



# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

it is again my pleasure to introduce new members of the Academy to you:

## Alain Michel Chauvel

Born 1944, Acn Chauvel received his BSc in Chemistry in 1967. He worked for Underwood in the US and Canada as QC supervisor, eventually becoming Q-Director first for Cordon Bleu Internat'l, Canada, then for Jonson & Jonson and Revlon before he went back to his native France in 1981 to assume the post of Q-Director, SOCOTEC. From 1986 on he is Vice-President Quality of the Groupe Bureau Veritas with a wide scope of internat'l responsibilities.

Acn Chauvel has published and co-authored 5 books on our subject and written and edited a film on Q-Cost-methodology. The record of his papers, articles, presentations and teaching assignments fill many pages of form 101. A very active member of both AFCIQ and AFQ, he is also Fellow of ASQC.

Address: 15, Hameau de Foissard, St Cyr/Dourdan, 91410, France.

## Yoseph Bester

Born 1943, Acn Bester obtained his BSc in Mechanical Engineering and Senior Business Administration from Haifa University in 1979. He is Vice-President Quality and Productivity, for Elbit Computers Ltd, developing during many years a small departmental type activity to a corporate-wide operation, as he describes his present position in form 101. An impressive list of extra-business activities as lecturer, author, organizer and board-member world-wide underscores his dedication to QC/QA/QM on an internat'l level. He is Vice-chairman of ISQA and a Senior Member of ASQC.

Address: 85 Centre Street, Brookline, MA 02146, U.S.A.

## Dr. Blanton Godfrey

Born 1941, Acn Godfrey has a BS in Physics (1964) and a PhD in Statistics (74) from Florida State University. His starting position was with AT&T, then Bell Labs, where he worked till 1987 as Head of the Q-Theory and Technology Dept. He is now Chairman and CEO of Juran Institute Inc.

Acn Godfrey also has a long list of articles, including a chapter of Juran's QC-Handbook, 4. edition, and an even longer of presentations at various functions. He is a Senior Member of ASQC, Fellow of the American Statistical Ass'n and a member of many other societies. He serves as a judge at the Board of Examiners, Malcolm Baldrige Award. A special interest keeps him busy for ANSI and ISO. To round off his commitments : From 1982 on he teaches SQC and QMgt as Associate Adjunct Professor at Columbia University, New York.

Address: 439 Stillwells Corner Road. Freehold, NJ, 07728, U.S.A.

A cordial welcome to our newly elected members! May their contributions to our good cause be significant. We take pleasure in working with them.

## Triennial Meeting

As you are aware our next Triennial Meeting is due in San Francisco next month (cf CONTACT 37). You have received also a message from Vice-President Harrington (his letter of February 19) indicating that all preparations for this important event have been completed. This is all the more remarkable, as Acn Harrington's home was demolished by that infamous earthquake, and he had also to spend time reorganizing his business (see below). We appreciate his dedication to IAQ which made it possible to have our Triennial Meeting properly organized inspite all these obstacles.

To repeat: Sunday, May 13, is set aside for a scenic tour into the Californian countryside with all kinds of interesting items to see and experience. Our business meeting will start on Wednesday, May 16, at 14:00 hrs. We will hear reports from our president, vice-president, and the speaker of the Nominations Committee, Acn Bertin. The amended Constitution and Rules of Procedure will be presented by chairman Feigenbaum. As always, we are looking forward to hear a number of very interesting Introductory speeches.

Be sure to attend!

## Board and Executive Meeting in Munich

An informal meeting was held in Munich/Germany on February 10 this year. We missed Chairman Feigenbaum and the members from Japan, who could not attend. President Zeller gave a report on the financial situation of IAQ which can be considered as very satisfactory. But future activities have to be financed. This must be taken into account. Vice-president Harrington reported on the status of project work, present and future. Some Legal matters in connection with the official registration of IAQ as a non-profit body in Germany had to be settled and the amended Constitution and Rules of Procedure thoroughly reviewed. On the agenda were also the relations of IAQ with the UN (UNIDO/ITC) and the European Foundation for Quality Management.

