

A crucial source of capital and the source of economy have become an information and knowledge and their use. It changed the nature of work and labor and the importance of learning and teaching and also a sense of knowledge and its transmission, and brought changes in social, demographic and institutional sphere. The ability to use information (knowledge) and quality of products and services, undermined the quality of processes and the quality of people in the organization, decide on its success.

A quality management system (QMS) forms a part of the organization's management. There are various QMS systems. Quality management is a dynamic process that constantly changes and develops in terms of forms, methods and content. Specific QMS types can be attributed to one of three basic concepts: industrial standards, TQM (Total Quality Management), and the ISO concept. Various approaches to quality management began to develop in the 1920s. After World War II, the issues of quality gain priority particularly in Japan and the USA, followed by Europe. At that time the first true quality management systems were established. Their significance and development rapidly grew mainly in the 1980s, when quality began to be considered a key prerequisite to success and future competitiveness. Presently, two systems are primarily used in Europe: quality management based on the ISO (International Organization for Standardization) 9000:2000 standards, and a quality model based on the TQM philosophy and principles, referred to as the EFQM Excellence Model, which has been designed and implemented by the European Foundations for Quality Management (EFQM). Both the above systems assign a key role to the human potential of the organization. Employee training and development becomes crucial.