

62nd

**EUROPEAN CONGRESS
OF QUALITY**



PARIS
JUNE 21/22
 **2018**

FEEL THE NEW QUALITY WAY !

PROVISIONAL PROGRAM

#EQC2018

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 !

qualitycongress2018.com

Animation :

Alex TAYLOR, Journalist, radio and television animator

Day 1 :

Quality as an asset for a competitive Europe

Day 2 :

Quality leader, a key role



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/responsibilities : 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