Quality in the Spotlight Conference

NEXT GENERATION

Quality 2018

Elzenveld in Antwerp, Belgium 2018, 19th and 20th March

Finally the conquest between TAE and MU ends here
A comprehensive approach is presented on day 2

Secretary Mrs. Lia Konings, Chair Dr. Henk Goldschmidt, Co-chair Dr Stacy Walz, Coordinator Mr Tjitze Dijkstra,
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Disruptive innovation in quality management in laboratory medicine

The world is on the move. Traditional systems are replaced by brand new ones, new technologies are introduced, new alliances are made, all kind of opportunities are popping up.

Laboratory medicine is also taking steps forward. Quality management as a systematic approach started a century ago, in the slipstream of the industrial revolution around 1900. Will trend analysis, Westgard rules and total-error specifications survive in the (near) future?

A grasp of the changes these days: the material change (from venapunction blood towards fingerprick blood), the instrumental change (from high-end robotics to small POCT instruments), the personnel change (from lab workers towards everybody) and so on …

We will look back and get insight information on the Theranos story. Since we try to learn from that history, we will look back on the battle of the models, TQM conference 2016: TE versus GUM, US versus Europe. What is the score at this moment and what are the developments?

The theme of the conference is: The Next Generation

Ambitious as we are, we try to blend the two meanings of the next generation.

1. What will be the next generation of Quality Systems, Quality Statistics, and Quality Regulations? After the Westgard rules (from 1981) the scientific field of Quality Management in laboratory medicines developed rapidly. Many new approaches were discussed and outlined in Antwerp by these inventors.

2. We seek scientists from the next generation to outline their passion in Quality Management in laboratory medicine. What keeps the next generation busy?

A challenging and historic meeting will be in Antwerp in March 2018. Join and enjoy!

Next generation *Total Quality Management in Medical Laboratories*

Based on the limits of the current system of quality management, the field of clinical chemistry (or laboratory medicine?) evolves into the next generation of total quality management. Representatives of the old as well as the new generation will be present to discuss and celebrate this evolution.

When we started the TQM series in Antwerp, in the year 1995, we postulated that we didn't want a revolution but rather an evolution. We noted that quality was loosely defined 20 years ago, and differed depending on the test setting. The many quality systems varied from continent to continent and from country to country. Some systems were mandatory while others were voluntarily. All of that is now behind us.

Nevertheless, Jim Westgard is right. Many analytical systems should perform much better and obey a predefined level of quality control. Nevertheless, Henk Goldschmidt also is right. The process of delivering good, useful quality goes much further than only the instrumentation. Nevertheless and likewise, Sverre Sandberg is right. We should have one coherent theoretical framework for medical laboratories to follow, such as statistical rules that include Westgard as well as biological variation rules.

So how do we get a glimpse of that next generation? What is it based upon? The answer is straightforward: the quality should be designed in! How should that be achieved with the complicated equipment used in medical laboratories? The answer is, again, simple but twofold.

First: the larger equipment will disappear and be replaced by much smaller POCT-type instruments. These instruments, supposedly so "simple" and on the level of a weighing scale or glucose measurement that include autocalibration and autoadjustment, will take over. What is the positive influence of, e.g., ISO TC276, on this transition? What equipment can and will be replaced?

Second: software that either recalibrates and adjusts or disapproves and prevents the reporting of the test result. Autovalidation and autoreporting on the next level of performance is introduced. All necessary control materials are on board.

We are facing questions such as: What should remain on the larger testing platform? How can we consolidate and integrate with the lab of our neighbors? Who can and should help us with this next transition? What can we do ourselves; what should we outsource?

Experts will enlighten us; you can become a participant in the discussion of these exciting developments with colleagues from all around!

Out of the box

(sculpture in TQM commission made by Ans Vink, 2016)

The Westgard Quality Award will again be presented to an outstanding scientist in the field of TQM in medical laboratories. Speakers such as Prof. Sharon Ehrmeyer, Dr Stacy Walz, Dr. Henk M.J. Goldschmidt, Sten Westgard, Dr Fay Betsou, Prof. Jim O. Westgard and many others will again guarantee an inspiring and thought-provoking program.

website: http://www.QualitySpotlight.com
Conference address:
Conference Center 't Elzenveld
Lange Gasthuisstraat 45,
B-2000 Antwerp, Belgium.

