



Vesna Arsic

Secretary of State for International Economic Relations, Ministry of Economy and Regional development, Republic of Serbia (RoS)

Education:

- **1977:** University of Nis, Faculty of Economics

Employment History:

- **2008 - to date:** Secretary of State, Ministry of Economy and Regional Development, Republic of Serbia
- **September 2007:** Alpha Bank a.d. Belgrade, Member of the Executive Board
- **March 2004 - May 2007:** Secretary of State, Ministry of Finance, RoS
- **January 2001 – March 2004:** NBS, Deputy Governor for Monetary Policy
- **January 1996 - December 2000:** Delta Bank a.d. Belgrade, Deputy Director
- **July 1984 – December 1995:** AIK Bank a.d. Nis, Sector Director
- **March 1978 – July 1984:** Vodoprivreda Nis, Agrokombinat Nis

Memberships in expert unions and organizations:

- Member of the Council of the Agency for deposits insurance.
- Member of the Council in charge of the reforms of the RoS pension system.
- Deputy President of the Union of Economists of Serbia.



Mr. Olav Bardalen, Innovation Norway

Olav Bardalen is a Special Adviser in Innovation Norway and the Programme Manager for the two Norwegian cluster programmes; Arena and NCE (Norwegian Centres of Expertise). He has been in charge of developing and implementing both programmes, launched respectively in 2002 and 2006. The programmes are jointly owned by three national innovation agencies, SIVA, The Research Council of Norway and Innovation Norway, and have a 12 mill Euro budget in 2009. Bardalen's previous career includes various positions in regional development agencies and research policy. Bardalen is 53 years old and has a Master of Management degree and a Bachelor degree in regional economy.

Mr Christoph Beer

Contact

Position: Cluster-Manager, Project-Manager
Organisations: tcbe.ch – ICT Cluster Bern, Switzerland
innoBE AG
Address: innoBE AG, Wankdorffeldstrasse 102,
PO Box 261, CH-3000 Berne 22
Tel: +41 31 335 62 54, +41 79 608 18 13
E-mail: christoph.beer@tcbe.ch



Since 2002 Christoph Beer has worked in the field of knowledge and technology transfer, innovation management and cluster management at innoBE AG as member of the management team. He has over 20 years experience in the ICT-Sector and has worked on various positions, for example: international management consulting, project management, development of business applications, hardware oriented programming and R&D in electronics. He has a technical background (electronics and informatics) with a post-graduate education in economics. In innoBE he is able for the domain of cluster-management and knowledge and technology transfer. He is also the cluster manager of the ICT-Cluster Berne (tcbe.ch) and of the Service Cluster Berne (WBCB). The EU-Project NICE, Networking ICT Clusters in Europe (FP6), is part of his current activities. In this project he is the leader of the three partners of the Berne region. He is the "cluster"-interface in the region of Berne between the service cluster, the medical cluster, the precision cluster and the ICT cluster. He is the winner of the European Cluster Manager Award 2008.



Igor Brkanovic, Assistant Minister of Economy and Regional Development in charge of SME Development

Born in Belgrade 1959, Igor Brkanovic graduated from the Economics faculty, University of Belgrade in 1983 and started his professional career in the Federal Institute for Social Planning and Federal Development Bureau. Since 1990 Mr. Brkanovic has specialised in the field of SME Development, working as senior adviser for the Federal Agency for SMEs and Entrepreneurship. He attended several expert training programs related to SME promotion in Italy, Japan and Canada. In the period 1992-2000, Mr. Brkanovic worked as a consultant in the field of SME development and marketing promotion and acted as executive manager in two small enterprises. Since 2001, Mr. Brkanovic has been engaged as key SME expert in all major EU funded project in the area of SME promotion and several minor projects in this field financed by the UNDP, ILO, EBRD, Seed , World Bank, OSCE and SIDA. Mr. Brkanovic was appointed Assistant to Minister of Economy and Regional Development in charge of SME Development for the first time in 2007.



Dr. Pavla Bruskova

CEO of the Regional Development Agency in Ostrava, Czech Republic.