A well-organized, well-executed fruitful meeting.

## The IAQ Quality Award

I trust that you have all received the "Rules and Conditions" covering the IAQ Quality Award Scheme, as worked out by Acns Burgess and Knowles. This will be presented officially in San Francisco, but it is already in force.

The IAQ Quality Award Scheme Management Committee, composed of 4 Academicians, is ready to evaluate nominations from individual Academicians of the IAQ, Representatives from National or International Quality Organizations, recognized by IAQ, or Representatives of establishments conducting courses on Q-related subjects.

Note again: Academicians cannot be nominated for the Award.

If you don't have the form or need more copies, turn to the IAQ Administrative Office in D 6000 Frankfurt, August-Schanz-Strasse 21A, F.R. Germany.

## Future International Congresses and Conferences

### EOQC

The next EOQC congress in Dublin (Ireland), September 17-20, 1990, has not been mentioned in CONTACT. The organizers have gone to great length in order to make it as remarkable as the last one in Vienna. Judging from their painstaking work the success is almost guaranteed.

In the meantime, a call for papers for the 1991 congress in Prague has been issued. The general theme is: "The Human Factor in Quality Management", a truly timely topic. A "First" is an invitation to EOQC's Committees and Sections to propose themes for seminars which will be included in the programme. All sessions will have interpretation into English, French, German, Russian and Czech.

If interested, write to: Federal Office for Standards and Measurements,  
Secretariat of Conference EOQC '91,  
Václavské nám. 19  
11347 Praha 1  
Czechoslovakia      Telex 121 948 funm c, Fax (42)2265795

The EOQC committees on Standardization in QC and on Quality Systems Certification and Auditing invite interested colleagues to Moscow. On June 25-29, 1990, there will be a conference on "Standardization, Q-Management and Single European Market". Topics discussed are political, social and economic changes in the 90s and the Q problem, Internat'l standards as a means of overcoming barriers to trade and cooperation, and others. Of special interest should be the Round Table-Discussions on subjects like "Implementation of internat'l standards in national standardization systems" "ISO 9000 series standards and their improvement" and others.

Enquiries should be addressed to: Organizing Committee of EOQC Seminar National Research Institute for Standardization of the USSR State Committee for Quality Management and Standards  
3 Elektrichesky Per.  
Moscow 123856  
USSR  
Tel.: 2537006  
Telex: 411378 GOST

### Israel

The date of the VIII Int'l Conference of ISQA (see CONTACT 37) has been shifted to November 26-29, 1990. Please take notice!

Program and venue are unchanged, also the contact-address.

### Chile

After the successful congress in Buenos Aires and Rio de Janeiro, the Latin-American Organization for Quality (OLAC) has decided to hold the IX seminar in Santiago (Chile) on October 4-6, 1990 under the headline "TQ: The Enterprise Challenge". A call for papers on a wide range of topics has been issued.

Contact: Asociación Chilena de Control de Calidad  
Casilla 1075, correo 22, Santiago, Chile

Japan: The Inter'l Convention on QC Circles will take place in Tokyo, October 24-26. Organizers: JUSE. Chairman of the Program Committee is Acn Imaizumi, among the members: Acn Akao.

## News from the Academicians

Acn Aschner keeps me posted about his doings, thank you, Gabor! After a month-long stay in Turkey, where he was implementing a UNIDO project on Q-Systems, his next stop was Mauritius, as indicated already in CONTACT 37. Then he had to supervise exams of a year-long post-graduate program which he directed at the Budapest Polytechnical University. No news yet about the results; would be of interest.

Right in the middle of summer he will be in the Yemen Arab Republic (a hot job!) for 3 month, to introduce Q-Systems there. We trust he will tell us about the results, because we have very little information about such activities in Arab countries.