Secretary Mrs. Lia Konings, Chair Dr. Henk Goldschmidt, Co-chair, Dr Stacy Walz, Coordinator Mr Tjitze Dijkstra

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Sunday March 18th 2018

17.00 - 18.00	**Registration desk open - welcome drink for all participants at the conference centre**
20.00	**Speakers dinner in town**

Day 1

Monday March 19th 2018

09.00 – 09.05

Welcome and opening conference

Henk Goldschmidt and Stacy Walz

09.05 – 09.40

Sharon Ehrmeyer

It has been 30 years since the U.S. government signed the Clinical Laboratory Improvement Amendments (CLIA) into law requiring all U.S. laboratories to meet CLIA's mandates. Are the CLIA testing requirements good? What are the positive and negatives of CLIA? With the continual evolution of clinical laboratory medicine, will CLIA prevail? Should CLIA be replaced by an international set of standards? This presentation will explore these and other U.S. testing issues.

09.40 – 10.15

Anna Carobene

The quality of the serum creatinine test depends on many aspects including the standardization process (CCA 427 (2014) 100-106. This is something that was studied over generations of laboratory scientists. This as well as the relevance of biological variation will be outlined: the definition of a minimum data set to accompany indices of biological variation is given (Anna is member of the EFLM BV working group). Next generation biological variation and databases. Reliability of biological variation data available in an online database: definite need for improvement. How trustworthy are the results from the medical laboratory? Can the doctors and their patients rely on them?

10. 15 – 10.45

10.45 - 11.20

Sten Westgard

"Westgard Rules": past, present, and future. A next generation talk of a true member of the next generation, both on a scientific level as well as in the family. Just as instruments have been improving in performance, have the "Westgard Rules" been evolving with them? And have laboratory practices evolved as well? Even more intriguing is the evoluation of goals, quality requirements, and performance specifications. Between 1999 and 2014, there had been increasing pressure to use the biologic-based goals (also known as the "Ricos goals"), but evidence had been mounting that the Ricos' goals were sometimes too wide, sometimes too narrow, for the methods on the marketplace. Now that the EFLM is conducting new studies and tightening up these biologic-based goals, are laboratories going to be able to meet them? Or have the goals become so perfect they are now completely impractical? Finally, Sten will hit the last nail in the coffin on the Theranos story, a cautionary tale of what can go so, so wrong in today's high stakes, marketing-driven diagnostic industry.

11.20 - 11.55

Fiona Pearson

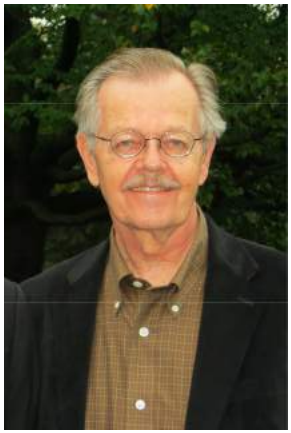
This is about ensuring quality from analytical perspective, from pure technical perspective (e.g. shift from large instruments to POCT, developments like Theranos), from organizational perspective (e.g. near shoring of analytical work) etc. The presentation focuses on "next generation LIS". The laboratory information management system develops into a powerful tool for the departmental management. The entire diagnostic department can be managed and made transparent for users, producers and clients. Not only test results are reported but interpretations given, and insurance company as well as customer geared prizing is provided, all laboratory department specific. QC on a global level, the Internet of things will bring us into another, a new, dimension.

11.55 – 12.30

Huub van Rossum

Recently, new methods have been developed to optimize patient moving average (MA) for continuous real-time quality control (QC). New requirements that have been set (such as a manageable number of MA alarms) have safeguarded the practical application of MA. A prospective study, in which optimized MA were run for all routine chemistry assays for 100 days on two random-access analyzers, confirmed a manageable number of MA alarms and resulted in clinically relevant MA alarms (CCLM Epub 2017 Jan11). What steps are now required to allow a more general application of MA for continuous QC? (Clin Chem 2017; 63(5): 1041). MA optimization for medical laboratories is now possible using the MA Generator, an online application available via www.huvaros.com. Will an old gimmick become an essential routine QC instrument in the near future?

