CONTENTS

DISCUSSION	
DESIGN OF EXPERIMENT IN DEPARTURE STORES Marek ANDREJKOVIČ – Michal TKÁČ	4
IMPLEMENTATION OF THE METHODOLOGY OF INNOVATION IN THE RENEWAL PROCESS OF TECHNOLOGICAL EQUIPMENT IN THE SELECTED COMPANY Lucia BOSÁKOVÁ – Zuzana HAJDUOVÁ	14
AXIOMATIC DESIGN IN SUPPORT OF NEW CONCEPT DESIGN Denisa ĎURIČEKOVÁ – Michal TKÁČ	27
FOREIGN LANGUAGE TEACHING MANAGEMENT Aleksandra KOPEĆ – Jolanta URBAŃSKA	38
QUALITY IMPROVEMENT OF THE TEACHING PROCESS <i>Erika LIPTÁKOVÁ</i>	48
VOICE OF CUSTOMER AND METHODS USED IN ITS IDENTIFICATION Lenka PČOLINSKÁ	57
IMPLEMENTATION OF THE CAF MODEL TO THE QUALITY SYSTEM OF THE SLOVAK HIGHER EDUCATION INSTITUTIONS (HEI) Cyril ZÁVADSKÝ – Katarína ZÁVADSKÁ	67
OVERVIEWS	
ELIMINATION OF SUBJECTIVE ASSESSMENT OF THE RELATIONS IMPORTANCE IN THE HOUSE OF QUALITY <i>Matej HUDÁK</i>	79
THE UTILIZATION OF MATHEMATICAL SOFTWARE AT THE DETERMINATION OF THE DEPENDENCE Gabriela IŽARÍKOVÁ – Denisa OLEKŠÁKOVÁ	85
NEW APPROACHES TO THE PROJECTS CATEGORIZATION <i>Radomíra REJDOVÁ</i>	91
EVALUATION OF BENEFITS FROM THEIR RELATIONSHIP WITH CUSTOMER <i>Renáta TURISOVÁ</i>	96