Pavla Bruskova has been involved in cluster concept development since 2002 by taking part, as a local expert, in the EU Phare programme funded pilot project of clusters in the Czech Republic. She founded the first cluster in the Czech Republic in the engineering sector (The Moravian-Silesian Engineering Cluster) in March 2003; took part in preparation of the National Cluster Strategy and Cluster Guide; carried out feasibility studies and mapping of regional clusters within the EU Structural Funds "Cluster Programme" of the Czech Republic; acted as the facilitator and consultant within the establishment of the Moravian-Silesian Wood Cluster, IT Cluster and Moravian-Silesian Automotive Cluster. As the CEO of the Regional Development Agency in Ostrava, she launched the ClusterNet regional initiative in 2006 and founded the National Cluster Association in 2008.

Dr. Pavla Bruskova
CEO
Regional Development Agency Ostrava
Na Jizdarne 7
702 00 Ostrava
Czech Republic

Tel: +420 595 691 210, +420 731 505 929
Fax: +420 595 691 204
bruskova@arr.cz
www.arr.cz



Dušan Bušen

graduated from the Faculty for Electrical Engineering and Computer Science, University Ljubljana. He has specialized in Automatics and Robotics. He has been employed in ISKRA Avtoelektrika for ten years (1993-2002), last 3 years on the position of R&D manager, since 2003 he has been the Managing Director of Business Association ACS, Automotive Cluster of Slovenia. He is the chief editor of ACS newsletter and the writer of most of its articles. Additionally, he has given more than 20 day-long lectures on automotive based seminars, workshops and business conferences in Slovenia, Europe, Russian Federation and Asia. He is the member of CLEPA RTD WG and HRM WG; he holds the position being the member of Europe Innova Automotive Panel at DG Industry and Enterprise and he is the chair for development group of vehicles, transport and logistics at Slovenian competitiveness council. The Europe INNOVA Cluster Manager 2006 award went to Mr. Dusan Busen He has introduced a project management and project evaluation culture in his organization. His coordination of projects and activities at European level has placed his cluster in the map of the top suppliers in the European automotive industry, a significant step from its position a few years ago. Mr Busen has made his cluster a tool for promoting innovation; a means to achieve more innovative companies in Slovenia and in Europe.



Goran Dzafic, Director of Serbian Agency for Development of Small and Medium-size Enterprises and Entrepreneurship is International Business Manager. He graduated at IFAM-Paris, International Management Faculty - Paris. Business and Marketing Master title he gain at the same Faculty in Belgrade, where he will soon get a PHD at the same topic. He was Financial director in company „Ateks“, president of Managing board of „Serbian bank“, and before he became Director of Serbian Agency for SME he was Vice-president of New Belgrade municipality.



Vice-President

Vidosava Džagić

Born in 1963 in Suvodanje, municipality of Valjevo. She attended elementary and high school in Valjevo. She received her BSc degree from the University of Belgrade, Faculty of Mechanical Engineering, Department for Machinery Production, Belgrade. She is Bachelor of Science in Mechanical Engineering.

She was appointed for the Vice-president of the Serbian Chamber of Commerce at SCC's Assembly session held on 20th March, 2008.

Before that she was the President of the Regional Chamber of Commerce of Valjevo. For this position she was elected on 5th July 2001.

She started her career in Bolts Factory "Gradac" as production engineer, and advanced to the positions of head engineer in laboratory, project manager for quality system, executive director for quality and finally, acting director general.

She is an auditor for Quality Management System, leading assessor of the Serbian Accreditation Body for assessment of QMS certification bodies, assessor for national reward for business excellence "Quality Oscar" and member of the Fund for Quality Culture and Business Excellence.

Her professional specialty is design, implementation and assessment of QMS in accordance with standards ISO 9000/2000, as well as strategic planning – training and elaboration of strategic development plans.

She has published about 40 professional papers in the field of quality, economy and support to small and medium enterprises which were presented in numerous meetings on quality topics, economist's gatherings, as well as at international conferences on SME which she has taken part in.

