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Sommario/riassunto	The papers in this e-book have been selected from the annual QMOD International Conferences (Quality Management and Organizational Development). There is a growing focus on the role of the quality approach, and many researchers as well as practitioners have tried to incorporate these challenges into the framework of a new quality approach. As is well known the framework of quality has constantly evolved in accordance to environmental changes and due to the absorbing and adaptable capability the quality approach has 'received' many new names. This special issue captures a snapshot of the curren