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International Journal for Quality follows the highest publication and quality standards as well as recommendation published by COPE (<https://publicationethics.org/>).

According to recommendations and the best practice IJQR allows debate post publication either on our site, through letters/emails to the editor or on an external moderated site, such as PubPeer. We have mechanisms for correcting, revising or retracting articles after publication.

We based our procedures on Handling of post-publication critiques | COPE and Flow chart guidance on handling post-publication critiques (<https://publicationethics.org/files/handling-post-publication-critiques-cope-flowchart.pdf>).

We received letter number IV-02-309/4, May 4th 2022, from mr Nebojsa Markovic, Rudjera Boskovica street, no 53, Kragujevac Serbia reporting on spelling and grammar mistakes in introductory part of the manuscript doi 10.24874/IJQR15.02-17 (The use of e-learning management systems to support English language learning at engineering study programs: quality and learners' satisfaction).

We are expressing acknowledgment and gratitude to mr Nebojsa Markovic, for his letter and input that will improve the quality of our IJQR.

Based on letter from May 4th 2022, we had Editor Board Meeting on May 25th and we performed analysis of the report as well as we defined steps according to COPE guidance.

1. We find out that typographic errors actually exist in Introductory part. We concluded the following: Manuscript was received on 28.05.2020 and accepted on 21.09.2020. The reviews were positive, and publication recommended. The manuscript sent to IJQR was free from spelling mistakes. In the moment when we received the final, proved, version from the authors we performed conversion of the document from pdf format to docx format and finally doc format. We experienced issues during the procedure, some letters were lost and words were converted without blank space between. Our technical service tried to correct issue that emerged. We contacted authors and they sent us manuscript in doc format. Unfortunately we used wrong file (converted one) for technical preparation of the manuscript.
2. These unintentional errors (spelling) were not willful on the part of the authors or publisher and do not compromise the outcomes of the research in any way.
3. We admit that errors were made solely by Publishing office and we express our sincere apologies to authors, readers and academic community. In that unfortunate period second half of 2020 and the first half of 2021 we were in the lock down due the Covid pandemic, number of our staff were out of office or even ill. Our regular procedures were disturbed and that situation influenced our mistake.
4. We are open for future discussion on this topic as well as ways to handle situations like this one. For all remarks and advices please contact our office at ijqr@kg.ac.rs.
5. We are following and we will follow the recommendation of COPE as well as best Publishing practice and ethics. This document is published online and it will be printed in v16 n3.
6. We published corrected manuscript and old one according to the COPE rules.

May 25th 2022
In Kragujevac
Serbia

Sincerely yours,

Editor in Chief

Prof. dr Slavko Arsovski