

## PERSONAL INFORMATION

**Ana – Marija Vrtodušić Hrgović, Ph.D., Associate Professor** + 385 51 294 182 [anamariv@fthm.hr](mailto:anamariv@fthm.hr) <http://www.fthm.uniri.hr/>

## WORK EXPERIENCE

September 1997 -Present

**Associate Professor**

University of Rijeka, Faculty of Tourism and Hospitality Management

Lectures following courses:

- Quality Management
- Quality Management in Tourism
- Quality Management in Hospitality
- Integrated Management Systems
- Quality Management in the Hospitality Industry (course in English)
- Quality Management in Health Tourism (Postgraduate specialist study)
- Quality Management and Sustainable Development (Postgraduate Doctoral Study Management of Sustainable Development.)

Department for Quality and Controlling

1994 – 1997

**Assistant Auditor**

REV-RI d.o.o. Rijeka

Working in the field of financial auditing in different types of enterprises

## AUDIT EXPERIENCE

September 2013

Technical Expert Services (Tourism and Hospitality)

Lloyds's Register EMEA, Podružnica Rijeka, Zagreb Office

January 2014 - Present

Member of Internal auditor team in the project of ISO 9001:2008 implementation in travel agencies

UHPA (Association of Croatian Travel Agencies)

July 2014 - Present

Travelife Auditor for Hotels

Travelife Sustainability in Tourism (Hotels and Accommodations)

July 2018 - Present

Travelife Auditor for Travel Agencies

Travelife Sustainability System (Tour Operators and Travel Agencies)

## EDUCATION

2010

**Ph.D. in Economics**

University of Rijeka, Faculty of Tourism and Hospitality Management

Total Quality Management and Business Excellence in the Croatian Hotel Industry

2003

**M.sc. in Economics**

University of Rijeka, Faculty of Tourism and Hospitality Management

Quality System and Business results in the Hotel Industry

1994 Bachelor in Economics  
University of Rijeka, Faculty of Economics

## TRAINING

- 
- 2021 Workshop: Learning Catalytics and Perusall - student-centered teaching tools  
Faculty of Tourism and Hospitality Management, University of Rijeka
- 2021 Workshop: Teaching process in higher education: Constructive connection of learning outcomes with other elements of the teaching process  
University of Rijeka, Faculty of Humanities and Social Sciences
- 2020 Lifelong Learning Program – Teaching Competencies in Higher Education: Quality Assurance in Higher Education (5 ECTS)  
University of Rijeka, Faculty of Humanities and Social Sciences
- 2019 ERASMUS+ teachers mobility  
ISAG – European Business School
- 2018 Lifelong Learning Program – Teaching Competencies in Higher Education Learning and Teaching (10 ECTS)  
University of Rijeka, Faculty of Humanities and Social Sciences
- 2018 Workshops: Defining learning outcomes and their harmonization with other elements of the teaching process; competence based curriculum in higher education; Learning and teaching; Peer - review  
University of Rijeka, Faculty of Humanities and Social Sciences
- 2018 CEEPUS teachers mobility  
Corvinus University of Budapest, Corvinus Business School Department of Tourism
- 2017 CEEPUS teachers mobility  
University of Economics, Prague, Department of Tourism
- 2015 Internal Audit Seminar, Quality Management System ISO 9001:2015  
SGS, Opatija
- 2015 Seminar Quality Management System - ISO 9001:2015  
SGS, Opatija
- 2014 Triple A+ Training, Practitioner Level in the field of Career building Training  
Modernising Doctoral Education through Implementation of CROQF project-MODOC, University of Zagreb
- 2014 Seminar – ISO 14001 as a tool for the implementation of environmental management legislation  
Verlag Dashöfer, Zagreb
- 2014 Travelife advisor and auditor training – Sustainability for Travel Companies  
Travelife Sustainability in Tourism, (ECEAT), Zagreb
- 2014 Auditor Training Seminar - Travelife for Hotels and Accommodation  
Travelife Sustainability System (ABTA Ltd.), Terme jezerčica
- 2013 Internal Audit Seminar (Quality Management System ISO 9001:2008)  
UHPA (Croatian Association of Travel Agencies), Zagreb

