
CUBRIK: 23 and 24 May 2011
University of NIS
SERBIA

Workshop day 1: 23 May 2011
Venue: University of Nis, Faculty of Electronic Engineering

9.30- 9.45: Workshop introduction and objectives
Introduction of participants and introduction to workshop objectives

9.45-10.15: EFQM Model
Presentation of main features (CM)

10.15 - 10.45: TRIS Model
Presentation of main features (IvD)

10.45 – 11.00 QA at UA (UA)

Pause

11.30-12.15: Effective assessment of EFQM & TRIS models (IvD)
List of Do's and don'ts
Organisation setting on the level of the institute and on the level of the programmes

12.15 - 13.00: Using the EFQM Model (CM)
Fundamental concepts and links between elements - PDCA.

Lunch break

14.00 - 15.00: RADAR tools in EFQM (CM)
Assessment and distribution of percentages

15.00-16.00: The Assessment process (IvD)
Fitting features within the 5 phase system

Pause

16.30-17.30: **Workshop exercise - Culture of quality**

Gala Dinner on the 23rd May, at 20:00 h (See last page for the venue information)

Workshop day 2: 24th May

9.30 - 10.30: Syndicate exercise

- Group 1 Assessing inputs and processes following TRIS coached by IvD
- Group 2 Assessing inputs and processes following EFQM coached by CM

10.30 - 11.15: Discussion on results

Pause

11.30 - 12.30: Syndicate exercise

- Group 1 Assessing results following TRIS coached by IvD
- Group 2 Assessing results following EFQM coached by CM

12.30- 13.00: **Discussion on results**

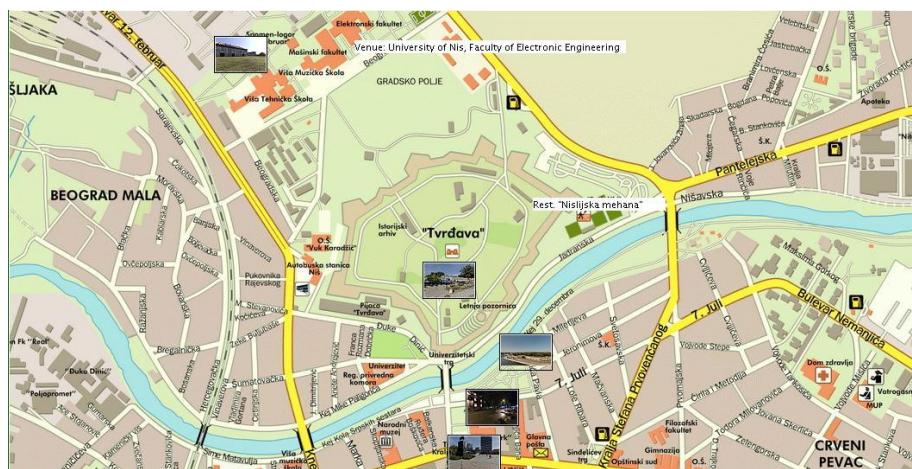
Lunch break

14.00 - 15.30: **SWOT analysis of both models EFQM and TRIS by participants**

15.30 - 16.00: **Conclusions of workshop**

16.00- 16.30: **Administrative and financial issues (UA) + CUBRIK next activities**

The dinner will be organized at the restaurant "Nislijska mehana" on the Tennis Courts, Jadranska bb, under the walls of the Nis Fortress



List of participants:

University of Banja Luka	Valerija Suala
University of Mostar	Marijana Bandic Glavas
University of Tuzla	Almir Zigic
Agency for Development of Higher Education and Quality Assurance in BiH	Marina Matosevic
University "St. Kliment Ohridski"	Marika Basheka
	Snezana Obednikovska
State University of Tetova	Ibrahim Neziri
CAQA	Ivan Milentijevic
University of Kragujevac	Slobodan Jankovic
University of Novi Sad	Zorana Luzanin
Unviersity of Nis	Dragan Antic
	Vesna Lopicic
	Dejan Spasic
	Nenad Pavlovic
	Zoran Nikoli
	Ivan Milentijevic
	Teufik Tokic
	Vera Markovic
	Darko Mitic
	Zoran Jovanovic
University of Alicante	Ester Boldrini
University of Alicante	Spike Tang
Erasmushogeschool Brussel	Ignace Van Dingenen
Erasmushogeschool Brussel	Carlos Machado