

Editorial

In volume 11 number 2 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.

Jasmina Dedić, Dragan Lazarević, Bogdan Nedić, Milan Mišić and Živče Šarkoćević (2017) presented the development of mathematical model for the determination of the quality of the machined surface topography. The model starts from an ideal trochoid point trajectory on the cutting edge tooth end mill, and then inserts the deviations due to cutter parallel axis offset and cutter axis tilt and gives instructions for the input of other factors that influence on the machined surface quality.

Zuhair A. Al-Hemyari and Abdullah M. Al-Sarmi (2017) presented research applied in private HEIs to study and evaluate the level of satisfaction, and to estimate the level of participation and engagement of students and academic staff. Two surveys for students and academic staff were used and administrated in 40 HEIs.

Chijioko Nwachukwu, Helena Chladkova and Pavel Zufan (2017) presented study with goal to assess microfinance banks in Nigeria using EFQM Excellence Model. The study adapts the EFQM self- assessment questionnaire for collecting data from 53 senior staff of selected Microfinance banks in Nigeria. In analyzing our data, Pearson correlation, ANOVA, and multiple regression techniques were used. The result shows that a significant positive association exists between the enablers (leadership, strategy, people, partnerships and resources, processes, products, and services) and results (customer, people, society, and business) criterion.

Samson Oludapo, Fadzline Puteri and Jack Kie Cheng (2017) presented overview of total of 750 scholarly articles, grouped them according to the relationship to central theme – lean or agile, and thereafter uses factor analysis under principal component method to explain the relationship of the items. The result of this study showed that firms focusing on cost will minimize the investment of resources in business operations this, in turn, will lead to difficulties in responding to changing customer's requirements in terms of volume, delivery, and new product.

Miriam Jankalová and Lukáš Vartiak (2017) identified bases for the evaluation of Business Excellence status in relation to the CSR concept. The most important tasks include: to identify internal and external factors affecting Business Excellence status; to identify CSR areas for the needs of evaluation of the Business Excellence status.

Amare Matebu Kassa (2017) provided study with goal to analyze and identify optimal strategic decisions for increasing production volume of six variety of maize in Ethiopia – Adet Woreda. The study has applied the five basic techniques for decision making with uncertainty. An eight ye ar production trend of the six variety of maize with different rainfall has been considered in this region to generate different alternatives and finally an optimal strategy has been identified.

Jigar Doshi and Darshak Desai (2017) presented research paper with contribution to FMEA to achieve Continuous Quality Improvement (CQI) by multiple case study research. The outcome research conducted by implementing FMEA; one of the Auto Core Tools (ACTs), in the automobile Small and Medium Enterprises (SMEs) in Gujarat, India is presented in this paper which depict various means of Continuous Quality Improvements. The case study based research was carried out in four automobile SMEs; all of them are supplied to automotive Original Equipment Manufacturer (OEM).

Cristiano Fragassa (2017) gave experimental test methods for the evaluation of the resistance of heels of ladies' shoes in the case of impact loads are fully defined by International Organization for Standardization (ISO) procedures that indicate all the conditions of experiment. This paper describes the technical solutions adopted to design one single experimental device able to perform impact testing of heels in both conditions.

Elena Syrtsova, Olga Tokmakova, Irina Merkulova and Olga Sinitsyna (2017) presented study of various aspects of development and implementation of e-learning at higher education institutions. This system has been created according to the main approaches and criteria used by the European Foundation for quality assurance of e-learning (EFQUEL). The article presents the main results of the experiment on Vyatka State University's e-learning system development.

Arun Vijay Subbarayalu and Ahmed Al Kuwaiti (2017) presented study conducted among the teaching staff of the University of Dammam [UOD] to capture their experiences related to various aspects of the QoWL. The teaching staff opinion was captured through a pre-tested QoWL questionnaire and the data were analyzed through six sigma analytical tool using the Poisson distribution model. From the non-conformance level captured through the responses from the faculty/teaching staff about the various aspects of quality of work life prevailing in their respective colleges, the corresponding sigma rating for each component of QoWL was calculated. Subsequently, an innovative six point quality rating system was established for each sigma values.

Biljana Rondović, Julija Cerović, Tamara Đuričković and Boban Melović (2017) showed how website evaluation differs if performed by different evaluators despite the same methodological framework being used for the assessment. The results obtained can be used in the banking industry as guidelines and recommendations for the future design or redesign of websites, as well as a literary base for comparative analyses of this kind in developing countries.

Nguyen Thi Duc Nguyen and Nguyen Quoc Chinh (2017) presented study focused on exploring the factors that influence the success of the Lean Manufacturing implementation at manufacturing companies in Vietnam. The mix-research methods are applied, including: reviewing previous studies, in-depth interviewing with experts in manufacturing field and case study-researching at two typical manufacturing companies in Vietnam. The results show that the significant issues, such as: leadership, communication at work, firm's financial capacity, employee's skills and expertise, organizational culture, customer and supplier management are the critical factors leading to the success of Lean Manufacturing implementation at manufacturing companies in Vietnam.

Bacel Mikhael Alasas, Sofia Ishkildina, Sergey Zvonov, Dmitriy Antipov, Natalia Ushanova and Elena Demidenko (2017) stated that capability index is the tool widely used for assessing process quality. The analysis presented in the paper shows that this index has two drawbacks: it does not consider costs level and process change dynamics. To solve this problem we introduced two additional indices. One index based on the calculation of economic losses, and the second one considers process change dynamics.

Last paper in this issue by author Katarina Kanjevac Milovanović (2017) presents some of the results that have a dominant impact on competitiveness. From this paper it is concluded that the implementation of QMS and CE creates a positive image of the product on the market, and enables the growth of profits and the competitiveness of organization.

This year policy will be focused on original research paper in broader field of quality and further improvement of the quality and impact of our Journal.

A handwritten signature in cursive script, appearing to read 'Carlo A. ...'.

Co-Editor in chief