12.30 - 14.00	Lunch break



14.00 – 15.00 **Jim Westgard**

Professor Westgard will share his observations, both from frequent travels in the rising economies of Asia and China, as well as from the global surveys conducted through Westgard Web. He will also share the results of a global multi-site study that sought to evaluate the practicslity of meeting the perfected specifications. Resolving the difference of opinions between Total Analytic Error (TAE) and Measurement Uncertainty (MU) was one thing. But jumping over his own shadow a second thing. How will the future look like, through the eyes of this visionary scientist. For sure risk, error and uncertainty will be on the menu. Jim is still cleaning up but his overview is growing and he wants to share his adventures from the past two years.

15.00 - 15.30	Tea break

15.30 – 16.05 **Fay Betsou**

Dr Betsou is Chief Scientific Officer at IBBL and Associate Professor at the University of Luxembourg. She teaches biospecimen science and quality control in several biobanking training courses throughout Europe. The quality management of biospecimens is a difficult subject that will be enlightened. She will give a progress report from the famous ISO TC276 working group. What will be the future of biospecimen science? Does a huge storage of biospecimens contribute to the science or is it just a model that is only partly related to reality? The combination of integrated QC data and related specimens (saliva, blood, urine, tissues, total body etc.) will bring us into the future.

16.05 – 16.35 **Discussion 'GUM and or versus TAE'**

Discussion set of consensus statements on the battle between GUM and TAE. The final frontier? Old soldiers never die: the battle continues? The answer to all reference change values? Uncertainty in measurement and total error-Are they so incompatible. There appears to be a growing debate with regard to the use of "Westgard style" total error and
"GUM style" uncertainty in measurement. Some may argue that the two approaches are irreconcilable. The recent appearance of an article "Quality goals at the crossroads: growing, going, or gone" on the well-regarded Westgard Internet site requires some comment. In particular, a number of assertions, which relate to ISO 15189 and uncertainty in measurement, appear misleading. An alternate view of the key issues raised by Westgard may serve to guide and enlighten others who may accept such statements at face value. The Ian Farrance approach among other things will be discussed. Achieving guaranteed quality by designing and applying the correct model.

16.35 – 16.50 **Westgard award ceremony**

16.50 – 17.25 **Dr Erna Lenters-Westra**

This is the Westgard awardee lecture. Erna Lenters-Westra will get this award for her good work in assessing the quality of HbA1c methods and making their performance limitations available to the public. She reached from a research technician to a PhD degree and to a member of the IFCC taskforce on global HbA1c standardization. With her publications she forced the manufacturers to improve their methods. She also set the limits for manufactures with new HbA1c methods. But how do you perform independent evaluations? What are the pitfalls? How do you stay completely independent when there is so much at stake for a manufacturer? Also a vision is presented on the current status of quality control in medical laboratories with respect to HbA1c in the western hemisphere and in poor rural areas in the world. Should the next generation more focus on quality in these poor rural areas in the world or is the outcome for the patient more important than a high quality HbA1c method?

17.30 - 17.35 **Closing**

Evening program

18.30 - 22.30 Reception and dinner

Admission to the dinner at DE SERRE only by dinner ticket.

Dinner speech by **Douwe van Loon**
“Antwerp: the place to be”
A lighthearted talk on VALAB, DIVER and OUR CONFERENCE.

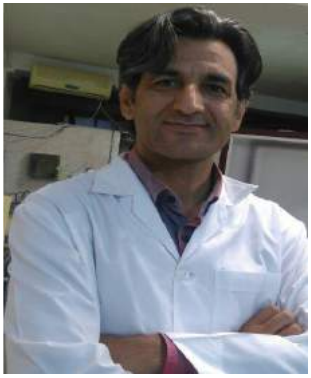
Being an observer for many years Douwe is reaching out to his retirement. So no strings attached he will finally enlighten us with his deepest thoughts about our conference, about the profession of laboratory medicine and, above all, about life. Enjoy!