She was awarded with the following prizes:

- Prize for creation given by the Club of Business Journalists of Serbia – January 2005;
- Plaque of the Municipality of Loznica for creative contribution to the development of permanent social values of the municipality of Loznica – June 2006.

She is married and has two daughters.



Juan Manuel ESTEBAN GOROSTIOLA

Economist, graduated from Deusto University in 1976. Since 1982 he has been a civil servant of the Basque Government, working in industrial, commercial and touristic policy making. Since 1999 he has served as Coordinator of the Basque Country Cluster Policy within the Department of Industry of the Basque Government.

During the General Assembly in Portland, October 2007, he was elected President of "The Competitiveness Institute" (TCI), the global practitioners network for competitiveness, clusters and innovation.



Dejan Jovanović, graduated from the Faculty of Economics in Belgrade in 2000.

Jovanović completed one-year postgraduate studies in the Alternative Academic Network on Transition, Reconstruction and Challenges on the Road to Europe and specialist studies in Nansen Academy, Norway in the field of management and conflict management.

After having worked for 3 years in the banking sector, he became a Deputy Mayor of the Municipality of Paraćin, and elected Member of Parliament in the National Parliament of the Republic of Serbia.

In 2007 and 2008, he was Director of the Serbian Agency for the Development of Small and Medium-sized Enterprises and Entrepreneurship. His present position is State Secretary for Regional Development in the Ministry of Economy and Regional Development, Republic of Serbia.



Short CV

Dr. Gerd Meier zu Köcker, Director of Kompetenznetze Deutschland

(Competence Networks Germany) and head of the department for international technology transfer and clusters within VDI/VDE-IT. Since 1999 he is responsible for several ongoing programmes targeting innovation, technology and regional development and technology transfer between regions and clusters. Besides of managing the Agency Competence Networks Germany on behalf of the German Ministry for Economy and Technology (BMWi), he is also active in European Cluster Co-operation Initiatives like INNET and in several ERA-NETs. Other projects and studies related to cluster matters are carried out with the Maghreb States, Indonesia and several Eastern European countries.

Cluster issues become centre of his work during the last years. He currently co-ordinates the WG of National Cluster Initiatives, gathering representative the leading national cluster initiatives, like Point One (NL), KNT (UK), Pôles de Competitivité (F). The Quality Indicators and EFQM-based approach for labelling cluster management was created by him since 2006, together with Peter Hahn, within the IMQ-NET, funded by the EC. Since than we was very active in cluster management, benchmarking and assessment issues. From 2007 – 2008 he was member of the High Level Advisory Group on Cluster for the EC.



Zorica Marić works for the Ministry of Economy and Regional Development, Republic of Serbia, in the position of Head of the Department for Competitiveness and as the team leader of the National Multi-Annual Project for Cluster Development Support. She graduated with a degree in Economics in 1981 at the Faculty of Economic, University of Belgrade. Before her engagement at the Ministry, she worked for 20 years in various private companies mainly the foreign trade sector.



Ms. Zdenka Mesić

Zdenka Mesić works in the Ministry of the Economy, Labour and Entrepreneurship of the Republic of Croatia. Her present position is Head of Department for Cluster Development Support. In 1975, she graduated in the Faculty of Economics of the University of Zagreb. Before her engagement with the Ministry, she has been working as Senior Counsellor in the Republic Committee for Science, Technology and Informatics, in charge of scientific research activities financing, implementation of bid procedure for financing of science and research projects, junior research assistants and upgrading programmes. From 1992 to 1993 she was Chief of Staff in the Ministry of Trade, while from 1993 to 1995 she was in City government as Chief of Staff of the Mayor's Cabinet of the City of Zagreb, in charge of professional, organizational and registering activities for the City government of the City of Zagreb and the Mayor of the City of Zagreb;



Dr Nikos PANTALOS, after having worked for 5 years in the private sector in the area of Telecommunications, he joined the Directorate General Information Society of the European Commission and worked in the ESPRIT and Telematics program for 3 years. Since 2003 he is involved in the area of innovation within the Directorate General Enterprise and Industry and his current responsibilities are focused on cluster policy development at EU level.

