

PERSONAL INFORMATION

**Cvetanka VELKOSKA**



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<https://www.webofscience.com/wos/author/record/KMY-2185-2024>  
<https://www.scopus.com/authid/detail.uri?authorId=57721489200>  
<https://scholar.google.com/citations?user=pYPSWMsAAAAJ&hl=en&oi=ao>  
<https://www.researchgate.net/profile/Cvetanka-Velkoska>  
<https://vien.academia.edu/CvetankaVelkoska/Papers>  
<https://cris.cobiss.net/e-cris/mk/mk/researcher/4475>

Sex Female | Date of birth 11. 01. 1965 | Nationality North Macedonia

WORK EXPERIENCE

- December 2024 - **Quality Management Manager**  
International Vision University, Gostivar, Republic of North Macedonia
- September 2021 – **Assistant professor**  
International Vision University, Faculty of Engineering and Architecture, Gostivar, Republic of North Macedonia
- February 2021 – August 2021 **Vice-Dean**  
International Vision University, Faculty of Engineering and Architecture, Republic of North Macedonia
- February 2018 – April 2019 **Manager of Quality Assurance Department**  
University of Tourism and Management in Skopje, Republic of North Macedonia
- July 2015 – October 2016 **Programme Manager**  
GEING Krebs und Kiefer International, Republic of North Macedonia
- October 2011 – September 2012 **Technical Manager**  
M-LAN SOLAR Ltd Skopje, (a subsidiary of the Slovenian company M-LAN LLC Maribor), Republic of North Macedonia
- July 2009 - July 2011 **Executive Manager**  
Subsidiary ENERGETIKA at JSC ELEM Macedonian Power Plants, Skopje, Republic of North Macedonia
- July 2001 – July 2009 **Marketing Manager; Marketing and Advertising Department; Associate in the Department of the equipment maintenance**  
JSC MACEDONIAN POST, Skopje, Republic of North Macedonia
- June 1989 – March 2001 **General Manager and President of the Management Board of Directors; Manager of the hydromechanical equipment development section; Designer at the Construction Bureau**  
MZT PUMPS JSC - A company for production of pumps, turbines and hydromechanical equipment, Skopje, Republic of North Macedonia

EDUCATION AND TRAINING

November 2015 – April 2020

**(2020) PhD in Technical Sciences in Mechanical Engineering**

Ss. Cyril and Methodius University in Skopje, Faculty of Mechanical Engineering, Republic of North Macedonia

**PhD Thesis:** CONTRIBUTION TO THE DEVELOPMENT OF THE QUALITY COST MANAGEMENT METHODOLOGY

**Supervisor:** Prof. Dr. Mikolaj Kuzinovski

December 2010 - November 2014

**(2014) Master of Mechanical Engineering**

Ss. Cyril and Methodius University in Skopje, Faculty of Mechanical Engineering, Republic of North Macedonia

**Master Thesis:** ANALYSIS OF THE METHODS FOR DETERMINING THE QUALITY COSTS IN THE PRODUCT DEVELOPMENT STAGES

**Supervisor:** Prof. Dr. Mikolaj Kuzinovski

September 1983 – June 1989

**(1989) Bachelor of Mechanical Engineering (hydraulics, pneumatics, and automatic systems)**

Ss. Cyril and Methodius University in Skopje, Faculty of Mechanical Engineering, Republic of North Macedonia

**Graduation Thesis:** Selection of a technical solution for a system of small hydroelectric power plants on a supply pipeline

**Supervisor:** Prof. Dr. Predrag Popovski

PERSONAL SKILLS

Mother tongue(s) Macedonian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Macedonian	C2	C2	C2	C2	C2
Serbian	C1	C1	C1	C1	C1

Communication skills ▪ Cooperation, empathy, listening, verbal and written communication.

Organisational / managerial skills ▪ Good teamwork skills, contribute to the organization goals, self-motivation, time management, analytical thinking, creative thinking, innovative thinking, fact-based thinking, problem-solving thinking and decision-making thinking.