The next generation has many questions.

Day 2 Tuesday March 20th 2018

9.00 – 9.05 Opening **Henk Goldschmidt and Stacy Walz**

9.05 – 9.40 **Hassan Bayat**



He is on the EFLM TE Task and Finnish Group. Traditionally, statistical quality control (SQC) planning is aimed at preventing the error rate from exceeding a pre-defined acceptable rate (Westgard JO. Basic QC Practices, 4th ed. Westgard QC, 2016). So Hassan took the quest to select multi-rule quality control procedures based on patient risk. This extends the work of Yago and Alcover (Clin Chem 2016;62:959-65) who developed graphical nomograms based on Parvin's patient risk parameter MaxE(Nuf), which they were able to calculate using electronic spreadsheets. Yago and Alcover considered only single rule SQC procedures, whereas Bayat added multirule procedures. The future will bring us graphical tools to support the new CLSI C24-Ed4 guideline.

9.40 – 10.15 **Edith Vermeulen**, pending

Being responsible for the reception area of the laboratory means that she is in the middle of many things happening. Here quality is defined and made in practical proportions. Edith will tell us what motivates her being a clinical chemist and how she thinks our trade could be improved.

10.15 - 10.35 Coffee break

10.45 – 11.20

Nuthar Jassam

Pathology service in the UK and probably world-wide is increasingly delivered by a small number of large networks of laboratories. One of the clinical imperatives in a laboratory network is to generate test results that are comparable between the participating laboratories (transferability of test results). In this era of evidence based medicine, where laboratory tests are important for evidence- based clinical decision making, maintaining transferability of patient test results within networked laboratories is a challenging task. To achieve this task, a clear definition of quality specifications and a system that facilitates the application of the same quality specifications across laboratories should make an essential part of a network quality management system.

11.20 – 11.55

Strahinja Medić

How simple or how complicated could accreditation of commercial veterinary laboratory be? Can personalization of the quality system bring up the meaning of accreditation to our clients? And how big is the influence of POCT on our patients? My story will try to present you interesting information on how I tried to connect internal and external control with personal and client's satisfaction.

11.55 – 12.30

Gurdeep Dhatt

Surviving the scorching heat of Al Ain and the sweltering humidity of Dubai is a true challenge providing a great opportunity for developing oneself and mentoring the future talents of the United Arab Emirates. For a very young healthcare system, standards of medical care in the UAE have improved exponentially. JCI accreditation of hospitals in the late 1990's was followed by many laboratories being accredited against the College of American Pathologists and ISO 15189 standards. The well regulated hospital POCT is expanding rapidly into the community raising valid concerns about the quality of this testing. The concerns and steps taken by the regulatory authorities and the profession to promote and monitor the quality of POCT in the community setting will be discussed as well.

12.30 – 13.05

Ida Bøgh Andersen

Being a member of the next Danish generation of sorcerer's apprentice of the wizards Ivan Brandslund and Per Hylftoft Peterson. Interested in ways to reduce total turnaround time like through a newly invented flexible tube transport system for closed blood sample tubes. Investigated this high-speed transport system combined with a robot reception system: are the analytical quality requirements maintained? Is also into measuring vitamin K though mass spectrometry.

13.05 – 14.15 **Lunch**

Meeting of the international scientific advisory board of The Quality in the Spotlight meeting

14.15 – 14.50

Stacy Walz

The Laboratory's Involvement in the Diagnostic Process is outlined. Errors in diagnosis account for 6-17% of hospital adverse events in the U.S. Even though diagnosis of disease is a multifaceted process, the laboratory is often overlooked as a source of valuable information and expertise. This session will discuss how laboratory professionals can become more involved in the diagnostic process, in an effort to improve patient safety.

14.50 - 15.15

Ina Mathilde Kjær

Setting up quality demands for lab tests may seem easy in theory but is often difficult to master in reality. Ina Kjær and her colleagues experienced that junior doctors and biochemists find it hard to set quality demands in practice and developed an inspiration tool on how to set quality demands for lab tests. Ina Kjær is a junior member of the national Danish board of scientific quality assurance in clinical biochemistry.