FABRIZIO PAOLIN

E' nato a Thiene (Vicenza) il 3 ottobre 1962;

Risiede a Thiene (Vicenza) in Viale Bassani 44/A – Tel.: 0445 – 361753 Cell.: 348 – 3706426.

E' celibe.

Studi - Formazione

Maturità scientifica - Liceo Statale "F. Corradini" - Thiene,1981;

Laurea in Economia Aziendale - Università degli Studi di Venezia - Ca' Foscari, 1988;

Corso di perfezionamento post laurea in "Diritto, Politica ed Economia dell'Unione Europea" - Università degli Studi di Padova, 1995;

Stage presso la Commissione europea – Segretariato Asia-Invest, per specializzarsi nell'ideazione e preparazione di progetti di internazionalizzazione in Asia, 2000.

Corso di formazione per imprenditori, dirigenti e quadri di Piccole e medie Imprese, per l'accesso ai contratti di ricerca e ai finanziamenti nazionali, comunitari ed internazionali, presso l'Istituto per il Commercio Estero (ICE) di Verona, 1996;

Numerosi corsi aziendali sulla qualità del servizio, sulle relazioni con il personale interno all'azienda, sulla customer satisfaction e corsi di informatica.

Corsi di formazione sul Project Management a Vicenza e Milano (Cegos Italia).

Preparazione professionale

Conoscenza fluente dell'inglese scritto e parlato, fluente del francese scritto e parlato, scolastica dello spagnolo scritto e parlato;

Ottima padronanza degli strumenti informatici.

Esperienze di lavoro

2003/oggi: direttore del Centro Studi sull'Impresa e sul Patrimonio Industriale, ente collegato alla Camera di Commercio di Vicenza che si occupa della promozione e dello svolgimento di studi e di ricerche pluridisciplinari sulla storia, la cultura e le realizzazioni imprenditoriali nell'industria, nell'artigianato, nella finanza, nel commercio e nell'agricoltura. Dall'anno 2004 svolge anche la funzione di ufficio di coordinamento per i Distretti Produttivi della provincia di Vicenza creati in seguito all'emanazione della Legge Regionale n° 8/2003, con il compito di redigere progetti di sviluppo dei distretti produttivi sorti in provincia di Vicenza e in altre province venete e di erogare servizi di assistenza (rendicontazione progetti, organizzazione e realizzazione progetti di internazionalizzazione, ricerca e creazione di reti tra distretti in Italia e all'estero) a consorzi, ATI e ATS tra imprese dei distretti.

1995/2003: presso l'Associazione Artigiani della Provincia di Vicenza, prima tra le associazioni di categoria italiane (con un organico di 470 addetti), curando le strategie di supporto allo sviluppo delle PMI e dei servizi ad esse collegati. Dal 1996 ha operato all'interno della Divisione Internazionalizzazione che si occupa delle strategie di internazionalizzazione delle imprese artigiane della provincia e dei servizi collegati, dedicandosi all'ideazione e gestione anche economico/finanziaria di specifici progetti per varie categorie, ed è stato il responsabile dell'Ufficio Europa, corrispondente BRE (Bureau de Rapprochement des Entreprises) n° 840 dell'Unione Europea.

1990/1994: presso l'Aeroporto Militare di Villafranca (VR) in qualità di Ufficiale di Commissariato Aeronautico (ruolo laureati) con grado di Tenente e poi Capitano, con incarico di Capo Gestione Denaro e Capo Servizio Amministrativo dell'Aeroporto stesso, alle dirette dipendenze del Comandante. L'esperienza sviluppata è stata di particolare rilievo sul piano organizzativo e di gestione delle risorse umane (25 subalterni di cui 3 Ufficiali).