- 2012 **Quality Management Systems Auditor/Lead Auditor Training Course (Based on ISO 9001:2008 Standard)**  
Bureau Veritas, Opatija (IRCA QMS Auditor Certification Scheme)
- 2012 **UniSTAT 1 – Descriptive and inferential analysis**  
**UniSTAT 2 – Analysis of variance and regression analysis**  
**UniSTAT 3 – Introduction to multiple regression analysis**  
(in total 6 ECTS).  
UNIVERSITAS, Rijeka
- 2011 **Internal Quality Auditor according to the requirements of ISO 9001:2008**  
Bureau Veritas, Lovran (Certificate of Achievement)
- 2002 **Quality Management development Programme ISO 9001:2000 Quality System Auditing**  
SGS, Opatija
- 1999 **CEEPUS research mobility**  
Wirtschaftsuniversität Wien, Institut für Tourismus und Freizeitwirtschaft

PERSONAL SKILLS

Mother tongue	Croatian				
Other languages	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	B2	B2	B2	B2	B2

Communication skills

- Good communication skills gained through teaching and membership in different projects

Organisational/  
managerial skills

- Vice Dean for Academic Affairs (2020.-)
- Member of the expert group for evaluation and accreditation in higher education, Slovenian National Agency for Quality in Higher Education, (2019)
- Assistant Dean for Quality Management (2017-2020)
- Head of the Institute for Management (2018-2020)
- Head of the Quality Assurance Board (2017-2020)
- Leader of working group in the self- evaluation process of the Quality Assurance System at the Faculty (2017-2018)
- Project manager for ISO 9001:2015 (2015-)
- Head of graduate studies (2014-2017)
- Head of Department for Quality and Controlling (2014-2018)
- Member of Supervisory Board of Alumni FTHM (2014)
- Secretary of the doctoral study (2012-2015)
- Secretary of postgraduate study (1998-2001)
- Coordinator of Central European Exchange Program for University Students –CEEPUS (1997-1998; 2011-2014)
- Member of Quality Committee (2012-present.)
- Member of the Internal auditor team in the process of implementation of ISO 9001:2000 at the Faculty of Tourism and Hospitality Management (2002-2004)
- Project manager in the process of quality management system implementation (ISO 9001:2015) for Professional- administrative support, library and IT services at the Faculty of Tourism and Hospitality Management

- Job-related skills
- Coordination of activities in relation to the Quality Assurance System (ESG) and Quality Management System (ISO 9001:2015)
  - Internal auditor for travel agencies –ISO 9001:2015
  - Travelife auditor for Hotels and Accommodations
  - Travelife Auditor for Touroperators & Travel Agencies

Digital skills

SELF -ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Independent user	Independent user

ADDITIONAL INFORMATION

Projects

- Management of business results in the hotel industry in Croatia, scientific-research project (2002-2007), team member
- Implementation of the quality management system in accordance with ISO 9001:2000 at the Faculty of Tourism and Hospitality Management, member of internal auditor team (2002-2004)
- Models and standards of quality and business excellence for the hotel industry, scientific research project (2007-2010), team member
- Working standards in Tourism, professional project, (2009-2010), team member
- Adriatic Sea Stars, professional project, (2012-2013), team member
- Health Tourism of Island Rab, professional project, (2013-2014), team member
- Glamping – a Factor of Campsite Quality, scientific-research project, (2017. - 2019.), team member
- Kvarner Strategic Tourism Development Plan with the Strategic and Marketing Plan 2016. - 2020. (2016), professional project, team member
- Implementation Analysis of the Kvarner Family Project (2019), professional project, executive director
- Tourism Development Strategy of the City of Buzet, 2020-2026, (2019), professional project, team member
- Project "Excellence and efficiency in higher education in the field of economics -E", member of the project team, teaching staff survey (2019)
- Elements of destination quality - perception of people with reduced mobility, student research project, mentor (2019-2020)
- Focus on Quality in Household Accommodation - Guest Perspective, scientific-research project, (2019-2021), project leader
- Project "Excellence and efficiency in higher education in the field of economics -E", member of the project team, study programs innovation (2021-2022)

Lectures at professional meetings

- Quality Management System – ISO 9001:2008, Specialization for Travel Agencies, Association of Croatian Travel Agencies, Terme Tuhelj, (2014,2015)
- Quality Standards in Tourism and Hospitality, Mystery Shopping day "Service Quality in Tourism", Heraklea, Rijeka, (2016)

Membership

- Croatian Society of Quality Managers (Supervisory Board)
- Croatian Society for Quality
- Croatian Controller Association
- Alumni of Faculty of Tourism and Hospitality Management (Supervisory Board)