

Registration

To register for the conference please complete and return the registration form.
The closing date for registration is 31st August 2003.
Acceptance of registrations after this date will carry an additional payment of 50 €

CONFERENCE REGISTRATION FORM (please use one form per person)

(Copy this form and send it by FAX to +34 985 10 40 33 or by post to Prof. J. Esteban Fernández Rico, C/Principado, nº3, 2ª planta, 33007, Oviedo, Spain, or by e-mail: aasuarez@correo.uniovi.es. Registrations will be acknowledged by return).

I wish to register for **Quality in Higher Education, Health Care, Local Government**, Oviedo 11th - 12th September 2003. In case of cancellation, I understand that an administrative charge of 50 € is payable up to 1 September, after that date, the conference fee and booked events are fully charged.

Title.....	First name.....	Family name.....
Job title/position		
Department		
Organization.....		
Street/Box.....		
Postal Code.....	City	Country.....
Telephone	Fax.....	e-mail.....
(incl. country and area code)	(incl. country and area code)	

PAYMENT (please select)

- I wish to register for the **Pre event (Doctoral Day)** 75 €
 - I wish to register for the Conference 300 / 225 / 150 €
 - I wish to register for accompanying persons for the Gala Dinner (11th September 2003) 43 €
 - I wish to register for the post-conference tour (12th September 2003) persons 50 €
- Total payable _____ €

Transfer to the bank account:

NIB: 2048 0001 770340004950

IBAN: ES76 2048 001 7703 4000 4950

Please quote **participant name** on all payments.

HOTEL RESERVATION

Accommodation is available in the centre of Oviedo, you can contact hotels mentioned in the tables below. Do not forget to indicate that you are coming for the Conference (Universidad de Oviedo). If you wish to book a room in another hotel please find it in: www.infoasturias.com

6th "TOULON VERONA" CONFERENCE

ANNOUNCEMENT AND CALL FOR PAPERS

An international two-day conference supported by ESOE

Taking place at the Auditorio Príncipe Felipe de Oviedo

Principado de Asturias - Spain, 11 - 12 September 2003

*"QUALITY IN HIGHER EDUCATION, HEALTH CARE,
LOCAL GOVERNMENT"*

International Committee

Professor Claudio Baccarani, Italy
Professor Amnon Caspi, Israel
Professor Christian Delvosalle, Belgium
Professor Kostas N. Dervitsiotis, Greece
Professor Gopal K. Kanji, UK
Professor Cristina Mendonça, Portugal
Professor Michel Weill, France

"TOULON - VERONA" CONFERENCE



Conference Website:
http://www.uniovi.es/Vicerrectorados/Calidad_Innovacion/Welcome.html

National Organizing Committee

Conference Chair:

Professor J. Esteban Fernández Rico
Universidad de Oviedo (U.O.)

Organizing Chairs:

Professor Samuel Fernández Fernández (U.O.)
D. Alberto Álvarez Suárez (U.O.)

PRE-CONFERENCE EVENT:

Doctoral Day: 10th September
Presentation of PhD and Masters theses

Important Dates:

Deadline for Abstracts: 31st May 2003
Deadline for full paper submission: 26th July 2003
Closing date for registrations: 31st August 2003



Universidad de Oviedo

Oviedo City Council

"QUALITY IN HIGHER EDUCATION, HEALTH CARE, LOCAL GOVERNMENT"

Background to the Conference

This is the sixth Toulon-Verona Conference: Toulon-1998, Verona-1999, Derby-2000, Mons-2001, Lisboa-2002, Oviedo-2003.

Total Quality Management (TQM) has a growing presence in Higher Education and Local Government. Implementing TQM is also one of the hottest trends in Health Care organizations today. A variety of common questions often arise:

- What is Quality in the frame of these Institutions?
- How to measure and how to improve Quality in Professional Organizations?
- Who is the "customer" and how to be "customer-oriented"?
- How to involve each actor in the quality process?
- What about Certifications and/or Accreditation?

