



University
of Piraeus



Quality Days

May 4th - 24th, 2016

MBA TQM International, University of Piraeus

participation is free of charge

Information about the whole "Quality Days" program:

QualityDays.unipi.gr



Operational
How
for Business Excellence

MBA
TQM
International

Wednesday - Thursday

May 4th & 5th, 2016

Best Practice Site Visit, **The Westin Resort - Costa Navarino**, Messinia - Greece

- Day 1 Yiorgos **Koutsokostas**, HR Training Executive, *"Introductory Presentation" & "Quality Services offered to our Customers"*
- Day 2 Elena **Gkika**, Director of Human Resources, *"Working with us"*,
Yiorgos **Koutsokostas**, HR Training Executive, *"Tour of the Resort"*

Tuesday - Wednesday

May 10th & 11th, 2016

Human Capital Development Workshops †, University of Piraeus - Greece

Sophia **Thomaidou**, Head of Practice Organizational Development, **Zeler & Company/Towers Watson Athens**

Quality Focused Assessment Centers & Development Training

- Day 1 *"Introduction & Tips for effective performance in an Assessment Center"*
- Day 2 *"Assessment Centers in practice – Students teams participation in a typical Exercise & Team-Individual performance feedback"*

Yiannis **Lagos**, Co-Founder, **Humantelligence**

Ethics in Business Workshop

- Day 1 *"Ethics in Contemporary Business"*
"Why do people make the ethical (and unethical) decisions that they do?"
- Day 2 *"Ethical leadership"*
"Fostering an Ethical workplace environment"

Thursday - Friday

May 12th & 13th, 2016

ISO 9.001:2015 Seminar †, **TUV Hellas** (member of TUV NORD), University of Piraeus - Greece

Maria **Pitsika**, Development Manager, TUV HELLAS (member of TUV Nord), *"Basic Auditing Principles for Management Systems developed in accordance with the ISO 9001:2015 Standard"*.

- Day 1 Annex SL, Modules 1-8: *"Introduction to Annex SL", "Auditing ISO Standards Based on Annex SL", "Context of the Organisation", "Leadership and Commitment", "Planning", "Support", "Operation" & "Performance Evaluation & Improvement"*.
- Day 2 Auditing ISO 9001:2015, Modules 1-8: *"Introduction to ISO 9001:2015", "Context of the Organisation", "Leadership and Commitment", "Planning", "Support", "Operation" & "Performance Evaluation & Improvement"*.

Monday
May 16th, 2016

Best Practice Site Visit †, **BIC Violex**, Anoixi-Attiki, Greece

Dimitris **Pissimissis**, Group Shavers Industrial Director, BIC Violex Managing Director, **BIC Violex**

Olga **Vayena**, Manufacturing Quality Manager, Quality Assurance - Quality Control, **BIC Violex**

- Arrival - Registration
- BIC Welcome - Introductory Presentation
- R&D Shavers Presentation
- R&D Blade Presentation
- Site Tour
- BIC Quality Presentation
- Quality Workshop I: *"In process quality inspection in packaging; Sampling System based on SPC methodology"*
- Quality Workshop II: *"TPM Autonomous Maintenance; Method and Implementation"*

Business Process Management Workshop ‡, University of Piraeus - Greece

Mag. Wilfrid **Utz**, **BOC Information Technologies Consulting GmbH**

- Business Process Management using ADONIS

Tuesday
May 17th, 2016

Auditorium, **The Acropolis Museum**

09:00 Registration

09:45 Prof. George **Bohoris**, MBA TQM **International** Director, **University of Piraeus**,
"Quality Days 2016 Introduction"

10:00 **Setting the Scene**

- Prof. Paulo **Sampaio**, **University of Minho**, Portugal - *"Quality: an Honorable Past, a Smiling Future"*
- Maria **Pitsika**, Development Manager, **TUV Hellas** (member of TUV NORD) - *"ISO 9001:2015 - Is it a new era for Quality Management Systems?"*

10:40 **New Frontiers of Quality**

- "Safeguarding Quality in the Asylum Procedure - Aligning the effort of Actors involved"*
- Lefteris **Konstantopoulos**, Associate Asylum Expert - Information Analyst, United Nations High Commissioner for Refugees (**UNHCR**), Antigoni **Angelaki**, Head of Interpretation Services Department, **METAdrasi** & Konstantinos **Karagiannis**, **Our Master MBA TQM Programme Student** & Information Analyst, **METAdrasi** - *"Safeguarding Quality in the Asylum Procedure - Aligning the effort of Actors involved"*

11:40 Coffee Break

12:00 **Sustainability**

- Emmanuel **Perakis**, CEO & Founder, **STREAM Management**
- George **Tsaprounis**, Head of the Corporate Affairs Department, **WIND**

12:40 **Trust in Business**

- Dr. Kelly **Kallatzi**, Quality Assurance Director, Delta Foods, **Vivartia Group**
- George **Voutiras**, IT Director, **MyMarket**