Acn Case has been elected to the National Academy of Engineering in the US. This info was received from Acn Golomski. A honor well-deserved, is his verdict and he wants us all to share the pleasure of our colleague.

Congratulations!

Furthermore, I'm indebted to Acn Golomski for sending me some material about what is going on at the Chicago University in the area of Quality. He had presented it at a meeting of the Board of Overseers of the Malcolm Baldrige Award. Acn Feigenbaum also attended.

A third item was the Reliability and Maintainability Symposium, due January 19-31, 1991, in Orlando, Florida, But his message was too late to meet the April 15 deadline for the proposition of papers. induced by this issue of CONTACT. The function itself should be of much interest. And Orlando in January: a well-chosen place!

Contact Acn Golomski who is Member of the Board of Directors, RAMS,  
or Dr. R.J. Loomis, AR&MS Program Chairman, Lockheed Space Operations  
Company LS0 291, 1100 Lockheed Way, Titusville, FL 32780, U.S.A.

Acns Harrington and Hurd have sold their business to the consulting firm of Ernst & Young. This Service Organization is the largest of its kind world-wide. It was formed by the merger of Arthur Young & Co and Ernst & Whinney last May. The deal has pleased all parties concerned judging from the happy smiles of 5 gentlemen on the first page of the announcement.

Acn Harrington will act as Internat'l Quality Advisor to Ernst & Young. His first assignment: An internat'l study of the best Q-Management practices, conducted in the US, Japan and Germany. Jim is up to his ears in that project. But he doesn't let down IAQ with the Triennial (see above).

Hope to see you all next month in San Francisco!

Until the next issue appears

Sincerely yours





# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

An unusual workload towards the end of the year is the reason - but not an excuse - for the delay of this issue, and it must begin again with a sad notice, already overdue. But it came to my attention only recently: On May 21, 1989, we lost another of our Founding Fathers:

## Dr. Shigeru Mizuno

Acn.em. Mizuno had a leading role in Japan's recovery after WW II. He established (together with Acns Asaka, Ishikawa and Kogure) a research group on SQC within the (then) newly founded JUSE. This group was awarded the Deming prize in 1952. When the cornerstone of IAQ was laid, Dr. Mizuno was a natural choice to serve on the so-called 3x6-Man-Board which formulated the statutes and got our activities going. He was granted Emeritus status in 1984.

May our dear colleague rest in peace after a successful life devoted to our good cause.

But life goes on and so does our work, carried on by new members. It is my pleasure to announce the election of two new members, who will help us fulfill the expectations the industrial world has regarding IAQ.

## Dr. Kenneth E. Case

Born 1944, Dr. Case obtained his PhD in Industrial Engineering from the Oklahoma State University in 1969. Before that he had worked in industry as an engineer. From 1969 to 1974 he was first Assistant Professor, then Associate Professor at the Virginia Polytechnic Institute, teaching courses in Industrial Engineering and QC. After one year of work for a consulting firm developing software he assumed his present position, working his way up from Assistant Professor to Professor to Regents Professor of the Oklahoma State University, with strong emphasis on QC/QA.

Acn Case has published 3 books and a greater number of articles as can be cited here. Among his numerous professional activities stand out the Fellowship of IIE, of which organization he was president from 1987 to 88, and his Senior membership in ASQC, where he serves on the Editorial Board of JQT.

Address: 2416 Tanglewood Circle, Stillwater, OK 74074-1717

IAQ CONTACT N. 57, page 2

Our first new member of 1990 is

### Dr. John D. Hromi

Unfortunately, I discovered too late that the vita of Acn Hromi is missing in my files. Though I know him well for years and years, I dare not write from memory about his outstanding career. Please accept my apologies. I will have the material available and ready for duplicating in the next issue. But I have Acn Hromi's address:

c/o Rochester Institute of Technology, 1 Lomb Memorial Drive, Rochester NY 14623-0887

### Our next Triennial Meeting

Notice is given that our next Triennial Meeting will take place in San Francisco on May 16, 1990 in connection with the ASQC Annual Congress. The agenda will be sent out in due time. As important decisions will have to be taken, and interesting papers presented, a full-house participation would show us that the interest in matters IAQ is unbroken and the Executive gets the support it needs to perform as expected.

