



CONTACT

Newsletter of the International Academy for Quality

Dear Fellow- Avademicians,

again I have very bad news for you. We have lost another of our most active members:

Richard (Dick) A. Freund

We knew about Dick's ill-health for some time, but he played it down to such an extent that we did not worry. Even when he informed me that he could not - for the time being - continue to lead the IAQ-Hungarian project I was far from knowing, how serious his condition really was. Death came on July 23.

IAQ was always high on Dick's priority list. His wise counsel helped Executive and Board on many occasions. With him, we loose our connecting personality to ISO, where he worked with enthusiasm and success on all quality-relevant matters.

The Board, in recognition of his services to IAQ, promoted Acn Freund, post mortem, to the status of Academician Emeritus.

May he rest in peace after his long and successful service for Quality and the Quality fraternity!

New Members

With the untimely loss of too many of its most active members, the IAQ must look for new talented and dedicated members more than any time in the past. Therefore, I am especially glad to announce the admission of three most eligilble gentlemen:

António de Almeida, jr

Acn Almeida has a long and distinguished career in QC/QA. He is born in 1935 in Angola, obtained an Engineer's degree from the Technical University of Lisboa in 1961 and went to work for Metallurgica Duarte Ferreira, eventually taking the post of Q-Manager. After a year in the same capacity with Mague Metalomécannique he changed from industry to government where he worked from 1975 to 1979 in the Portugese Ministry of Industry. In 1979 he joined A.J. Consultôres keeping that assignment until today,

(ct'd)

Acn Almeida, ct'd

Acn Almeida is the author of many papers, presented both in writing and verbally. He is Founding member and Past-President of the Associaco Portuguesa para Qualidade, Vice-President (external affairs) of EOQC, holds memberships of ASQC, AFCIQ and the Spanish Organization for Quality (honorary). He has served in important offices in other Portuguese industrial and technical societies.

Dr. Tito Conti

Acn Conti, born 1931 in Bologna (Italy), studied Electrical Engineering at the University of his native town. After a year with Magneti Marelli Microwave Labs he went to work for Olivetti in 1957. His first assignments there centered on R&D with strong points in Q&R. He is presently Corporate Quality Director of the Olivetti Group. Besides this, he assumes responsibility for Education and Training Strategies of Olivetti.

Acn Conti serves as Executive Vice-President of AICQ. He is also a member of the Executive Committee of the European Foundation for Quality Management.

A long list of papers, authored by him, underlines Acn Conti's scientific background.

Viktor Seitschek

The highly successful EOQC congress in Vienna was the right background to inform Acn Seitschek of his election by president Zeller. He had been the able chairman of the program committee. Born 1943, he made Mechanical Engineering with special emphasis on QC his specialty. After finishing his studies he started work in industry, assuming, in 1968, responsibility for the QA-functions of Brown-Boveri in Austria, Brasil, India, Italy, Spain and Norway. This gave him broad international exposure. Presently he is Vice-President of Engel Machinery Corp, Austria, with special responsibility for the Central QA Department.

Acn Seitschek was instrumental in setting up the Austrian Quality organization (VQ), serving today as its Vice-President and official delegate to EOQC. He is president of the Austrian Association for Certification of Q-Systems. A membership in DGQ and a senior membership of ASQC round out his honorary assignments. Acn Seitschek has published numerous papers and appeared as speaker at national and international conferences.

IAQ expects a long and successful cooperation with our new members and congratulate them to their election by their peers.

Addresses: Antonio de Almeida, jr., J.A. Consultres, president,
Rua de Alegria 968 - 14, 4000 Porto, Portugal

Dr. Tito Conti, Via Saudino, 26, I-10015 Ivrea, Italy

Viktor Seitschek, Magdalenenstrae 20, A-4040 Linz, Austria.

IAQ officially registered in Germany

CONTACT 33 gave you the reasons, why we had to transfer our headquarters from Berne in Switzerland to Frankfurt/Germany. In connection with that move, all steps were taken to register IAQ as a non-profit-making body under German law.

The Executive is happy to inform you that this status has now been granted to IAQ by the German authorities. This means that all income of IAQ is tax-free as from the date of registration, and IAQ is entitled to accept donations from third parties.

An important step has been taken to consolidate our activities in the future.

Our HQ changes the Address

The premises of the German Society for Quality were no longer adequate for the ever-increasing business. After careful examination of the situation a newly-built office-building was found not too far from the present site which can accomodate the staff of DGQ and some of its teaching and training activities.