1988/1989: presso la ditta P.F.M. S.p.A. - Macchine per imballaggio (circa 100 addetti) – lavorando presso l'Ufficio Commerciale Estero seguendo i mercati di lingua inglese. Durante questo periodo ha organizzato meeting di agenti esteri, organizzato la partecipazione a fiere internazionali ed ha partecipato attivamente alla definizione di due contratti di cessione di know-how con partner indiani e coreani.

Altre esperienze

Ha effettuato frequenti viaggi di lavoro in Europa (Belgio, Francia, Svizzera, Danimarca, Germania, Austria, Croazia, Polonia, Ungheria e Grecia), in Canada, negli Stati Uniti (Stato di New York, Illinois, New Jersey, Washington, Pennsylvania e California), nei paesi del Mediterraneo (Tunisia, Egitto) e in Estremo Oriente (Vietnam, Filippine, Thailandia e Indonesia).

Dal 1998 al 2001 è stato Consigliere di Amministrazione del Centro Regionale di Assistenza per la Cooperazione Artigiana, di Marghera – Venezia, Ente che si occupa della cooperazione internazionale e della promozione delle PMI venete sui mercati esteri.

Nello stesso periodo è stato membro del Consiglio di Amministrazione e del Comitato Esecutivo di Vicenza Qualità, azienda speciale della Camera di Commercio di Vicenza per l'internazionalizzazione delle imprese.

Ha svolto docenze per il Master in Public Management della SdA Bocconi, il Centro di Produttività Veneto, la European School of Economics di Vicenza, il Centro Universitario di Organizzazione Aziendale (CuoA) di Altavilla (Vi) e Confartigianato Roma, in materia di strumenti per il sostegno all'internazionalizzazione delle PMI e di progetti nazionali ed internazionali per l'internazionalizzazione delle PMI.

Ha fatto parte del gruppo permanente di lavoro di Confartigianato per le tematiche sull'euro.

Ha realizzato due dispense in lingua inglese utilizzate per una serie di docenze in Vietnam e Filippine.

Attività in ambito internazionale

Ha organizzato molteplici missioni all'estero per gruppi di imprenditori veneti di varie categorie merceologiche (orafi, ceramisti, produttori di macchine utensili, settore elettronica) sia per la partecipazione ad incontri bilaterali d'affari (c.d. workshop) sia per la partecipazione in forma collettiva a fiere (J.A. New York, JCK Las Vegas, Interpack Duesseldorf, Automaticon Varsavia, ed altre).

Ha curato la preparazione, l'apertura e l'operatività dell'ufficio di rappresentanza della Confartigianato del Veneto a Bruxelles, occupandosi degli aspetti organizzativi, amministrativi e operativi. Nell'ambito di questo progetto s'è inoltre occupato della costituzione della rete di contatti con gli uffici e i funzionari delle Istituzioni Comunitarie e con le altre Organizzazioni di categoria d'Europa presenti a Bruxelles, e ne ha curato poi le relazioni.

Ha partecipato attivamente alla redazione di un progetto per lo sviluppo delle relazioni e degli scambi commerciali internazionali delle PMI (finanziati dall'UE) di cui è stato project manager per la parte italiana occupandosi della progettazione e realizzazione di tutte le fasi, dallo studio di mercato alla realizzazione dei primi scambi, alla rendicontazione finale.

Ha partecipato attivamente alla redazione di due progetti di R & ST (anch'essi finanziati dall'UE) per due PMI italiane in collaborazione con organizzazioni tedesche destinati a sperimentare l'applicabilità di sistemi integrati per la produzione di energia a rifugi montani isolati ubicati in Italia, Austria, Germania e Spagna, fungendo da project manager per gli interi progetti.

Ha seguito, in qualità di consulente tecnico, un progetto di assistenza tecnica per lo sviluppo del distretto conciario della Regione di Tunisi, gestito dall'UNIDO e finanziato dal Ministero degli Esteri Italiano; ha partecipato inoltre alla redazione e realizzazione di un progetto di assistenza tecnica all'Associazione delle Imprese Artigiane della Croazia, progetto che ha condotto poi ad un protocollo permanente di collaborazione tra la suddetta Associazione e l'Associazione Artigiani della Provincia di Vicenza, tuttora operativo.

