The European Congress of Quality is an annual event that started in 1957. Professionals from Europe and around the world come to meet, learn and benchmark.

High-level speakers present over two days on important and/or timely topics on quality in its broad sense.

For 2018:
Feel the new quality way!

Day 1:
Quality as an asset for a competitive Europe

Day 2:
Quality leader, a key role

qualitycongress2018.com

Animation:
Alex TAYLOR, Journalist, radio and television animator
Day 1: Quality as an asset for a competitive Europe

9h00  Welcome
9h30  Opening session
   • EOQ strategy
   • Quality and European Union
   • Quality by leaders

11h00  Practices around quality management systems (5 parallel sessions with 1 chairman and 3 speakers each)
   • Session 1: Practices and experience regarding Quality Management Systems
     What is our IMS experience and for which benefits?
   • Session 2: Practices and experience on operational excellence
     - Quality Management in Holdings - Objectives, Tasks, Management Elements and Main Mechanisms
     - What are practices with Lean approaches in services companies?
     - What is ROI on Lean Manufacturing in industry?
   • Session 3: Practices and experience on governance, risks and compliance
     - How do quality approaches contribute to better ethics?
     - What is a compliance approach?
     - Risk Management: what is your maturity level?
   • Session 4: Practices and experience on CSR
     - Practices and experience = best in class in CSR
     - What strategy for a stakeholders CSR dynamics?
   • Session 5: Sino-Euro Quality Forum

12h45  Lunch
14h00  French Minister intervention
14h30  Actions and results (5 parallel sessions with 1 chairman and 3 speakers each)
   • Session 1: Added value of quality approaches
     - Which results of a business excellence approach in hospital?
     - How to demonstrate the added value of a quality approach?
   • Session 2: Results on creativity and innovation
     - How to implement design thinking?
     - What are the main tools of creativity?
   • Session 3: My EOQ (concept, products)
     - What is the concept of My EOQ?
     - EOQ products and services portfolio
   • Session 4: Actions and results thanks to digitalization and transformation
     - Transformation in Delivering Quality Healthcare in the Digital Age
     - How to integrate digitalization in business process management and what are the associated results?
     - How to use digitalization in user experience to obtain « waouh effect »?
   • Session 5: Sino-Euro Quality Forum

16h30  Morning and afternoon sessions synthesis
17h30  European Quality Leader
      5’ to convince - 3 candidates
18h00  End of the day
20h15  Gala Dinner at Yellow Door Cottage
22h45  Back to hotels

Day 2: Quality leader, a key role

8h30  Welcome
9h00  Quality leader, a key role
9h20  Game: 5 functions, 5 countries, 5 expectations (5 directors in charge of 5 different functions, who come from 5 different countries)
   • 5 different functions/responsabilities: Sales, Marketing, Production, HR, Finance
   • Questions and answers: what are expectations towards quality leader?
     What annoys you the most? What do you like best? What should be changed?

11h00  Quality leader (5 parallel sessions with 1 chairman and 3 speakers each)
   • Session 1: Simplification driven by the quality leader
     - How quality leaders drive transformation and simplification?
     - What are priorities of quality leader in order to simplify processes in companies?
   • Session 2: Development and certification of skills, recognition and professionalization
     - Which new skills for a quality leader?
     - How to improve the « value » of the quality leader?
   • Session 3: The quality leader missions, today and tomorrow
     - Quality manager as a strategist
     - How do you imagine quality leader in 2030?
   • Session 4: Place of quality in teaching curricula
     - What changes in training programs are expected to improve the place of quality?
     - How to change training pedagogies concerning quality?

12h45  Lunch
14h00  Organized networking
14h45  European Quality Leader Award
15h15  Morning sessions synthesis
15h45  Conclusion of the two days and link with EOQ
16h00  Surprise guest
16h30  End of Congress

CALL FOR PAPERS

If you want to propose a speech, please send your proposal and bio at contact@francequalite.fr

BEFORE MARCH, 31ST