Job-related skills ▪ Quality planning, Quality control, Quality Assurance.

Computer skills ▪ Proficient with Microsoft Word, Excel, and PowerPoint.  
▪ Basic with Corel DRAW.  
▪ Thorough understanding of social media and social media analytics.  
▪ Communication and collaboration tools (Microsoft Teams, etc.)

Other skills ▪ Project planning, Risk management, Product management, Strategic planning, and Management.

Driving licence ▪ Category B

ADDITIONAL INFORMATION

Publications in WOS scientific journals (SCI / SCIE, with and without IF)	<ul style="list-style-type: none"> <li>Velkoska, C., &amp; Nuredin, A. (2024). Internationalization from the perspective of quality assurance and enhancement: A comprehensive framework for internationalization through novel lens "Flow of Quality". <i>Journal of Higher Education Policy and Leadership Studies</i>, 5(3), 88-111. DOI: <a href="https://doi.org/10.61186/johepal.5.3.88">10.61186/johepal.5.3.88</a>.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Velkoska, C. and Tomov, M. (2023), "Understanding and application of quality costs in automotive manufacturing companies in North Macedonia: empirical study", <i>International Journal of Quality &amp; Reliability Management</i>, Vol. 40 No. 6, pp. 1463-1484. <a href="https://doi.org/10.1108/IJQRM-01-2022-0032">https://doi.org/10.1108/IJQRM-01-2022-0032</a></li> <li>• Cvetanka Velkoska, Mite Tomov, (2022) Visualization of the Process of Tracking Quality Using Quality Costs: An Empirical Study, <i>TEM Journal</i>. Volume 11, Issue 2, pages 971-980, <a href="https://doi.org/10.18421/TEM112-61">https://doi.org/10.18421/TEM112-61</a>.</li> <li>• Mite Tomov, Cvetanka Velkoska, Contribution of the quality costs to sustainable development, <i>PRODUCTION ENGINEERING ARCHIVES</i>, 2022, 28(2), 164-171. <a href="https://doi.org/10.30657/pea.2022.28.19">https://doi.org/10.30657/pea.2022.28.19</a></li> </ul>
<p>Publications in other international scientific journals (ESCI, Scopus, EBSCO, etc)</p>	<ul style="list-style-type: none"> <li>• Velkoska, C. (2024). SUSTAINABILITY AND QUALITY COSTS IN THE HIGHER EDUCATION INSTITUTIONS. <i>Vision International Scientific Journal, Special Edition</i> June 2024. <a href="https://doi.org/10.55843/ivisum242067v">https://doi.org/10.55843/ivisum242067v</a>.</li> <li>• Velkoska, C. &amp; Nuredin, M. (2023). QUALITY ASSURANCE IN THE HIGHER EDUCATION IN NORTH MACEDONIA: CHALLENGES AND KEY TRENDS, <i>Vision International Scientific Journal</i>, 8(1), 59-74, <a href="https://doi.org/10.55843/ivisum2381059v">https://doi.org/10.55843/ivisum2381059v</a>.