Ha ideato un progetto, denominato Progetto Euro, per l'Associazione Artigiani della Provincia di Vicenza della durata di tre anni, volto a realizzare una serie di iniziative ed azioni destinate a sensibilizzare Imprese, Ordini Professionali, mondo della Scuola e Pubblica Amministrazione sull'adozione della Moneta Unica. Ha quindi seguito la realizzazione, nelle sue varie articolazioni, e la rendicontazione finale del progetto stesso.

Ha ideato e seguito la realizzazione di un progetto di assistenza tecnica per il distretto del marmo della zona di Ha Long in Vietnam, volto a migliorare la qualità del prodotto e a favorire lo sviluppo delle azioni di internazionalizzazione delle imprese stesse, occupandosi dell'ideazione, del coordinamento delle varie fasi e della rendicontazione finale.

Ha ideato e seguito la realizzazione di un progetto di assistenza tecnica per l'associazione delle PMI di Ha Noi in Vietnam, volto a migliorare la qualità dei servizi di supporto alle PMI interessate ad avviare processi di cooperazione con PMI europee, occupandosi dell'ideazione, del coordinamento delle varie fasi e della rendicontazione finale.

Ha ideato e seguito nella sua realizzazione un progetto di Business Culture Familiarization per imprenditori del distretto orafa di Meycauyan interessati ad avviare contatti commerciali con imprese europee, ed italiane in particolare, nelle Filippine (Provincia di Bulacan).

Ha operato, in qualità di project manager, nella realizzazione di un progetto di cooperazione tra l'APCM (Assemblée Permanente des Chambres de Métiers) di Parigi e la Confartigianato di Vicenza, volto a realizzare azioni congiunte franco-italiane per la facilitazione degli scambi tra imprese dei medesimi paesi, occupandosi del coordinamento delle varie fasi del progetto e della gestione finanziaria dello stesso.



Istvan Pasztor

Vice-President of the Executive Council of AP Vojvodina and Provincial Secretary for Economy

Istvan Pasztor was born in 1956 in Novi Kneževac. He graduated from the Faculty of Law in Novi Sad in 1981. He worked for the factory "Sigma" in Subotica and was the Director of the Institute of Information Science at the Faculty of Economics in Subotica.

Since 1995 he has been an entrepreneur, as a private company owner. From 1997 to 2000 he was a Federal and Provincial Deputy.

From 2000 to 2004, Mr Pasztor was a Vice-President of the Executive Council of AP Vojvodina, as well as the Provincial Secretary for Privatisation, Entrepreneurship and Small and Medium-Sized Enterprises. From 2004 to 2008 he was the Provincial Secretary for Privatisation, Entrepreneurship and Small and Medium-Sized Enterprises.

In addition to Serbian and Hungarian languages, he is fluent in English.

He is married and has two children.



Jagat Shah is an MBA in international trade management from Delhi University & is a UNIDO trained cluster development practitioner. He is a certified management consultant (CMC) from ICMCI, USA. In last 20 years of his career, he has worked on export market strategies & cluster development approach with governments & private sector in USA, Canada, Brazil, South Africa, Oman, Afghanistan, China besides India. He is based in India.

Since last 8 years, his organisation: www.clusterpulse.org has worked as an economic development agency in 78 clusters in 10 countries - USA, Canada, Brazil, Croatia, South Africa, Oman, Afghanistan, Pakistan, China besides India. Cluster Pulse has executed cluster development projects for USAID, GTZ, World Bank, IFC, UNIDO, DFID, European Union, Microsoft, Nokia, Govt of Canada, Govt. of Oman, Govt. of India etc. His firm has been appointed by Govt. of India to design the " **National ICT policy for SME's in India**".

His recent start up is a Microfinance firm : www.microfintech.org which not only lends money to poor but also trains them on business development & connects them to domestic & global markets.

His 300+ articles have been published in world press on international trade & Cluster development initiatives.

He is a managing trustee of 2 charitable trusts & is a Rotarian.

His email is : jagat@globaljagat.com