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.

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 7703400004950
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
Background to the Conference

This is the sixth Toulon-Verona Conference: Toulon-1998, Verona-1999, Derby-2000, Mons-2001, Lisbon-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 Management 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

Health Care Institutions
Organizational culture. People motivation and involvement. Performance measurement. Customer focus (patients, families, employers 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