

*Dear friends,*

*European Organization for Quality (EOQ) and Estonian Association for Quality (EAO) together with Tallinn University of Technology invite you to Tallinn to attend EOQ ETAG (Education and Training Activities Group) Conference about quality in educational institutions, dedicated to the topic of the Human Factor.*

**Conference programme:**

**The HUMAN FACTOR in Tallinn, 29<sup>th</sup> November 2006**

9.00 Opening by prof. **Jakob Kübarsepp**, Vice-Rector for Academic Affairs,  
Tallinn University of Technology

9.15 Introduction on the theme: the human factor by **Everard van Kemenade**  
(chairman of ETAG, the Netherlands) (values clarification exercise)

10.15 First speaker **Mike Pupius** (Sheffield Hallam University, UK) on the  
significance of values

11.00 Break

11.15 Second speaker **Tiia Tammaru** (Tallinn University of Technology, Estonia) on  
the Estonian experience of developing quality in education

12.00 Third speaker **Inma Blaya** (Universitas Miguel Hernandez, Spain) on the  
human factor and ISO

12.45 Lunch

13.45 Fourth speaker **Frank Verheggen** (European Society for Quality in Health  
Care, Maastricht University, the Netherlands) on quality of care education in  
(bio)medical higher and university education

14.30 Break

14.45 Workshop by **Everard van Kemenade** on the human factor and accreditation

16.00 Plenary discussion on the issue

16.30 Short evaluation of the conference

### The venue of the Conference:

Tallinn University of Technology, Building 7, University Council Hall (see Campus map on p. 7)

Address: Ehitajate tee 5, Tallinn

### Social program

**A get-together dinner** will be organised in the evening of **28 November** in a cosy restaurant in the historical Old Town of Tallinn

18:30 Meeting place – lobby of Uniquestay Hotel, Toompuiestee 23

19:00-22:00 Dinner – restaurant Aed, Rataskaevu 10/12

### The 6th International Conference of the Central and Eastern Europe Countries of National Quality Programmes and National Quality Awards and the 15th Estonian Quality Conference

The ETAG Conference is a pre-conference of the 6th International Conference of the Central and Eastern European Countries of National Quality Programmes and National Quality Awards and the 15th Estonian Quality Conference organised by Estonian Association for Quality (EAQ) and European Organization for Quality (EOQ) in Tallinn on **30 November and 1 December**. The theme of the Conference is „Catching the Wave of Change”

You are very much welcome to stay in Tallinn for some more time!

See the program at EAQ website [www.eaq.ee](http://www.eaq.ee)

### Registration

Please register to the conference at

[http://www.frens.info/site/tmpl/reg9\\_116\\_eng.php](http://www.frens.info/site/tmpl/reg9_116_eng.php)

### Conference fee

ETAG conference fee (29 november)	42 euros
Welcome dinner (28 november)	30 euros

## How to get to Tallinn University of Technology?



The university is situated about 20-30 minutes drive from the City Centre in a nice area of pine forest. Look at the website [www.ttu.ee](http://www.ttu.ee). Address: Ehitajate tee 5, 13415 Tallinn

- \* **From the airport:** a city bus no 2 takes you to the city center. Ask the bus driver where Kaubamaja - the Tallinn Department Store is. It takes about 10-20 minutes. Opposite Kaubamaja take trolley no 3 to Keemia stop. It takes about half an hour.
- \* **From the bus station:** take bus no 17 to the Vambola stop. It takes about 30 - 40 minutes, then transfer to trolley no 3 and go up to " Keemia stop. It. takes about 5 minutes.
- \* **From the railway station:** take trolley no 4 to Vambola or Liivaku stop and then transfer to trolley no 3 ( up to Keemia stop).
- \* **From the seaport:** bus no 2 takes you to the city centre up to Kunstiakadeemia stop. It takes about 10 minutes.
- \* **From the city center:** take trolley no 3 opposite Kaubamaja (Tallinn Department Store) or express bus no 11 to Keemia stop. It takes about half an hour.
- \* **From other parts of the city:** buses 10, 33, 27; trolley 9

Information about public transportation in Tallinn [www.tourism.tallinn.ee](http://www.tourism.tallinn.ee)

## Accommodation

There are several hotels and hostels in Tallinn.