13:40 **Operational Excellence**

- Stelios **Gieleklidis**, Process Management & Improvement Senior Manager **OTE Group** - Financial & Support, Foteini **Pilidou**, Process Management & Improvement Senior Manager **OTE Group** - Commercial & Technical, Katerina **Rogga**, Quality Systems Senior Manager **OTE Group**
- Dimitra **Chatzidimitriou**, Senior Business Analyst, Group Operation Quality Assurance - Procedures, **Piraeus Bank** - *"Piraeus Bank Process Management System"*
- Anna **Aroni**, Policies & Procedures Sub-Division Head & Eleftheria **Papadopoulou**, Processes, Business Continuity & Access Rights Division Head, **Eurobank** - *"Process Simplicity, a mean of achieving Operational Efficiency"*

14:40 Lunch Break

15:30 **Customer Experience**

- Nelli **Tzakou-Lampropoulou**, General Manager Retail Banking, **National Bank**
- John **Bouzos**, Customer Care Senior Manager, **Forthnet - Nova**
- George **Mitropoulos**, Director, Advisory Services, **Ernst & Young**

16:30 **Knowledge Management**

- Prof. Dimitris **Karagiannis**, Department of Knowledge Engineering, Institute Computer Science & Business Informatics, **University of Vienna**, Austria

17:00 **Digitization & Industry Disruption**

- Sotiris **Sirmakezis**, General Manager & Group Chief Digital Officer, **Eurobank**

17:30 Coffee Break

18:00 **New Business Opportunities**

- Paul **Papadimitriou**, CEO & Founder, **Intelligencr**

19:00 **CEOs' Roundtable Discussion**

- Paul **Evmorfidis**, CEO & Co-Founder, **COCO-MAT**
- Dr. Dimitris **Karagiannis**, Managing Director & Founder, **BOC GmbH, Austria**
- Dimitris **Vidakis**, CEO, **Korres S.A. Natural Products**

Wednesday

May 18th, 2016

Best Practice Site Visit, Korres S.A. Natural Products, Oinofita - Greece

- Theodoros **Pantazis**, Head of Manufacturing, *"Plant Tour"*
- Irene **Eleftheriou**, HR Effectiveness Associate, *"Korres Timeline"*
- Giorgos **Stavropoulos**, R&D Agronomist, *"Our Heart: Herbs, Cooperations, Extractions"*
- Marianna **Ralli**, QC / Scientific Affairs Manager, *"Integrating primary research in natural cosmetics product development"*
- Elias **Zachos**, Head of Quality, *"Quality Systems & Services"*

Thursday

May 19th, 2016

Good Practice Site Visit, Kamari Plant, TITAN

- Ioannis **Monachos**, Director of Kamari Plant, *"Induction to the Plant"*
- Alexandros **Katsiaboulas**, Environment, Quality & Sustainable Development Senior Manager, *"Quality at TITAN Cement S.A."*
- Filina **Rizioti**, Plant Quality Manager, Visit to the Chemistry Lab & Central Control Panel
- Q & A Session

Friday

May 20th, 2016

Best Practice Site Visit ‡, Nestle Coffee Factory, Oinofita - Greece

- Froso **Tzioti**, Factory SHE manager, *"Safety Induction"*
- Dimitris **Simeonidis**, Factory Manager & Eirinaios Petoumenos, Nestle Continuous Excellence Manager & Focused Improvement Pillar Leader, *"Factory Operational Master Plan Preparation"*
- Dimitris **Aidinis**, Senior Production Operator - Autonomous Working Groups' Leader, *"Reviews – Cascading of Targets to all Factory Levels"*
- Giorgos **Klironomos**, Project Trainee - Focused Improvement Pillar Member, *"WB DMAIC Presentation"*
- Konstantina **Papadogianni**, Quality Dpt. Manager & Sotiris **Salemis**, Quality Analyst Specialist, *"Factory Tour"*

Monday

May 23th, 2016

Best Practice Site Visit, L'Oréal Production Site, Karlsruhe, Germany

- Introduction to L'ORÉAL Produktion Deutschland GmbH & Co
- Streamlining Operations to Drive Performance
- Bringing together the Production & Commercial Logistics Teams
- Quality & Sustainability
- Production Site Tour
- Q & A Session

Tuesday

May 24th, 2016

Best Practice Site Visit, BMW Group Plant Dingolfing, Dingolfing, Germany

- Strategic Quality Management
- Production Overview
- Production & Technology Drivetrain and Chassis Components
- Aluminium Drive Structure Production
- Rear Differential Assembly
- Guided Tours through Plants 2.1 & 2.4

Σκοπός - Στόχευση

Οι Ημέρες Ποιότητας αποτελούν μία πρωτοβουλία του Μεταπτυχιακού Προγράμματος MBA TQM *International* του Πανεπιστημίου Πειραιώς, με στόχους τη συμβολή στην:

- ενημέρωση της επιστημονικής κοινότητας (αλλά και των προπτυχιακών & μεταπτυχιακών φοιτητών) για τις εξελίξεις, τάσεις και προοπτικές της Ποιότητας στη βελτίωση της ανταγωνιστικότητας (των επιχειρήσεων, της οικονομίας, κ.λπ.) γενικότερα, αλλά και ειδικότερα, δια της εξειδικευμένης συσχέτισης της ποιότητας με ευρύτερα αναγνωρισμένες σημαίνουσες προκλήσεις των Διοικήσεων των Επιχειρήσεων σήμερα, όπως:

Innovation (value proposition, industry disruption),

Competitiveness, (Omni) Customer Service / Relationships, Human Capital Management, Sustainability, Corporate Brand & Reputation, Trust in Business, Geographical Expansion, Government Regulation & Environmental Risks

- επικοινωνία των πολλοπληθών και διαρκώς εξελισσόμενων (συνεπεία και των προηγούμενα αναφερθεισών προκλήσεων) συνιστωσών της Ποιότητας στη Διοίκηση Επιχειρήσεων.

Οι Ημέρες Ποιότητας φιλοδοξούν, επίσης, να παρέχουν ενημέρωση για τις σημαντικότερες σχετικές αναφορές σε διεθνή συνέδρια, να δίνουν τη δυνατότητα πρακτικής συμμετοχής (Open Quality Tutorials & Workshops με συμμετέχοντες φοιτητές & στελέχη επιχειρήσεων) που θα οργανώνονται τόσο σε γνωστές αλλά και σε νέες, συναφείς θεματικές περιοχές, να παρέχουν ευκαιρίες συμμετοχής σε επισκέψεις ανάδειξης καλών, ή/και καινοτόμων πρακτικών (Best Practice Site Visits) στην εφαρμοσμένη πράξη κ.λπ.

Καθηγητής Γεώργιος Μποχώρης
Οργάνωση των «Ημερών Ποιότητας»
& Διευθυντής του Μεταπτυχιακού
Προγράμματος MBA TQM *International*

Aims & Objectives

The annual “Quality Days” Conference is an initiative of the University of Piraeus’ Masters Programme in Business Administration - Total Quality Management *International* (MBA TQM Intl), mainly aiming to contribute towards the provision of timely:

- information to the local professional, scientific and academic communities (undergraduate, postgraduate and doctoral students), about:
 - main Quality / Operational Excellence trends and perspectives,
 - Quality / Operational Excellence’s mutual dependency with major, today’s business challenges, such as:

- communication of the multiple - constantly evolving attributes of Quality / Operational Excellence in applied Business Administration.

The ‘Quality Days’ Conference Series also aspire to enable:

- the national diffusion of the most important discussions in relevant, international conferences, through the invitation of major international events’ keynote speakers,
- joint participation (mixed teams of students and business people) through the organization of open Quality / Operational Excellence tutorials & seminars,
- the dissemination of best practices, through the organization of relevant sessions and Best Practice Site Visits.

Professor George Bohoris
‘Quality Days’ Conferences Organizer
MBA TQM *International* Programme Director





University of Piraeus

Operational How

MBA TQM International

for Business Excellence

KEY PERFORMANCE INDICATORS PERFORMANCE MANAGEMENT

BUSINESS EXCELLENCE

Lean 6σ Mgt BUSINESS DATA ANALYTICS MGT

Business Economics Management Systems

Strategic Management **PERFORMANCE** Business Planning

CORPORATE SOCIAL RESPONSIBILITY Marketing

MBA TQM International

Environmental Management Accounting and Finance

OPERATIONAL KNOW HOW

Quality Costing Quality Management

6σ HRM **INNOVATION Mgt** Operations Management

Sustainability Mgt CROSS BORDER CARE QUALITY Mgt



International

May, 17th

Quality & Competitiveness
Trends & Prospects

- Main Conference Day, Auditorium, Acropolis Museum, Greece

**May, 10th, 11th,
12th & 13th**

Pre-Conference Seminars

- Quality Focused Assessment Centers & Development Training (10-11.5.2016)
- HR Workshop: "Why do good people do things that hurt their Companies?" (10-11.5.2016)
- Basic Auditing Principles for Management Systems developed in accordance with the ISO 9001:2015 Standard (12-13.5.2016)

May, 18th, 19th & 20th

Post-Conference
Best Practice Site Visits

- Korres Natural Products, Oinofita, Greece (18.5.2016)
- Titan, Cement Plant, Kamari - Attiki, Greece (19.5.2016)
- Nestle Coffee Factory, Oinofita, Greece (20.5.2016)

May, 4th, 5th & 16th

Pre-Conference
Best Practice Site Visits

- Costa Navarino Resort, Messinia - Greece (4-5.5.2016)
- BIC Violex, Attiki, Greece (16.5.2016)
- Business Process Management Workshop (16.5.2016)

May, 23th & 24th

Post-Conference
Overseas Best Practice Site Visits

- L'OREAL Produktion Deutschland, Karlsruhe, Germany (23.5.2016)
- BMW Aktiengesellschaft Servicezentrum, Dingolfing, Germany (24.5.2016)



QualityDays@unipi.gr



#QualityDays

QualityDays.unipi.gr