



**ASOCIJACIJA ZA  
KVALITET I  
STANDARDIZACIJU  
SRBIJE**

**FACULTY FOR  
MECHANICAL  
ENGINEERING**



**CENTER FOR  
QUALITY**

# **QUALITY FESTIVAL 2008.**

## **2<sup>nd</sup> INTERNATIONAL QUALITY CONFERENCE**

### **CONFERENCE MANUAL**

**FACULTY FOR MECHANICAL ENGINEERING, CENTER FOR QUALITY,  
Kragujevac, S. Janjić 6**

**AQS -SERBIAN ASSOCIATION FOR QUALITY AND STANDARDIZATION**

*Kragujevac, May 13-15 2008.*

**QUALITY FESTIVAL 2008.**  
**2. International Quality Conference**  
**Conference manual**

**ISBN: 978-86-86663-26-9**

*Editors:* **Dr Slavko Arsovski**, full professor  
Faculty of Mechanical Engineering, Kragujevac  
**Dr Miodrag Lazić**, full professor  
Faculty of Mechanical Engineering, Kragujevac  
**Dr Miladin Stefanović**, assistant professor  
Faculty of Mechanical Engineering, Kragujevac

*Publisher:* **FACULTY OF MECHANICAL ENGINEERING**  
34000 KRAGUJEVAC  
Sestre Janjić 6  
  
**CENTER FOR QUALITY**  
34000 KRAGUJEVAC  
Sestre Janjić 6

*For publishers:* **Prof. dr Miroslav Babić**  
**Prof. dr Slavko Arsovski**

*No of copies:* 200

*Printing:* Grafički atelje *Skver*, Kragujevac

*Copyright © Faculty of Mechanical Engineering, Kragujevac, 2008.*  
*Copyright © Center for Quality, Kragujevac, 2008.*

---

Publication of Conference manual and organization of Quality Festival 2008 is supported by:

***Department of Science and Environment Protection, Republic of Serbia***

Izdavanje Zbornika radova, organizovanje i održavanje Festivala kvaliteta 2008. podržalo je:

***Ministarstvo nauke i zaštite životne sredine Republike Srbije***

## CONTENT

CONTENT .....	III
1. M.Sc. Snežana Mijailovic PROCESS ADMISSION TO MODELLING OF PROCESSES IN FACTORY FOR ELECTROTHERMIC PRODUCTS .....	3
2. M.Sc. Snežana Mijailovic APPLICATION OF SWOT ANALYSIS IN FACTORY FOR ELECTROTHERMIC PRODUCTS .....	10
3. Prof. dr. Borut Kosce, M.Sc. Sandra Sencic, Prof. dr. Mirko Sokovic, Blaž Karpe B.Sc FOUNDRY WASTE MANAGEMENT .....	21
4. mr D. Rajkovic, M. Aleksic, mr R. Milicevic, mr S. Cudic IMS IN SMEs – REASONS, ADVANTAGES AND BARRIERS ON IMPLEMENTATION .....	25
5. Dr. Duško Pavletic, Dr. Mirko Sokovic, M.Sc. Glorija Paliska PRACTICAL APPLICATION OF QUALITY TOOLS .....	33
6. D.Sc. Dejan Djordjevic, M.S. Srdjan Bogetic IMPLEMENTATION OF INTEGRATED MANAGEMENT SYSTEMS IN THE SECTOR OF SMALL AND MEDIUM ENTERPRISES .....	39
7. dr Srecko Curcic, mr Sida Milunovic, Ivan Savovic, dr Milena Duric LOGISTICS INFORMATION SUPPORT FOR ENVIRONMENTAL MANAGEMENT FOR ORGANIZATIONS IN THE FOOD CHAIN .....	47
8. MSc Peter Krizan, MSc Djordje Vukelic METHODOLOGY OF BUSINESS PROCESS DEVELOPMENT IN A HOTEL INDUSTRY .....	53
9. Jelena Danilovic, Sandra Stefanovic SERBIAN L2 LEARNERS' VIEWS ON QUALITY TEACHING OF ENGLISH .....	57
10. Mr Mirjana Miljanovic, Mr Tamara Gvozdenovic REENGINEERING OF THE BUSINESS PROCESS MARKETING .....	61
→ 11. dr Miladin Stefanovic, dr Goran Devedžic, dr Milan Eric INCUBATORS IN DEVELOPING COUNTRIES: DEVELOPMENT PERSPECTIVES .....	66
12. dr Milosav Dordevic, dr Miljko Kokic CONCEPT FOR MANAGEMENT OF END OF LIFE VEHICLES RECYCLING SYSTEM .....	72
13. PhD Lubomir Šooš, MSc Iveta Onderova PARAMETERS INFLUENCING THE COMPONENTS QUALITY .....	77
14. PhD Lubomir Šooš QUALITY OF DESIGN ENGINEERING: CASE OF MACHINE TOOLS HEADSTOCK .....	83
15. Mr Nenad Miric, Dr Goran Devedžic THE MODEL OF IDENTIFICATION OF THE PROBLEM MAIN CAUSE SET OF VARIATION	91