15.15 – 15.45 **Tea break**

15.45 – 16.30 **Industrial snapshots (in development)**

E.g.: Radiometer safe PICO system, IL in conjunction with VALAB, MIPS – GLIMS next release, Roche – POCT, Clindia in cooperation with Chinese producers, Dimensional insight – smart data mining in medical laboratories, and

--- A comprehensive approach to define quality in laboratory medicine, a collaboration between TAE and MU ---.

16.30 – 17.05 **Rainar Aamisepp**, pending

Rainar is the driving force behind Synlab in Estland. He is, in many respects, a true representative of the next generation. One of his personal themes is "near-shoring" of analytical work. Does it makes sense to send laboratory samples to another country to be analyzed and still ensure the analytical quality and timeliness of the laboratory results? Rainer speaks about his Finnish project and the challenges encountered. Is this part of the future we are facing: distances becoming less important? Is Europe is going in the same direction as the US went many years ago?

17.05 – 17.10 **Dr.HMJ Goldschmidt** Wrap-up and closing remarks

End of meeting

17.10 - 17.40 Social gathering

The Antwerp meeting "Quality in the Spotlight"
Over the years it developed as a generator of ideas, a power house and a meeting place of people interested in the same subject "quality in laboratory medicine".

Points of attention:

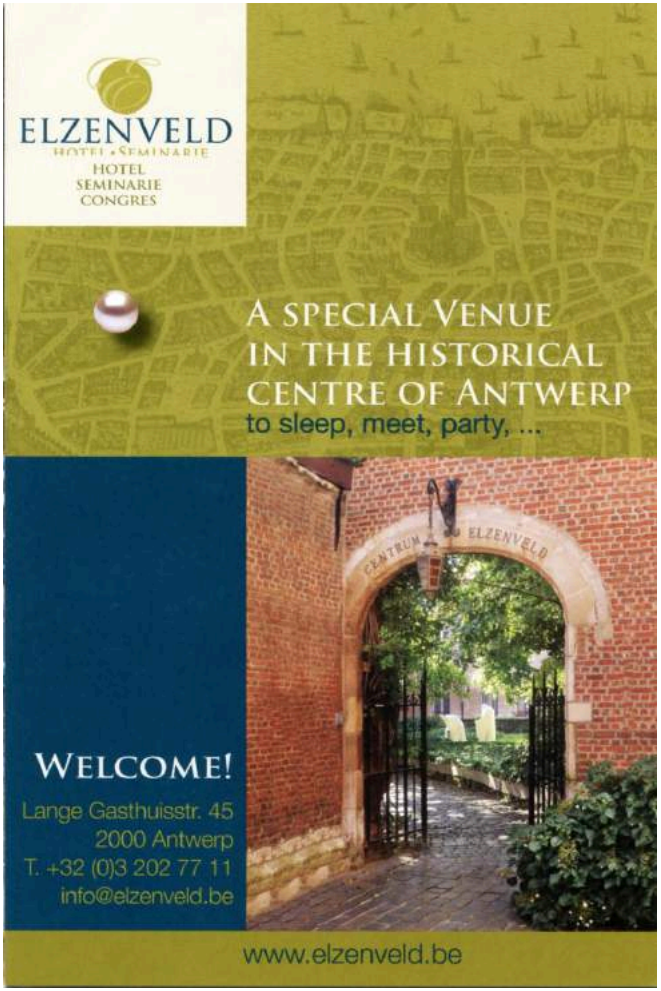
- ✓ How about March 2020? What is the next generation up to then?
- ✓ Making the ordinary extradionary
- ✓ GPS for the nurse drawing blood at your home
- ✓ Putting people first: surprise your patients!!

Out of the box

Antwerp 2018

Conference venue: 't Elzenveld situated at the Lange Gasthuisstraat 45 in Antwerp, Belgium.

The Elzenveld, dated XIIth century, was the first "hospitale infirmorum" in Antwerp. The oldest still intact building is the nave of the chapel, erected around 1397 and extended with a spacious choir between 1443-1460. The Elzenveld is a socio-cultural center nowadays. The lectures are held in the Dr. L. Marquis auditorium. The poster session and industrial exhibitions will take place in the Kanunnik van Gessel hall.