As DGQ takes care of the business of IAQ, the address of our office has changed also:

International Academy for Quality
c/o Deutsche Gesellschaft für Qualität
August-Schanz-Strasse 21A (Mail: P.O.Box 50 07 63 unchanged!)

D-6000 Frankfurt 50
F.R. Germany

Telephone: 069 (for Frankfurt) 5480 01-0; Fax 069-548001-33

The Telex-number remains unchanged: 4189 464 dgq.

IAQ Meeting in Buenos Aires

President Zeller has sent to you the agenda of this important meeting, October 22nd, 1989, with all pertinent details. Even with the non-speed of the mail these days, this information must be in your hands by now. Please, keep in mind that we have important business there. Especially important are the considerations on constitutional moves, as we need a number of changes here. The Executive and Board will give explanations to the planned actions. The idea is to activate our potential and streamline our procedures.

Hungarian Project continued

As you have learned from Acn Freund's report in CONTACT 34 on this project, Acns Zaludova and Masing were to carry on his and Acn Sandholm's work. This we did during the week September 4 to 9 in Budapest. Because it is for the customer and not for the supplier of a product to assess its quality, I'm not in a position to assess the seminar's quality. But the organization by Acn Aschner was perfect again, and the participants seemed to enjoy it.

Hansen-CONSULT

After the end of his term as vice-president of Motoren und Turbinen Union (MTU) in Munich, Acn Hansen has created a consulting business specializing in Quality Management, Materials Technology and Production Engineering. One of his prominent clients: MTU, where Acn Hansen still maintains a permanent office.

For IAQ-correspondence, however, he prefers the address:

c/o Hansen-Consult, Laerchenstrasse 4, D-8033 Krailing, F.R. Germany.
The telephone nr. is (089) 857 1567

Acn Hansen is still president of the German Society for Quality. The term of office for DGQ is 4 years. He was re-elected in 1986 after 4 years in office.

APQCO Monitor

News from APQCO were received from Acn Gatchalian, Secretary-General of this body. She sent me a copy of the newly established APQCO-Monitor (vol. 1, No.1, June 1989). This publication contains items of interest to the members, e.g. the names and addresses of the officers and of the members of the "Core Council". A yearly magazine is in the making, copy urgently required.

A special problem seems to be to establish close cooperation of some geographically near countries in order to commonly pay for experts' travel expenses who are willing to train, teach and do consulting work in the area. This problem is truly a great one considering the distances in the Asia-Pacific part of the world. 6 proposals have been worked out to start this net-working within the regions.

The next CONTACT will bring to those who have not participated in the Buenos Aires Meeting the results of our considerations there. Hopefully, we will have a lot to report.

Until the next issue appears

Sincerely yours





CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

never before has an issue of this newsletter brought to your attention more sad news. It is my sad duty to inform you about the death of two of our most distinguished colleagues.

Wilfred R.B. (Bill) Thoday

On March 26th 1989, Dr. Thoday passed away after long illness. Elected to the Academy already in 1972 he has never missed - in his active years - one single IAQ meeting, as far as my memory goes. He contributed always with wise counsel to the discussions and decisions.

Dr Thoday served the Quality cause in many prominent functions, such as the presidency of EOQC from 1980 to 1982. He organized (with Acn Knowles), our 5th Triennial meeting 1984 in the Royal Academy, London.

Ill-health forced Dr. Thoday after 1985 gradually to resign from his many honorary offices. IAQ granted him Emeritus status in that year. But he made it a point to continue to receive CONTACT in order to stay informed about the whereabouts and doings of his many friends. They all will miss him dearly.

May he rest in peace!

Kaoru Ishikawa

Unexpectedly, right out of his daily chores, professor Dr. Ishikawa succumbed on April 16th, 1989. He is widely credited with being the single most influential Japanese personality to bring his country on the road to Quality. He used the media to the fullest, especially to foster the dissemination of quality techniques and the Quality circle movement.

Named by JUSE a member of the now legendary "Six-Men-Board" in 1966 (!) to lay the foundations for what became to be known as IAQ, he served as president of IAQ (1981 - 1984), followed by the chairmanship (1984 - 1987). He was awarded the rare honour of Honorary Academician in 1988. His other achievements are too numerous to be listed here.

Acn Golomski, at the occasion of ASQC's congress in Toronto, gave a heart-warming obituary of our deceased Fellow.

We bow our heads in fond memory of a great personality whose absence fill us with sorrow.