16. Sandra Milena Castillo, Assoc. Prof. Martí Casadesús, Prof. Stanislav Karapetrovic, Assoc. Prof. Itaki Heras, Assoc. Prof. Irene Martín DO STANDARDIZED MANAGEMENT SYSTEMS HINDER INNOVATION PROCESSES? .....	96
17. Miroslav Badida, Ervin Lumnitzer, Monika Bilová, Milan Filo THE UNCERTAINTIES OF ENVIRONMENT'S PARAMETERS MEASUREMENTS AS TOLLS OF THE MEASUREMENTS QUALITY IMPROVEMENT .....	102
18. Dr Mirko Djapic, Dr Vladimir Zeljkovic, Milan Vojinovic MACHINE TOOLS HARMONIZATIONS WITH EU TECHNICAL LEGALISATIONS REQUIREMENTS .....	107
19. MSc Jelena Jovanovic, PhD Aleksandar Vujovic, Prof. PhD Zdravko Krivokapic CORRELATION BETWEEN BALANCED SCORECARD AND QUALITY MANAGEMENT SYSTEM .....	113
20. PhD Aleksandar Vujovic, PhD Zdravko Krivokapic IDENTIFICATION OF IMPORTANT AREAS OF RESEARCH IN FIELD OF QUALITY MANAGEMENT .....	121
21. Frederic Marimón, Itaki Heras, Martí Casadesús ISO 9001 AND ISO 14001 DIFFUSION: THE CASE OF SPAIN AND SERBIA.....	128
22. Mr. Nikola Stefanovic LEADERSHIP AND IMPLEMENTATION OF QUALITY .....	136
23. mr Dejan Raonic, mr Dragan Srejevic ANALYSIS RESULTS OF THE JUSTIFICATION OF INVESTMENTS INTO QUALITY, ENVIRONMENT PROTECTION AND PRODUCTS SAFETY IN ŠUMADIJA AND POMORAVLJE REGION .....	141
24. mr Ljubinka Radosavljevic, Marko Radosavljevic RISK MANAGEMENT PROCESS OF THE AUTOMATIC SAFETY PULLOVER.....	147
25. dr Zora Arsovski, dr Milan Pavlovic, dr Slavko Arsovski IMPROVING THE QUALITY OF MAINTENANCE PROCESSES USING INFORMATION TECHNOLOGY .....	153
26. M. Pavlovic, A. Pavlovic ENVIRONMENTAL IMPACTS OF PACKAGING MATERIALS IN SERBIAN MILK INDUSTRY. A COMPARATIVE LIFE CYCLE ASSESSMENT .....	165
27. dr Zora Arsovski, dr Slavko Arsovski THE QUALITY METRICS OF INFORMATION SYSTEMS.....	170
28. dr Slavko Arsovski, mr Katarina Kanjevac Milovanovic MODELING THE IMPACT OF NEW APPROACH DIRESTIVES ON COMPETITIVENESS ENTERPRISE .....	177
29. dr Milan Eric, dr Miladin Stefanovic COMPARATIVE CHARACTERISTICS OF TQM AND REENGINEERING.....	182