Abstract Submission Form for Posters

Fill in the form and save it as MS word document under "Name.poster.doc"
Send it to: TQMantwerp@gmail.com confirming the reception will be sent to the e-mail address indicated in the form

E-mail address:
Title of the poster:
Name and Title of the Corresponding and presenting author
Additional Authors
Abstract: Maximum 200 words; use font Times New Roman 12

Posters will be on display during the entire conference, with appointed times for interaction with the authors.
Posters will cover a wide range of subjects including: software for QM, accreditation costs, laboratory-hospital interface, reference materials, error management, validation, and human resources management. A poster award will be presented at the Conference Dinner.
Submissions for the poster session will be reviewed by the program committee on the basis of a short abstract of not more than 200 words. As a guideline, the following questions should be answered:

- Describe the problem you have addressed.
- Why is this problem important?
- What is the original contribution of this work?
- Does it check and/or extend previously reported work?

Optional: if accepted, the author may choose to prepare a full paper on the topic for publication in the workshop proceedings.

Proceedings

Proceedings were published in the "Journal of Accreditation and Quality Assurance", at least in part. The papers in JAQA give a fair impression of what the quality communion kept busy over the last decade. So far so good. What will happen with the papers during the next decade is unclear.
The conference organization is still looking for a proper platform to publish, Prof. Ivan Brandslund (editor CCLM) is involved in exploring the possibilities.

Practical information

Conference Location
Antwerp lies at the heart of the European Union: It is a lively city whose international feeling and hospita-ble people enthusiastically welcome foreign guests.

The town first became a world commercial centre in the sixteenth century and was the cradle of commercial printing and Flemish art. It possesses a very large and vigorous harbor as well as being the diamond centre of the world.

The city is a mixture of many cultures. The citizens are called Sinjoors (Seigneurs) because of their elegance and enthusiasm for style and Burgundian way of life. This international awareness makes each person a citizen of the world and keenly supportive of commerce, industry, art and culture. The blinding success of Antwerp, designated the "cultural" capital of Europe in1993, illuminated this yet again.

Antwerp, in the heart of Europe and Benelux and less than an hour away from the Community headquarters, is a city which is fully alive day and night. On the Schelde river, this metropolis welcomes merchants, businessmen, artists and travelers from all over the world. Spaniards, Jews, Greeks, Turks, Russians, Dutchmen, Germans, Chinese, Indians and Americans, to name but a few, are represented among the more than 135 nationalities which are at home in this world-class city. The various nationalities have their own clubs, centres, and religious institutions, which go towards making Antwerp into a cosmopolitan region.

Conference address: Conference Center "'t Elzenveld"
Lange Gasthuisstraat 33-45
B-2000 Antwerp
Tel. +32-3-2027771
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Address for Conference information
Dr. H.M.J. Goldschmidt, Foundation DCT, P.O. box 4201, 5004 JE Tilburg,
The Netherlands. Tel: +31 854018766, Fax: +31 854018764, E-mail: TQMantwerp@gmail.com
Website: www.QualitySpotlight.com

Secretary of the conference Mrs. Lia Konings , Tel: 0492-529416 E-mail: TQMantwerp@gmail.com

Registration desk
The registration desk and conference secretariat are located in the Main Hall of the Congress Center.
The secretariat will be open:

Sunday March 18th, from 16.00 till 20.00
Monday March 19th, from 08.30 till 18.00
Tuesday March 20th, from 08.30 till 18.00

Venues
The Scientific program, symposium lunch and coffee breaks, poster exhibition and commercial exhibition will all take place in the Congress Center, 't Elzenveld'

Registration fees
Please use the attached registration form and return it as soon as possible to Dr. H.M.J. Goldschmidt or Vivienne van Benthem or Lia Konings, together with the full registration fee(s).
Your registration will then be confirmed. For payment instructions, please see below.