We suggest as first choice UNIQUESTAY TALLINN HOTEL, Toompuiestee 23. See [www.uniquestay.com](http://www.uniquestay.com). It is a relatively new hotel in a historic building located in City Centre, in walking distance from Tallinn's Old Town listed in UNESCO World Heritage. The hotel has free internet connection and nice rooms (you can choose also special Zen-rooms).

There is an academic hostel in the campus of the University. See [www.academichostel.com/eng/](http://www.academichostel.com/eng/). It is possible to have a room there for a very reasonable price (about 30 Euros), but this is not a hotel.

You can also choose from among other Conference hotels (which are in the City, it means 20-30 minutes by public transportation to the university).

Prices include breakfast and 5% VAT

Uniquestay Hotel Tallinn	Single room	64.00 EUR
	Twin room	68.10 EUR
Radisson SAS Hotel	Single room	103.10 EUR
	Twin room	103.10 EUR
Hotel Metropol	Single room	76.01 EUR
	Twin room	87.00 EUR
Reval Expresshotel	Single room	64.40 EUR
	Twin room	70.20 EUR
City Hotel Portus	Single room	52.80 EUR
	Twin room	56.60 EUR
Academic Hostel	Single room (breakfast not included)	28.90 EUR
	Single room (breakfast not included)	28.90 EUR

Book the hotels during registration at  
[http://www.frens.info/site/tmpl/reg9\\_116\\_eng.php](http://www.frens.info/site/tmpl/reg9_116_eng.php)

### Registration and booking information:

Frens Conference Services  
 Tel +372 697 9290  
 Fax +372 697 9295  
 E-mail [conference@frens.ee](mailto:conference@frens.ee)  
 Toompuiestee 30, 10149 Tallinn

## How to reach Tallinn?



Estonia lies along the Baltic Sea, just below Finland. Tallinn, Estonia's capital city is only about 40 miles south of Helsinki, across the Gulf of Finland. Sweden is Estonia's western neighbour across the Baltic. Russia is to the east, with St. Petersburg just across the north-eastern border. To the south is Latvia with its capital city Riga. You can depart from Tallinn's international airport and in less than two hours be in Helsinki, Stockholm, Copenhagen, Riga, Moscow, St. Petersburg, or Vilnius.

## Arrival by Air

Tallinn Airport is situated very close to the city, 10 minutes by taxi. See [www.tallinn-airport.ee](http://www.tallinn-airport.ee), phone +372 605 8888, fax +372 605 8433

## International flights

There are direct flights to Tallinn from Amsterdam, Berlin, Brussels, Copenhagen, Dublin, Frankfurt, Hamburg, Helsinki, Kiev, London, Manchester, Milan, Moscow, Oslo, Prague, Riga, Stockholm, Vilnius and Warsaw. Flights to Tallinn are operated by following companies:

- Aero Airlines - ph. +372 611 0740, [www.aeroairlines.ee](http://www.aeroairlines.ee)
- Air Baltic - ph. +372 640 7750, [www.airbaltic.com](http://www.airbaltic.com)
- Airest – ph. +372 605 1230, [www.airest.ee](http://www.airest.ee)
- Avies - EstAir - ph. +372 605 8022, [www.avies.ee](http://www.avies.ee)
- CSA Czech Airlines – ph. +372 630 9397, [www.csa.cz](http://www.csa.cz)
- Easyjet – ph. +372 605 8887, [www.easyjet.com](http://www.easyjet.com)
- Estonian Air - ph. +372 640 1101, [www.estonian-air.ee](http://www.estonian-air.ee)
- Finnair - ph. +372 611 0950, [www.finnair.ee](http://www.finnair.ee)
- Flynordic – ph. +46 852 806 820, [www.flynordic.com](http://www.flynordic.com)
- KLM Royal Dutch Airlines – ph. +372 699 9696, [www.estonia.klm.com](http://www.estonia.klm.com)
- LOT Polish Airlines - ph. +372 605 8355, [www.lot.com](http://www.lot.com)
- Lufthansa – ph. +372 681 4630, [www.lufthansa.com](http://www.lufthansa.com)
- Scandinavian Airlines - ph. +372 666 3030, [www.skandinavian.net](http://www.skandinavian.net)

Helsinki Airport is from 20 minutes and Stockholm Airport from 1 h flying distance from Tallinn.

