

Quality Management in Dental Health Care in the Republic of Serbia

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Abstract

Standards ISO 9000 series, passed in 1987, were the driving force of development and implementation of quality management (QM) in various sectors, including health care. Today there are over one million certificates for QMS, so you could say that they were the main generator of quality improvement. In addition to quality management models of products / services today, in this area, using different models. The aim of this study was to present the methods and techniques to improve the quality of health services, with special emphasis on dental health care services and the aspect of improving quality of it in the Republic of Serbia.

Keywords: quality, health, quality management, health services, dental health care

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