</li> <li>• Velkoska, C. (2022). Integration of Juran's trilogy, Deming's quality cycle and DMAIC methodology in the development of management with quality cost methodology. <i>Vision International Refereed Scientific Journal</i>, 7(2), 109-123. <a href="https://doi.org/10.55843/ivisum2272109v">https://doi.org/10.55843/ivisum2272109v</a>.</li> <li>• Velkoska, C. &amp; Tomov, M. (2021). QUALITY COSTS CONCEPT AND MEASUREMENT – DOES A REAFFIRMATION IN A NEW DIRECTION NEEDED? <i>Vision International Scientific Journal</i>, 6(1), pp. 65-80. DOI: <a href="https://doi.org/10.55843/ivisum2116065v">https://doi.org/10.55843/ivisum2116065v</a>.</li> <li>• Velkoska, C. (2021). SUSTAINABLE QUALITY – A CHALLENGE FOR GAINING NEW KNOWLEDGE FOR ACHIEVING A CLIMATE RESILIENT FUTURE IN THE COMING YEARS. <i>Vision International Scientific Journal</i>, 6(2), pp. 69-89. DOI: <a href="https://doi.org/10.55843/ivisum2126069v">https://doi.org/10.55843/ivisum2126069v</a>.</li> <li>• Tomov, M., Velkoska, C.: ANALYSIS AND TRENDS OF THE CHANGES IN THE GRAPHIC INTERPRETATION OF THE QUALITY COSTS MODELS, <i>Journal of Production Engineering</i>, Vol. 24, No. 2, 2021, pp. 27-30. <a href="https://jpe.ftn.uns.ac.rs/index.php/jpe/article/view/753/817">https://jpe.ftn.uns.ac.rs/index.php/jpe/article/view/753/817</a></li> <li>• Cvetanka Velkoska, Mikolaj Kuzinovski, Mite Tomov: ALGORITHM FOR INTRODUCTION OF THE QUALITY COSTS DETERMINATION SYSTEM, <i>Mechanical Engineering - Scientific Journal</i>, Vol. 36, No. 1, pp. 31-37 (2018).</li> <li>• Cvetanka Velkoska, Mite Tomov, Mikolaj Kuzinovski: APPLICATION OF THE "VITAL FEW AND TRIVIAL MANY" PHENOMENA AS A FUNCTION OF THE QUALITY COSTS CONCEPT, <i>Mechanical Engineering - Scientific Journal</i>, Vol. 36, No. 1, pp. 39-45 (2018).</li> <li>• Velkoska C., Tomov M., Kuzinovski M.: THEORETICAL ASPECTS RELATED TO THE CREATION OF ALGORITHM FOR QUALITY COSTS MEASUREMENT SYSTEM, <i>Journal of Production Engineering</i>, Vol. 21, No.2, 2018, pp. 65-68. <a href="http://doi.org/10.24867/JPE-2018-02-065">http://doi.org/10.24867/JPE-2018-02-065</a></li> <li>• Velkoska, C., &amp; Baki, E. (2024). ANALYSING THE FACTORS OF AFFECTING PARENTS' RESILIENCE IN FAMILIES OF A CHILD WITH AUTISM. <i>Vision International Scientific Journal</i>, 9(1), 137-157. <a href="https://doi.org/10.55843/ivisum2492137v">https://doi.org/10.55843/ivisum2492137v</a></li> <li>• Velkoska, C. &amp; Šabani, Y. (2024). THE NEGATIVE EFFECTS OF SOCIAL MEDIA USAGE ON BODY IMAGE: A REVIEW STUDY, <i>Vision International Scientific Journal</i>, 9(1), 41-60. <a href="https://doi.org/10.55843/ivisum2492041v">https://doi.org/10.55843/ivisum2492041v</a></li> </ul>
<p>BOOKS/Monography</p>	<ul style="list-style-type: none"> <li>• Monography: QUALITY MANAGEMENT (QUALITY KNOWLEDGE, INDUSTRIAL DEVELOPMENT, EVOLUTION OF QUALITY MANAGEMENT), Publisher:</li> </ul>

