

# Quality Management and Organisational Development

15<sup>th</sup> QMOD Conference on Quality and Service Sciences

from LearnAbility and InnovAbility to SustainAbility

## Invited Keynote Speakers

**Prof. Daniel T. Jones**

Lean Enterprise Academy, UK



**Prof. Ramon Flecha**

FP Expert, University of Barcelona,  
Spain



**Prof. Bo Edvardsson**

CTF – Service Research Center,  
Sweden



**Tomasz Kayser**

Deputy Mayor of Poznan, Poland



## Chairmen

**Prof. Jens J. Dahlgaard**

QMOD Founder and Chairman  
Linköping University, Sweden



**Prof. Adam Hamrol**

Rector of Poznan University of Technology,  
Poland



**Prof. Su Mi Dahlgaard-Park**

QMOD Founder and Chairman  
Lund University, Sweden



**05-07.09.2012**

Hosted by **Poznan University of Technology, Poland**

## Focus Areas:

Organization Excellence, Learning and Knowledge Creation, Organisational Competence,  
 Motivation and Psychology, Benchmarking, Corporate Governance and Corporate Social Responsibility,  
 Practical Cases for Innovation, Service & Quality, Diagnosing and Measuring, Experience Economy,  
 Lean and Logistics, Human Resource Management, Quality Management in Different Industrial Sectors,  
 Kansei (Emotion) Engineering, Design for Quality and Ergonomics

**[www.ch.lu.se/qmod](http://www.ch.lu.se/qmod)**