Registration Before January 1st 2018: € 705 After January 1st 2018: € 755

These fee cover:

- participation in all scientific sessions
- symposium program
- abstract book
- lunches
- morning and afternoon refreshments
- welcome and farwell receptions at the Elzenveld

Payment instructions
Participants are kindly requested to forward their registration fees, in Euro's, by bank transfer to the following bank account:
ABN-AMRO Bank, Heuvelring 88, 5038 CL Tilburg, The Netherlands
Account No: 63.08.57.385 IBA N: NL56ABNA 0630 8573 85 BIC code: ABNANL2A
Account holder: Foundation The Quality Meetings, Tilbutg, The Netherlands

Please indicate the names of the participants on all payment documents;
or if known, the registration number.

Registration and receipt of fees will be acknowledged upon receiving payment. Please note that no registration will be finalized without proof of prepayment.

Use of credit card
Payment can only be made by Visa credit card
Cancellation of registration
Registration fees less 50 euro for administrative costs, if written notice of cancellation is received before February 1st, 2018
No refunds will be made after this date.

Proceedings
Extra copies of the proceedings can be ordered during the conference for € 75,-. This fee includes postage and handling.

Accommodation
The following hotels have been suggested as the conference hotels:

Theater Hotel ****
Location: Arenbergstraat 30 (5 min*)

Hotel Ibis Antwerpen Centrum ***
Location: Meistraat 39 (5 min*)

* walking distance to the Congress Center

In previous years we arranged a booking agency. But nowadays it is so easy to take care of this through the internet using various booking site, we would like to suggest to do so. Trivago.com, Booking.com and others facilitate such as well as the possibility to compare hotels and, in that way, fine-tune your booking.

If you need assistance, please contact Lia Konings or Vivienne van Benthem through TQMantwerp@gmail.com and we are pleased to help you out.

Access to Antwerp

A. From Brussels airport (by train)

There are train connections every 20 minutes from Brussels Airport to the Brussels North Station.
The journey to Antwerp Railway Station from Brussels North Station takes about 50 minutes.
Antwerp Railway Station is a 15-minute walk from the conference site. A taxi takes about 10 minutes.
There are city buses, but no subway in Antwerp.

B. By car

Antwerp is easy to reach by car, following the E19 motorway from Brussels.
Car rental. Most major car rental companies have a desk at the Brussels Airport.
Parking facilities are available nearby the conference venue. Please note that you have to pay for your parking place.

C. By train from Brussels North Station

There are several trains per hour from Brussels North Station to Antwerp. The fare for a single journey is approximately 8 Euro and the journey takes about 50 minutes.

Bank and Post office

Banks are open from 9.00 - 16.00 hrs.
The main post office is open until 18.00 hrs.

Emergencies in Belgium

The number for emergency calls is 112.

Insurance disclaimer

While the Organizing Committee and Conference Secretariat have made every effort to ensure the safety and well-being of all conference members and their associates, responsibility cannot be taken for any accidents or damage that may occur during the symposium.

Speakers briefing

Speakers should meet their session chairmen in the room of the presentation 20 minutes before the start of the session.

Social program

On Sunday evening (17.00 – 18.00 hour a Welcome Cocktail will be provided by the conference organization. The Conference Dinner is planned in DE SERRE (Lange Gasthuisstraat 29, 2000 Antwerpen) on Monday, March 19th at 18:30 hours.

The cost for the Conference Dinner is € 95 per person.

Students
Limited funding for travel and attendance of the meeting may become available. Students (no others!) in need of financial assistance are requested to apply in writing through the Secretariat to the Chairman of the Organizing Committee before January 1st, 2018. A copy of the student card must be enclosed.

General Information
The meeting will be held in the Elzenveld in Antwerp (Belgium). The program consists of plenary sessions and poster presentations. The working language will be English, no simultaneous translation facilities will be provided.

Acknowledgements
This symposium has been made possible, in part, by the financial support of the following companies sponsoring: Alere, MIPS, HN, pending.

The next conference is in 2020, March 16th and 17th , same place, same time ….

see you then and there !

How the next generation influences the quality management in laboratory medicine …..

website: http://www.QualitySpotlight.com
Conference address:
Conference Center ‘t Elzenveld
Lange Gasthuisstraat 45,
B-2000 Antwerp, Belgium.

Out of the box thinking .... meet the next generation