	<p>International Vision University, Gostivar, North Macedonia, 2024 (in Macedonian language).</p>
<p>International Scientific Congresses / Conferences</p>	<ul style="list-style-type: none"> <li>• Velkoska, C. &amp; Selim, A. (2025) VALUE-DRIVEN APPROACH TO QUALITY 5.0: INTEGRATION OF EPISTEMIC FLUENCY AND INNOVATIVE THINKING, 26. međunarodni simpozij KVALITETA - JUČER, DANAS, SUTRA Šibenik, Hrvatska, 2.-4. travnja 2025. (only presented paper)</li> <li>• Selim, A. &amp; Velkoska, C. (2025) LEVERAGING UNIVERSITY INFORMATION SYSTEM DATA FOR QUALITY ASSURANCE IN HIGHER EDUCATION INSTITUTIONS, 26. međunarodni simpozij KVALITETA - JUČER, DANAS, SUTRA Šibenik, Hrvatska, 2.-4. travnja 2025. (only presented paper)</li> <li>• Velkoska, C. (2024) REAL-TIME CAPTURE DATA AND REAL-TIME ACTIONABLE DATA DERIVED FROM THE CONCEPTS: INDUSTRY 4.0 AND QUALITY 4.0 AS ENABLERS FOR THE DEVELOPMENT OF THE QUALITY COSTS MODEL, Proceedings of 25. međunarodni simpozij KVALITETA - JUČER, DANAS, SUTRA, Šibenik, Hrvatska, 20.-22. ožujka 2024. <a href="chrome-extension://efaidnbmnnnibpcajpcgglefindmkaj/https://hdmk.hr/wp-content/uploads/2025/03/Zbornik-25.-simpozija-2024.-FINAL.pdf">chrome-extension://efaidnbmnnnibpcajpcgglefindmkaj/https://hdmk.hr/wp-content/uploads/2025/03/Zbornik-25.-simpozija-2024.-FINAL.pdf</a>.</li> <li>• Tomov, M., Velkoska, C.: <i>ANALYSIS AND TRENDS OF THE CHANGES IN THE GRAPHIC INTERPRETATION OF THE QUALITY COSTS MODELS</i>, Proceedings of 14th international scientific conference Novi Sad, Serbia, September 23-25, 2021, pp. 115-118.</li> <li>• Velkoska C., Kuzinovski M., Tomov M.: <i>A REVIEW OF THE QUALITY COST STRUCTURE DEFINITION MODELS - THEORETICAL APPROACH</i>, Proceedings of 13th International Scientific Conference Novi Sad, Serbia September 28-29, 2018, pp. 161-164.</li> <li>• Velkoska C., Tomov M., Kuzinovski M.: <i>THEORETICAL ASPECTS RELATED TO THE CREATION OF ALGORITHM FOR QUALITY COST MEASUREMENT SYSTEM</i>, Proceedings of 13th International Scientific Conference Novi Sad, Serbia September 28-29, 2018, pp. 165-168.</li> </ul>
<p>International Panel Discussions</p>	<ul style="list-style-type: none"> <li>• PANEL FORUM: QUALITY: From compliance with quality standards to sustainability of quality in higher education, International Vision University in Gostivar, December <b>2024</b>.</li> <li>• "Sustainability: improving our products, people and planet", World Quality Week, 7-11 November <b>2021</b>, International Vision University in Gostivar, Republic of North Macedonia</li> <li>• Experience Sharing and Cooperation Possibilities Between Turkiye and North Macedonia in the Field of Higher Education, June 9 – 10, <b>2022</b>, Gostivar, Republic of North Macedonia</li> <li>• IEEE Authorship and Open Access Symposium: Tips and Best Practices to Get Published from IEEE Editors, September 28, <b>2022</b>.</li> </ul>
<p>Workshops</p>	<ul style="list-style-type: none"> <li>• Magna Charta Observatory &amp; Global Student Forum webinar; "Involving students effectively – what happens and how it improves universities: international perspectives", April 19th, <b>2021</b>.</li> <li>• European Universities Association: "The European Strategy for Universities and system-level reforms: Quo vadis?", 27 January <b>2022</b>.</li> <li>• An official pre-event of the EU Summit: "Africa-Europe: Enhancing higher education systems through regional and inter-regional approaches", February 10th, <b>2022</b>.</li> <li>• European University Association: A New World – 2nd edition: Webinar I The pandemic two years on – what consequences for international cooperation? 24 March <b>2022</b>.</li> <li>• EUA webinar series: Universities and democracy / Webinar II: "Fostering scientific literacy – universities and the future of science communication" Jun 14, <b>2022</b>.</li> </ul>