But life must go on and it does.

Our next meetings

President Zeller sends me the following note:

Annual IAQ-Meeting on Sunday, Oct.22.89 in Buenos Aires

The annual meeting of the IAQ will this year take place in Buenos Aires on Sunday afternoon, right before the IQC '89 will be opened on Monday. Place and time will be announced by our Argentine colleagues in time. The meeting will be followed by a dinner, together with the ladies.

The preliminary agenda shows the following items:

- Welcome, presentation of diploma to new members
- Board affairs, Nominations
- Presidents affairs, new developments in the Academy
- Vice-Presidents report on project status and participation
- IAQ-Best-Paper-Award, Report of Ac.R.Knowles
- Introductory speeches
- Miscellaneous

Should you like to raise any other item, please don't hesitate to contact the President!

The organizers hope for participation of a reasonable number of members!

Triennial IAQ-Meeting 1990 in San Francisco

The next Triennial Meeting of the Academy will take place in connection with the Annual Meeting of the ASQC (14.-16.of May 1990). The meeting itself is scheduled for May 17th. As usual we are planning a sightseeing tour for IAQ-Members and their spouses on Sunday, May 13., for which our Vice-President prepares a exciting schedule. Please reserve these dates. Should you be interested to present a paper on the ASQC-Conference, please contact Jim Harrington soon!

EOQC-Congress in Vienna, September 18 - 21, 1989

Although this is not an official IAQ event, I found an impressive number of Academicians listed as speakers: Acns Aune, Feigenbaum, Fuchs, Gatchalian, Hansen, Hartz, Masing, Seghezzi, Stephens and Zaludová. Did I miss anyone? The program is available from EOQC conference secretariat, Interconvention, Austria Center Vienna, A-1450 Vienna, Austria, Phone (222)2369-2641. Telex 111803 Fax (222)2369-648.

IAQ-Book-Series: "The Best on Quality"

I publish with pleasure another message from president Zeller:

In the last weeks the publisher sent to all of you the second edition of the IAQ-Book "The Best on Quality". I hope you enjoy it. This gives me occasion to thank again very hearty to all of you who have contributed. Let me remember, that you can get additional pieces of the book with an discount of 10%, just by mentioning your IAQ-membership.

For residents of U.S.A. it might be of some interest, that they can get the book from a distributor in the U.S.

The adress: Gardener Publishers Inc., 6600 Clough Pike, Cincinnati, Ohio 45244-4090. Tel.(513)-231-8020.

Please don't forget the ISBN-Nr.3-446-15558-9.

Now, this is the "Call for Paper" for the third edition which will be published in April 1990! To meet this schedule I need your contributions in August this year, latest! Please do me the favour with sending me one of the best pieces of lectures or articles you created in the last one or two years. There is hardly a better opportunity for you to get well known in all parts of the whole world!

A Change in Name

Acn Fuchs didn't tell me wether he has informed many of you about the following:

*The Quality Assurance Center of AT&T Bell
Laboratories, Holmdel, NJ, is known
as the Quality Technology Center,
effective April 3, 1989.*

This change in name reinforces the Center's mission since divestiture — to apply its resources to help AT&T implement the technology that will insure its competitive advantage in the world marketplace.

Still I think it is quite interesting for all of us, because a correct term means a lot in quality management.

News about Academicians

It is a pleasure to read notes like that:

William A. Golomski, President, W.A. Golomski & Associates has been elected a Fellow, Institute of Industrial Engineers.

Congratulations, Bill, and good luck for the future!

Acn Aschner sends greetings from Mauritius (!) where he works in connection with an UNIDO assignment. Even far-away places begin to see the necessity to take action on behalf of quality. As the saying goes: "Quality does not carry a special country's passport".

Acn Gatchalian, busy as ever, participated in the ASQC congress in Toronto. She sent me a postcard to tell that she was proceeding to Mexico to deliver speeches there. I have no doubts that they will be received with great applause.

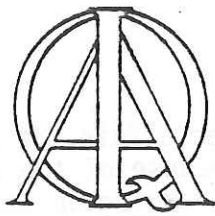
Acn Crosby didn't take the trouble of informing me personally, but he sent me a copy of his Institute's "Quality Update". There I found that he had merged PCA with Alexander Proudfoot PLC, a worldwide consulting firm. PCA will operate as a wholly owned subsidiary. A profile of the mother company is given in that issue, Phil writes in a closing remark that he is happy now to be able to work as "Creative Director". Everybody who knows Phil, is sure that the world will see a lot of creativity emerging from these quarters, PCA or not.