**Bus no. 2** leaves the airport for the city centre and port every 20 minutes, and operates from 7 AM until midnight. The price 15 EEK; tickets can be bought from the driver. The airport bus stop is located in front of the departure hall. The downtown bus stop is located on Laikmaa Street, between the Tallink Hotel and the large Viru Centre, attached to the Sokos Hotel Viru (walking distance from Radisson SAS Hotel).

A **Taxi** stand is located in front of the airport. The fare from the airport to the city centre is about 80 EEK.

## Arrival by Sea

**Ferries and high-speed vessels.** The **Tallinn-Helsinki** sea-line is one of the busiest international passenger routes in the world. Ferries cross the Gulf of Finland between Tallinn and Helsinki several times a day, covering the distance in roughly four hours. From late spring to late autumn, high-speed vessels also operate on the route, reducing travel time to just an hour and a half.

Ferries between **Tallinn and Stockholm** depart every evening, with the trip taking approximately 15 hours.

**Passenger information at the harbour:** phone +372 631 8550  
Website of Port of Tallinn: [www.portoftallinn.com](http://www.portoftallinn.com)

## Arrival by Bus

International bus lines (**Eurolines, Ecolines**) connect Tallinn to Berlin, Bremen, Cologne, Kaliningrad, Kaunas, Krakow, Kiev, Munich, Riga, St. Petersburg, Stuttgart, Vilnius, Warszawa. International bus lines arrive at and leave from Tallinn's Central Bus Station, located in the city centre.

**Tallinn Central Bus Station:** Lastekodu 46, phone: 12550, Website: [www.bussireisid.ee](http://www.bussireisid.ee)

## Arrival by Train

The train between Tallinn and Moscow goes every day.

The railway station is situated near the Old Town and harbour.

### From the railway station to the city

Take tram No 1 or 2 or walk just 10 minutes to the Old Town.

**Railway Station:** Toompuiestee 37, phone +372 631 0044,  
Website: [www.evrekspress.ee](http://www.evrekspress.ee), E-mail [reisid@gorail.ee](mailto:reisid@gorail.ee)

## More Information about Estonia

[www.visitestonia.com](http://www.visitestonia.com)

## More Information about Tallinn

[www.tourism.tallinn.ee](http://www.tourism.tallinn.ee)

## The Weather

The average temperature in the end of November and beginning of December is around 0°C. The weather of late autumn in Estonia is very much unpredictable with quite high probability of either rain, wet snow or snow. In proper warm clothing you will be able to enjoy your visit to Estonia. See also <http://www.weather.ee/tallinn>

## Visa Regulations

Nationals of EU and EEA member states are free to enter Estonia. **The required travel document for entry is a national ID card or passport.**

Nationals of the following countries do not need visa to enter Estonia, and can stay for up to 90 days in any 6-month period: Andorra, Argentina, Australia, Bolivia, Brazil, Brunei, Bulgaria, Canada, Chile, Costa Rica, Croatia, El Salvador, Guatemala, Holy See, Honduras, Hong Kong, Israel, Japan, Macao, Malaysia, Mexico, Monaco, New Zealand, Nicaragua, Panama, Paraguay, Romania, San Marino, Singapore, South Korea, USA, Uruguay, Venezuela. **The required travel document for entry is a valid passport.**

**Citizens of countries NOT mentioned above require a visa to enter Estonia.**

Visitors arriving in Estonia with visa must have national passports valid at least 3 months after their planned departure from Estonia.

**For more specific information, please contact the nearest Estonian consulate or embassy, or check the Estonian Ministry of Foreign Affairs' website <http://www.mfa.ee/eng>**

## Currency & Exchange

National currency: Estonian kroon (EEK) = 100 cents

Fixed exchange rate: 1 EUR= 15.65 EEK. **Exchange rates** see [www.eestipank.info/frontpage/en](http://www.eestipank.info/frontpage/en)

Most larger hotels, stores and restaurants accept Visa, MasterCard, Eurocard, Diner's Club and American Express. However, it is advisable to carry some Estonian kroons with you.

## For further conference information contact:

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## For further practical information contact:

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