	<ul style="list-style-type: none"> <li>• European Universities Association: A New World – 2nd edition: Webinar III “What next for global higher education?”, Jun 14, <b>2022</b>.</li> <li>• EUSTEPs: Enhancing Universities’ Sustainability Teaching and Practices through Ecological Footprint, July 13th, <b>2022</b>.</li> <li>• Magna Charta Observatory: Universities Engaging with Society in Turbulent Times, September 15-16, <b>2022</b>.</li> <li>• IEEE Advancing Technology for Humanity, IEEE Authorship and Open Access Symposium. Tips and Best Practices to Get Published from IEEE Editors.28 September <b>2022</b>.</li> <li>• Magna Charta Universitates. Serving society in times of conflict: a case study from Ukraine October 6th, <b>2022</b>.</li> <li>• Education Today 7<sup>th</sup> Annual Conference 2023, April <b>2023</b>.</li> <li>• IEEE Authorship and Open Access Symposium: Tips and best practices to get published from IEEE Editors. May <b>2024</b>.</li> <li>• EUA webinar series - Artificial intelligence Hosted by European University Association, May 17, <b>2024</b>.</li> <li>• University Social Responsibility Network (USRN) Online Forum #4: “How Do Universities Measure Their Social Impact”, June 4, <b>2025</b>.</li> </ul>
<p>Memberships and Reviewer</p>	<p><b>Editorial Board</b></p> <ul style="list-style-type: none"> <li>• Vision International Refereed Scientific Journal (pISSN: 2545-4323, eISSN: 4331).</li> </ul> <p><b>Reviewer</b></p> <ul style="list-style-type: none"> <li>• Cogent Economics and Finance (ISSN / eISSN: 2332-2039), Emerging Sources Citation Index.</li> <li>• Green and Low-Carbon Economy Singapore (ISSN: 2972-3787).</li> <li>• NED University Journal of Research - An International Journal (ISSN: 2304 -716X, EISSN: 2706 - 5758).</li> </ul> <p><b>National Science and Advisory Board</b></p> <ul style="list-style-type: none"> <li>• Vision International Refereed Scientific Journal (pISSN: 2545-4323, eISSN: 4331).</li> </ul> <p><b>International Scientific Committee</b></p> <ul style="list-style-type: none"> <li>• 12th International Symposium on Intelligent Manufacturing and Service Systems Conflicting Between Technology and Humanity Istanbul Gelişim University, Türkiye.</li> <li>• International scientific conference on AI, Human Rights, Migration, Democracy and Public Impact, International University Vision, Gostivar North Macedonia.</li> </ul>
<p>Attendance at the conferences, forums, and seminars</p>	<ul style="list-style-type: none"> <li>• 26. međunarodni simpozij KVALITETA - JUČER, DANAS, SUTRA Šibenik, Hrvatska, 2.-4. travnja 2025.</li> <li>• Conference “9 Mayis Avrupa Gunu”, International Vision University, Gostivar, May 2024.</li> <li>• 25. međunarodni simpozij KVALITETA - JUČER, DANAS, SUTRA, Šibenik, Hrvatska, 20.-22. ožujka 2024.</li> <li>• “Balkan Turkleri ve Turk Dunuasi”, International Vision University, Gostivar, March 2024.</li> <li>• “Insan Haklarti Evrensel Beyannamesi”, International Vision University, December 2023.</li> <li>• MMA 2021 – FLEXIBLE TECHNOLOGIES, 14th international scientific conference Novi Sad, Serbia, September 23-25, 2021.</li> <li>• MMA 2018 – FLEXIBLE TECHNOLOGIES 13th International Scientific Conference Novi Sad, Serbia September 28-29, 2018.</li> <li>• ICON BEST 2018 – The 6th Biennial International Scientific Congress, “Global Education, Skills and Competencies: how to deliver high quality business education in accordance with the market needs”, UNIVERSITY OF TOURISM AND MANAGEMENT IN SKOPJE.</li> <li>• Investment in socially responsible initiatives - possibilities and incentives for businesses in the field of environment protection, organised by the Office for non-biodegradable organic pollutants, Skopje (2014) Republic of Macedonia.</li> <li>• Promotion of regional projects devised under the grant scheme conditioned by attributes, conducted by GTZ, the Bureau for regional development and the Ministry of Environment</li> </ul>