IAQ-List of Addresses

Please find enclosed an updated list of addresses of all Active-IAQ-Members, as far as we got evidence. Please check your personal dates and give necessary corrections to the IAQ-Administrative-Office.

Until the next issue appears, sincerely yours

A handwritten signature in cursive script, appearing to read "Masini". The signature is written in dark ink and is positioned below the typed text.



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Dear Fellow-Academicians,

this issue is overdue, the more so as there are quite a number of news to report. It seems that contrary to my expectations, my assignments show a tendency to increase as time goes by, instead of gradually tapering off. Well, I'll try to be of service as best I can. Also to IAQ. But a one-man show has only so much capacity...

Professor Akao member of IAQ

We welcome professor Yoji Akao to the Academy. Born 1928, he received his Doctor of Engineering's degree from the Tokyo Institute of Technology in 1964. Doing research work on glass and ceramics in that Institute, he developed an early interest in QC. With the exception of a study year in the USA, Acn Akao was member of the faculties of first the Yamanashi and then the Tamagawa universities. Presently, he teaches statistics, QC and QFD there.

As may be expected, his impressive list of publications both in English and Japanese is by far too long to be reproduced here (almost 9 pages of form 101). The same goes for his many extracurricular activities. But I should mention that he was the recipient of the Deming Prize in 1978.

Acn Akao has pledged his full support for matters IAQ. We sincerely hope that he will become one of our activists. Good luck!

IAQ Hungarian project

Good news were received from Acn Freund. In his letter of Jan.31 to our president he writes:

In December 1988, we started our program as a contribution of the IAQ to advancing quality. Four Hungarian companies sent managers and quality assurance staff to a one week program. On December 12 I led off with a three-day sequence on Managing for Quality including a discussion of the need and the tools for implementation. Then Lennart Sandholm took over for a two-day session in which he presented his very practical approaches to quality improvement.

The participants showed a sincere interest and asked very sensible questions. Lennart and I took part in an interesting news interview during the Thursday lunch hour. The hospitality of the Hungarian staff was outstanding and Dr. Aschner, who organized the session and hosted us, was in his usual top-notch form. I believe the program went well both from the students and the instructors viewpoints.

Our plans for 1989 include several more sessions. Among the participants should be Dr. Zaludova, Dr. Masing and possibly Dr. Feigenbaum. There will be others, but we wish to have everything in place before we get ahead of ourselves either in making announcements or in defining the specific sessions.

Things are moving. Congratulations, Acn Aschner!

AAAS-Meeting in San Francisco

President Zeller participated in this very well executed affair. He provided me with a short note which I bring to your attention because of the successful sessions of two of our distinguished members, Acns Harrington and Golomski:

"The Annual Meeting of the distinguished AAAS was held on Jan. 14-19 in San Francisco. The meeting sessions and the exhibition brought together ca 3000 participants. In up to 30 parallel streams were presented more than 250 symposia with 3-5 papers each.

Two of these symposia were organized by IAQ-colleagues. Bill Golomski conducted his on "Statistics in Product and Process Desig: From Eli Whitney to the Present", and gave a paper on "Measuring the Social Impact of Technology". Jim Harrington had organized a meeting on "Quality and its Impact on Competitiveness". Here he gave a lively lecture on "The Improvement Process". Later in the same session Acn Zeller elaborated on "Knowledge Based System for CAQ".

Prix Georges Borel 1988

It is well-known that AFCIQ has established an award in honour of our deceased colleague, to be conferred each year on a personality from France and one from outside of France. Former recipients are from IAQ Acns Turello (for 1885), Bertin (for 1986) and Masing (for 1987). The 1988 award goes to our colleague Acn Feigenbaum, according to a message from the president of the jury, Acn Cantarelli.

Most cordial congratulations, Val! I remember your presence at last year's ceremony. Sorry I can't make it this time to shake your hand.

"Kvalitet - en utmaning för alla"

I'm indebted to Acn Kerstin Jönson, because she has sent me a German-language copy of her booklet ("Q, a challenge to all"). On only 59 nicely illustrated pages, about A5, she has succeeded to explain the essence of modern Q-Management in a most straightforward way, which even a company CEO can understand. The booklet is available in Swedish, Norwegian and German versions. Danish and English versions will appear soon.

Perfect work, thank you!

A call for cooperation

Here is the state of the National Q Campaign in the UK, as reproted by Acn Burgess.

