

Editorial

The aim of the special issue »Application of Quality Management: Selected Papers of QMOD 2013 Conference" published in this issue of the Journal Organizacija is to present 5 selected papers presented at the 16th Quality Management and Organizational Development (QMOD) conference on Quality and Service Sciences ICQSS 2013 which was held in Portorož, Slovenia from September 4 to 6, 2013. The conference was organized by Lund University and Linköping University, hosted by University of Maribor.

Over 200 participants from 32 countries participated in the conference and 147 papers were presented – the following 5 were selected to be published in this special issue:

- *Christer Osterman and Anders Fundin*
Exploring approaches how to measure a lean process
- *Ilija Djekic, Dragan Zivanovic, Sladjana Dragojlovic and Radoslava Dragovic*
Lean manufacturing effects in a Serbian confectionery company – Case Study
- *Beata Starzyńska*
Practical Applications of Quality Tools in Polish Manufacturing Companies

- *Marlene Paula Castro Amorim, Maria João Rosa and Sandra Santos*
Managing customer participation and customer interactions in service delivery: the case of museums and educational services
- *Damjan Maletič, Matjaž Maletič, Viktor Lovrenčič, Basim Al-Najjar, Boštjan Gomišček*
An application of analytic hierarchy process (AHP) and sensitivity analysis for maintenance policy selection

The special issue includes papers dealing with a wide area of quality management and application of its distinct approaches, methods and tools as they were experienced in different European countries.

The readers will find information as well some practical advices how to implement the selected themes of quality management, as follows:

- *Measuring the implementation of lean in a process and some key factors for a successful implementation of standardized work and problem solving methods on group level;*
- *Evaluation of effects of implementing lean manufacturing in a confectionery production company, emphasizing observed benefits and constrains;*
- *Application of tools and techniques of quality management in manufacturing companies at distinct stages of the production process;*

- *Research on determinants of customers' quality perceptions in service processes in order to explore relevant quality aspects/dimensions related to the performance of customer participation and customer to customer interaction;*
- *Application of an analytic hierarchy process for the evaluation/selection of maintenance policy with the purpose of structuring the decision making process.*

The guest editors are confident that the selection of the included papers and topics will help other researcher to find stimulation for original research work as well as encourage companies to implement presented approaches and methods to benefit from the research work already performed by the contributing authors.

We would like to thank the esteemed authors for their effort as well as Journal Organizacija for showing the interest in the research work presented at the QMOD 2013 conference and the fruitful cooperation with the editors of the Journal Organizacija – we hope we have put together a collection of selected papers that will satisfy the high demand for quality research of the Organizacija's readers and community.

The Guest Editors
Su Mi Dahlgaard-Park
Jens J. Dahlgaard
Boštjan Gomišček