The conference will include plenary sessions with keynote speakers and specialised parallel sessions.

Pre-Conference event

A **Doctoral Day**, where students and researchers may present their PhD and Masters theses, will be organised on the 10th September (Workshops in English and in Spanish).

The participants

Academics, learning support staff, researchers, academic managers, and administrators in Higher Education, Hospital executives, clinical staff (physicians and nursing professionals), health care executives and their staff. Local Government authorities, administrators, executives, supporting staff, and technicians.

The venue

This conference will be based at the Auditorio Príncipe Felipe, Plaza de La Gesta, Oviedo – Principado de Asturias - SPAIN.
<http://www.ayto-oviedo.es/auditorio/>

Call for papers

The conference has three specific areas of focus:

- **General Management and Quality Policy**
- **Quality in Professional Practices**
- **Quality in Support Administrative Services**

Examples of discussion topics in the scope of the three specific areas are the following:

Higher Education Institutions

Organizational culture. People motivation and involvement. Performance measurement. Customer focus (students, parents, employers and other stakeholders). National quality assurance systems and other quality management models (ISO 9000:2000, EFQM, etc.). The role of the teacher. The role of the student. Students' evaluation and other stakeholders' satisfaction. Definition, measurement and improvement of quality in support services. Libraries and other support for learning. Support orientation.

Health Care Institutions

Organizational culture. People motivation and involvement. Performance measurement. Customer focus (patients, families, employees and other stakeholders). Adaptability of ISO 9000 or EFQM model to Health Care Institutions and compatibility with national accreditation systems. The role of the doctor and of the nursing staff. Evaluation of patient satisfaction. Medical errors and patient safety. Definition, measurement and improvement of quality in support services.

Local Government

Administrative Services. Labour integration programs. Innovation in the production and services for SME's. Innovation in the public sector. Professional training and continuing education. Unemployment and professional training. Business and industrial centres. Innovation and the new technologies.

"QUALITY IN HIGHER EDUCATION, HEALTH CARE, LOCAL GOVERNMENT"

Papers can deal with both theoretical and methodological approaches to quality, its implementation, and case studies. All submissions must be written in English, official language of the Conference.

Abstracts of no more than **200 words** should be sent by **31st May 2003** to:

Professor J. Esteban Fernández Rico, Universidad de Oviedo, C/Principado, n°3, 2^a planta, 33007, Oviedo - España, FAX: +34 985 10 40 33, e-mail: aasuarez@correo.uniovi.es

All abstracts will be acknowledged by return and authors will be notified of the reviewers' comments by 20th June 2003. Authors instructions will be provided by 20th June 2003.

The deadline for full paper submission is 26th July 2003.

Costs

The full delegate fee is 300 € (ESOE Members: 225 € Students: 150 €). This covers: opening reception on the 10th September evening, access to all daytime conference sessions, a CD of the conference proceedings, lunches and refreshments on 11th and 12th September and the gala dinner on 11th September evening.

The pre-conference event fee is 75 € This covers lunch and refreshments on the 10th September and the abstracts of the theses presentations. All students who are members of ESOE (including new members) presenting their theses are allowed to attend the Conference at no extra cost, with lunches and coffee breaks not included.

Payments can be made by bank transfer to:

NIB: 2048 0001 770340004950

IBAN: ES76 2048 001 7703 4000 4950

Please quote **participant name** on all payments.

Accommodation

Accommodation is available at a reduced Conference price, in a selection city centre hotels. For reservation, please contact the hotels directly (see the list for addresses and phone numbers), indicating that you are coming for the Conference (Universidad de Oviedo).

Transportation

Asturias Airport is located at 35 Km. from Oviedo. There are buses (5 €) and taxis (45€) available from the airport.

Social events and post conference tour

Accompanying persons may join in the Gala Dinner (11th September) at an additional cost of 43 €

An all day post-conference tour will be organised at an additional cost of 50 € to visit the monumental Oviedo or Mining Museum and its beautiful surroundings.