primary and secondary education: A Systematic Literature Review	
6.2 Room B:			
Quality in Healthcare			
Session Chairs: Prof. Masahiko Munechika, Japan; Ass. Prof. Anna Nagyova, Slovakia			
Agnieszka Kister, Poland		The impact of non-compliance costs on the implementation of organizational innovations in hospitals	
Lilly-Mari Sten, Pernilla Ingelsson, Ingela Bäckström, Marie Häggström, Sweden		The development of a measurement instrument focusing on team collaboration in the patient transfer process from intensive care to the general ward	
Marie Häggström, Lilly-Mari Sten, Ingela Bäckström, Pernille Ingelsson, Sweden		How to improve the transfer process from intensive care to general wards - listening to the co-workers	
Jonas Boström, Helene Hilborg, Sweden		Combining bodies of knowledge for quality improvement and innovation in healthcare - Experiences from three different design initiatives in healthcare organizations	
Roberta Guglielmetti Mugion, Laura Di Pietro, Maria Giovina Pasca, Martina Toni, Maria Francesca Renzi, Italy		Enabling the blood donation propensity among donors and non-donors: An empirical investigation in Italy	
6.3 Room C:			
Lean, Six Sigma, Competence Assessment, Respect for People			
Session Chairs: Prof. Sung H. Park, Korea; Asc. Prof. Johan Lilja, Sweden			
Mark Francis, Andrew Thomas, Ron Fisher, UK		Methodological analysis of the lean literature	
Kristína Zgodavová, Darina Juhászová, Miroslav Čička, Kristína Lengyelová, Slovakia		Improving the Small Mixed Batches Production System using Historical Data and Lean Six Sigma Tools: Case Study of a Bakery Equipment Producer	
Maija Kavosa, Svetlana Mjakuškina, Inga Lapina, Latvia		Professional competence assessment analysis in the certification process through Value Stream Mapping: A case study in the construction sphere	
Mia Ljungblom, Sweden		The sense of respect for people is a key issue for Lean implementation in Sweden	

15th October 2019, Tuesday

13:30-15:00		Parallel Sessions 6	
6.4 Room D:			
Quality Attributes' Assessment, Measurements, Value Co-Creation Maturity			
Session Chairs: Prof. Lars Grønholdt, Denmark; Prof. Wieslaw Urban, Poland			
Hossein Dadfar, Alireza Sheikhtaheri, Sweden		Service Quality and Customer Satisfaction in the Car Insurance Industry	
Sabina Potra , Adrian Pugna, Romeo Negrea, Romania		Quality attributes' assessment for new competitive products and services	
Tomislav Baković, Ines Dužević, Josip Mikulić, Croatia		The Potential of Implicit Association Test for Researching Latent Customer Needs	
Min Zhang, Lin Sun, Farouk Adewale Moustapha, Liang Qu, Zhen He, China		A Scale for Measuring Integrated Store Service Quality	
6.5 Room E:			
CSR, Sustainability, Sustainable Development			
Session Chairs: Asc. Prof. Patrícia Moura e Sá, Portugal; Ass. Prof. Piotr Rogala, Poland			
Ewa Marjanska, Piotr Grudowski, Anna Wendt, Mateusz Muchlado, Poland		Corporate Social Responsibility Challenges in Apparel Industry – Polish consumer perspective, attitudes and ethical behaviors	
Raine Isaksson, Sweden		How could sustainability and sustainable development be understood based on stakeholder needs focus?	
Michael Brusch, Victoria Büsch, Ines Brusch, Germany		Willingness to Prolong Working Life: An Empirical Analysis of Reasons, Intentions and Connections in Germany	
Amelie Karcher, Nadine Schlüter, Germany		Inclusion of older people and people with disabilities in the volunteer fire department	
15:00-15:30		Coffee Break	
15:30-16:30: Room BC		Plenary Discussion	
		Session chair and Moderator: Prof. Heejun Park, Yonsei University, Korea	
		Discussion theme: <i>Key Challenges and Opportunities in the 4th Industrial Revolution</i>	
16:30-16:45 Room BC		Closing Session	
		Su Mi Dahlgaard-Park, Lund University Jens J. Dahlgaard, Linköping University, Sweden	
		QMOD 2019 Announcement	