

**The meaning of Standards and Quality Management  
in the Tourism Sector of South-East Europe**  
Working Session at the World's Leading Travel Trade Show – ITB 2013

**Friday, 8<sup>th</sup> March 2013, from 10 am to 12 noon**  
**International Congress Center - ICC Berlin, Room 44**

**Program**

(As of: 27/02/2013)

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|------------|---|
| 9.30 am    | Registration  |
| 10.00 am   | <b>Welcome and Moderation</b><br><br><b>Anja Quiring</b><br>Regional Director South-East Europe, The Committee on Eastern European Economic Relations (Ost-Ausschuss der Deutschen Wirtschaft)<br><br><b>Welcome Address</b><br><br><b>Aldo Bumçi</b><br>Minister for Tourism of the Republic of Albania  |
| 10.15 am   | <b>The current situation in the sector of tourism in the Western Balkan States</b><br><br><b>Republic of Albania</b><br><br><b>Luan Dervishej</b><br>Senior Expert, Economic Development and Employment Promotion ( EDEP) Programme<br>GIZ - Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH<br><br><b>Republic of Croatia</b><br><br><b>Leila Krešić-Jurić</b><br>Director for Tourism, Chamber of Economy of the Republic of Croatia<br><br><b>Montenegro</b><br><br><b>N.N.</b> |
| 10.45 am   | <b>Quality Standards and Hotel Classification</b><br><br><b>Olaf Lücke</b><br>CEO, DEHOGA Brandenburg<br><br><b>Education and Training in Germany – Field report</b><br><br><b>N.N.</b>   |
| following  | <b>Moderated discussion with all participants</b>   |
| 12.00 noon | Closing of the Working Session  |