

Editorial

In volume 11 number 1 the fourteen papers have been selected for publishing. On behalf of editors' board I thank to authors of the papers for their positive contribution and to reviewers for useful and timely comments on the papers submitted to this issue.

Dominik Zimon (2017) highlighted the areas of logistics management in which the implementation of modern quality management systems can be crucial for joint development. The implementation of TQM philosophy promotes the integration of the supply chain, builds positive relationships with customers, improves the level of logistics customer service and develops logistics subsystems.

Goutam Kumar Kundu (2017) presented overview of existing research and present a holistic understanding of quality in higher education. This literature review builds on major sources of relevant research relating to educational quality methodologies, quality literacy and multi-dimensional concept of quality. Based on the results of the literature review, the paper attempts to establish the foundation for a comprehensive understanding and analysis of quality focusing on higher education.

Saveta Vukadinovic, Marko Djapan and Ivan Macuzic (2017) investigated how tools and principles of Lean philosophy can be adopted to improve the effectiveness of engineering education by providing services beyond the competition and costs below the competition, and how engineering education can provide better prepared engineering professionals capable to work in dynamic Lean environments by developing multidisciplinary knowledge and skills.

Nicole Kalembe and Fernando Campa-Planas (2017) provide a comprehensive overview of literature related to the quality phenomena in the air transportation business over the last decades, to assess if there is some relationship between variables related to the quality concept in this business and how they have been developed during this period. This study promotes the growing interest that the research topic is receiving, as well as it provides a broad understanding on the variables that frame the development of this concept in the air transportation business, giving, therefore, a general overview and helping researchers and practitioners.

Manish Kumar Roy, Amitava Ray and B. B. Pradhan (2017) presented that meticulous selection of a NTM process involves a lot of criteria and hence multi-criteria decision making (MCDM) method is used to solve such problems. For the aid of decision maker such that the process of selection gets simplified an integrated method of fuzzy analytic hierarchy process (FAHP) with Quality function deployment (QFD) has been implemented for finding the significance of different technical requirements on a relative basis. The results obtained in the present research study are comparable with the existing literature and sensitivity analysis indicates the robustness of the proposed model.

Soňa Karkošková (2017) presented analysis of MBI framework from cloud service consumer viewpoint to design extension of MBI framework towards cloud service improvement management. Proposal of MBI framework extension in an output of research process according to Design Science Research Methodology and its evaluation approach is based on methodology for the design and implementation of case studies for scientific purposes and on descriptive evaluation method using scenario.

Pavle Popovic and Radovan Orlandic (2017) presented test results obtained so far, where the objective relating to modern scientific methods and approaches has been defined with the intention to develop model which defines new management system integration model, by adopting necessary practical terms of real systems that most frequently circulate in maritime

practice in the field of integrated management systems (IMS) in terms of safety and security of vessels and ports. The subject of research is maritime, particularly port services, by way of defining internal and external advantages through adopting integrated management systems.

Ismail Wilson Taifa and Darshak A. Desai (2017) customized user requirements and quality creation for design improvement of furniture. The major purpose has been achieved with the use of Quality Function Deployment technique and Kano Model. The prioritized requirements include ergonomic design, desk adjustability, comfortability, product corners (sharp corners) and latest material.

Luís Fonseca and José Pedro Domingues (2017) presented research with aim to evaluate, six months after the issuing of ISO 9001:2015, if the 2015 edition has achieved its aims of being in line with modern management and quality management concepts and bring additional value to organizations of all industry and services sectors worldwide. A survey was carried out among IRCA registered auditors and the statistical analysis of the results support the assumption that ISO 9001:2015 is in line with modern business and quality management concepts and will be a useful tool for the companies.

Ermias Tesfaye, Tekalign Lemma, Eshetie Berhan and Birhanu Beshah (2017) examines the relationship between project planning processes and project success. The finding suggest that planning processes are insensitive to human factor. Moreover, only three project planning processes (time, cost and risk) are positively associated with the project success.

Musrrat Parveen, Khalid Maimani and Norizan M. Kassim (2017) presented study that examined the effects of demographic characteristics on the QWL dimensions and satisfaction, and the relationships between the QWL dimensions and satisfaction, and between satisfaction and retention among RNs and OHPs. A model was developed to link QWL, satisfaction and retention. The results show that there is a significant difference between demographic and QWL dimensions and satisfaction.

Gordana Todorovic and Vladimir Kojic (2017) In presented ad assessments of the satisfaction of the citizens with the services PUC "Waterworks and Sewerage" and the total time interruption in water supply, appreciating their importance, we carried out the assessment of the implemented IMS PUC "Waterworks and Sewerage" in Kragujevac.

Muwafaq M. Alkubaisi (2017) presented an overview of theoretical and methodological issues in simplex based sensitivity analysis (SA). The paper focuses somewhat on developing shortcut methods to perform Linear Programming (L.P.) sensitivity analysis manually and in particular to dual prices and its meaning and changes in the parameter of the L.P model. Shortcut methods for conducting sensitivity analysis have been suggested.

Alem Čolaković and Himzo Bajrić (2017) measured a customer satisfaction as efficient tool to detect problems in SP (Services Provider) and their relationship with customers. Based on this measurement a relationship between customer satisfaction and loyalty can be established. This paper intends to emphasize relationship between quality of services, customer perception and loyalty and to present a model for examining the key parameters that significantly influence customer satisfaction and how these parameters influence customer loyalty.

This year policy will be focused on original research paper in broader field of quality and growth of scientific impact of IJQR measured by higher citation index and trend of citations.

A handwritten signature in cursive script, likely belonging to the Co-Editor in chief.

Co-Editor in chief