With regard to the U.K. situation, the following new items may be of interest to our colleagues; The U.K. National Quality Campaign continues but the emphasis is now very strong on "Total Quality Management" rather than emphasising certification and registration which were the priorities for the period 1985 - 1987. Nevertheless, our National Accreditation Council has approved 9 certification schemes covering everything from steel to ceramics, electrical plant and so on,

A call for cooperation (ct'd)

The two major schemes run by BSI and LRQA each have several hundred products covered by their scheme. I myself am Chairman of a BSI Committee that is developing an auditing standard on the lines of the ISO draft.

Whilst writing, I should like to advise you that at the request of the EDQC President, I have been asked to take on chairmanship of the new "Quality Consulting Group" that has been set up.

Now that my duties with the EDQC Energy Section are complete, I am trying to identify other consultants in the EDQC who would be interested in taking part in this new section and I wonder if you would be good enough to give this some thought. I would welcome nominations from Germany or indeed any other country with whom you may be in discussion.

Anyone interested should contact Acn Burgess at QMI Ltd, Quality Court, 25A Precinct, Egham, Surrey, TW20 9HN, U.K.

A long letter from Prague

My very special apologies go to Acn Nana Zaludová. She wrote me a letter of many pages with a host of news about her und her husband's activities at home and abroad. I read it with great interest and placed it to the material for the next issue of CONTACT. And there it was. It came to my attention only now when I began to write the copy. Shame on me! At least should I have acknowledged that letter, long and interesting as it was, even without the time to answer it as it deserved.

Nana has been busy for 2 month in the UK, USA and Mexico ("a holiday-cum-study-cum-lecturing tour" as she writes). Sure enough, reading that itinerary with all its many functions is impressive even to a well-travelled man like me. At home, she put in 200 hours of in-plant training of Top-Mgt, in addition to many lectures and courses on QA and RA.

Academician helpful as mailman

I got mail from Acn Bertin in a somewhat unusual way. Read for yourself!

The Post Office in Argentina is on strike. I am attaching the letter/s mailed to you just before the strike started. This is thanks to the kindness of our colleague. Valère Cantarelli. who accepted to carry the IAQ mail and post it from Paris. Valère spent several weeks in Argentina lecturing and counseling on Quality with Quality professionals and businessmen. Very successful visit!

Thank you, Valère, for services rendered beyond the call of duty!

In the Asia-Pacific region

Who? Acn Hurd. that's who. His presence at the APQCO Conference in Seoul, where he gave a paper, has yet to be reported here. He brings to your attention that professor Liu of China has been elected president of APQCO for the next term. New Zealand will host the next conference in the first quarter of 1991.

Along the way in Sydney, there was an Airline Safety Seminar to attend. Already in November last, Acn Hurd spent 15 days in Manila looking into the safety and quality system of the Philippine Airline. The work went on in this year, hopefully with good results.

News from Kyoto

As others have learnt before him, retirement doesn't necessarily mean less work for Acn Kondo. He informs me that he is busier than ever as lecturer and consultant. In 1988. He was abroad 6 times to North- and South-America the USSR and China. He looks forward to more of the same in 1989.

I'm happy to say that all these activities have not hampered his valuable participation in the work of the Board of IAQ.

A "White Book" from Italy

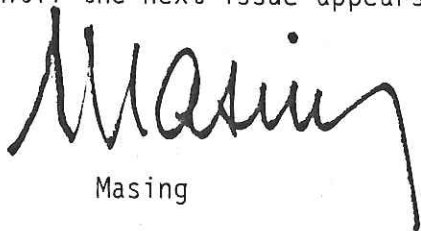
"Quality: a strategy for technical development: situation and prospects in Italy" is the title of a publication, written by A. Giordano, A. Pieri and Acn Mattana. "The White Book of Italian Q-Involvement", as Acn Turello calls it. He sent me a summary of its contents and told me that he had handed this book (in Spanish) to Acns Bertin and Garcia during his last visit to Argentina. On his way back he met Acn Ito in Rio.

Anyone interested in this publication please contact Acn Turello, Via Angera 20, I-20125 Milano MI, Italy.

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To conclude with a personal remark: I feel a little ashamed because virtually all of you have taken the trouble of sending me season's greetings with best wishes for health and success in 1989. I have not been able to answer in all cases. You see, that's the dark side of having to do all my writing myself, if it is not in German, CONTACT included. So please, have mercy with me.

Until the next issue appears, sincerely yours



Masing