	<p>and Physical Planning, Skopje (2014) Republic of Macedonia.</p> <ul style="list-style-type: none"> <li>• Austrian Commerce Office Business, Skopje (2014) Republic of Macedonia.</li> <li>• Counselling about Challenges in the electrical energy network in Macedonia, conducted by ZEMAK, Skopje (2013) Republic of Macedonia.</li> <li>• Summit for better exploitation of solar energy, Macedonian Chamber of Commerce, Skopje (2013) Republic of Macedonia.</li> <li>• Benefits from mutual dealings of subjects active in the field of renewable energy source sand energy efficiency. Establishing green energy clusters, Skopje (January 2013) Republic of Macedonia.</li> <li>• IEE and the possibilities for participation in internationally funded projects by the energy sector, Skopje (2011) Republic of Macedonia.</li> <li>• Acquisition of skills for preparation of investment schemes for business financing, Skopje (2011) Republic of Macedonia.</li> <li>• Intelligent Energy Forum, Skopje (2009) Republic of Macedonia.</li> <li>• European program on competitiveness and innovations, Skopje (2009) Republic of Macedonia.</li> <li>• Educational workshop for applied knowledge, Skopje (2005) Republic of Macedonia</li> <li>• Coaching session for employees and management, Skopje (2004) Republic of Macedonia.</li> <li>• Quality systems ISO 9001 seminar, Skopje (2002) Republic of Macedonia.</li> <li>• Market Research Conference, Skopje (2002) Republic of Macedonia.</li> <li>• Marketing Management Seminar, Skopje (2002) Republic of Macedonia.</li> <li>• Business Plans Seminar, Skopje (2001) Republic of Macedonia.</li> <li>• International Forum on Postal Organizations, Thessaloniki (2001) Greece.</li> <li>• Business Forum and General Assembly of the Association of Balkans Chambers, Istanbul (2000) Turkey.</li> <li>• International Conference on Wastewater and Solid Waste, Ohrid (1999) Republic of Macedonia.</li> <li>• Conference on the subject Challenges and solutions on the post-privatization phase of enterprises, Ohrid (1999) Republic of Macedonia.</li> <li>• International Conference on Production and Use of Oil Products, Ohrid (1999) Republic of Macedonia.</li> <li>• Seminar for Export Transactions and their Implementation, Struga (1999), Republic of Macedonia.</li> <li>• Conference upon Supplies for Kosovo, Ohrid (1999) Republic of Macedonia.</li> <li>• Chamber of Commerce Conference, Ankara (1999) Turkey.</li> <li>• Chamber of Commerce Conference, Prague (1999) Czechoslovakia.</li> <li>• Conference for Water Economy, Ohrid (1999) Republic of Macedonia.</li> </ul>
<p>Other memberships</p>	<ul style="list-style-type: none"> <li>• President of the Supervisory Board of the company with limited liability founded by JSC MACEDONIAN POWER PLANTS - Community Catering ROI - Oslomej (2009-2010), Republic of North Macedonia.</li> <li>• A member delegated by JSC MACEDONIAN POWER PLANTS in the working group of ENERGY REGULATORY COMMISSION of the Republic of Macedonia, for preparation of Rulebooks and Tariff systems for electricity power (2010), Republic of North Macedonia.</li> <li>• A member of the Management Board at Public Communal Enterprise - Komunalec, Municipality of Kisela Voda, Skopje (2010-2014), Republic of North Macedonia.</li> </ul>