Contents

Editorial

SOME EDUCATION QUALITY MANAGEMENT SKETCHES
Vincentas Lamanauskas ........................................... 4

Articles

THE JOB QUALITY IN THE 21ST CENTURY: A ROAD MAP TO A NEW DEVELOPMENT MODEL
Adele Bianco ......................................................... 7

ISO 9001 IN PORTUGAL: ITS IMPLEMENTATION UNDER A HOLISTIC THEORETICAL APPROACH
Alcina Portugal Dias ................................................ 21

ADULT EDUCATION: A PATH TO SOCIAL INCLUSION. A CASE STUDY IN MOLISE (ITALY)
Daniela Grignoli ...................................................... 31

QUALITY MANAGEMENT SYSTEMS IN LITHUANIAN COLLEGES: WEBSITES INFORMATION ANALYSIS
Aistė Monkienė, Vincentas Lamanauskas ..................... 41

QUALITY OF PROCESSING AND TRANSMITTING WRITTEN INFORMATION CONTAINING VERBAL ILLUSIONS IN YOUTH AGE
Stanislava Stoyanova ................................................... 50

Information

INSTRUCTION FOR AUTHORS ........................................... 57

JOURNAL OF BALTIC SCIENCE EDUCATION ....................... 59

PROBLEMS OF MANAGEMENT IN THE 21st CENTURY .................. 60

PROBLEMS OF PSYCHOLOGY IN THE 21st CENTURY .................. 61

PROBLEMS OF EDUCATION IN THE 21ST CENTURY ................... 62

QUALITY ISSUES AND INSIGHTS IN THE 21st CENTURY ................. 63

NATURAL SCIENCE EDUCATION .......................................... 64

EDUCATION POLICY, MANAGEMENT AND QUALITY .................... 65