### General Meeting '89

Exactly as scheduled, this meeting was held on October 22, 1989 in Buenos Aires. Acns Bertin and Garcia had prepared everything in a perfect way. Our secretariat has sent you the minutes. If anything needs further clarification, don't hesitate to ask questions.

The meeting was in connection with IQC '89, organized successively in two venues, a world-first, Buenos Aires (by IACC) and in Rio de Janeiro (by ABCQ). Many Academicians took the floor in both cities. During the Rio event, Acn Ito, responsible for this part of the congress, had prepared another world-first: A special session with Acns Feigenbaum, Masing and Zeller was telecast to TV-audiences all over Brazil. The viewers could pose questions by telex to the speakers, who answered the questions immediately. In this way, a lively "discussion" over thousands of kilometers was possible.

Very interesting also the business luncheon with an impressive number of company presidents under the auspices of Fundación Empresaria para la Calidad y la Excelencia. To lead and stimulate the discussion on topics like "The CEO's role in a TQ-program", the Academicians present were invited as guests of honor and strategically located at the different tables. A remarkable event, well designed and well executed.

### European Quality Management Forum, Montreux

The following was received from Acn Seghezzi:

The European Foundation for Quality Management (EFQM) which was founded in Brussels in September 1989 by the presidents of 14 leading European companies, invited its 67 Founding and Key Members for its first Forum held in Montreux, Switzerland, on 19th October 1989. In total, 330 managers and invited guests participated in the one-day-event which demonstrated the readiness of the European industry to lay the foundations for further promotion of quality management.

The presidents of the 67 member companies or their direct deputies were present and signed the EFQM Policy Document.

The President of Switzerland, Mr. J.P. Delamuraz, highlighted in his opening speech the importance of quality for the industry, the government and the society. On behalf of Mr. J. Delors, Mr. Carpentier presented the position of the Commission of the EC which is highly in favour of this new movement.

The President of the European Organization for Quality (EOQC), Mr. J. A. Goldsmith, emphasized the synergy which should arise out of the agreed close cooperation of the both European organizations. Academician H.Dieter Seghezzi who was Chairman of Montreux Programme Committee, is the official delegate of EOQC in the EFQM Executive Committee and the liaison person between both organizations.

Many fruitful thoughts were exchanged in Montreux. This event will certainly promote the idea of quality in Europe.

### "Profiles in Excellence"

With considerable interest did I read the excellent brochure "Profiles in Excellence", issued by the American Productivity and Quality Center. It chronicles the Malcolm Baldrige Award's first year of existence and gives guidance regarding the Award process. I want to thank Acn Wachniak, himself deeply and actively involved as judge, for making the text available to me.

### IAQ Hungarian Project carried on

I was pleased to read the following from Acn Aschner upon my return from a most enjoyable stay in a beautiful castle-turned-lecturing-venue in the Hungarian countryside:

"In the framework of the IAQ project in Hungary Professor Masing held a two-day-long seminar for the top managers of two Hungarian companies, Tungsram Co. and Taurus on December 14 and 15, 1989. There were about 40 managers responsible for all kind of activities in the company participating on the course. The lecturer provided a very well focused presentation about the tasks of the managers referring to quality in the company, including the elaboration and the introduction of the quality system in the company, the target settings, the execution, the control and the evaluation. Professor Masing could manage to convey his message in such an interesting way that all of the participants were just sorry when he finished his lecturing.

There was a very good reception of his presentation and all the participants appreciated and benefited from his lecturing. We took the opportunity to discuss the plan what should be done in 1990 in the framework of this project.

Academics' doings and whereabouts

Acn Aschner travels for a three-month-long mission to Yemen and for about a similar time-span to Mauritius, all on behalf of UNIDO. Having been there before, he is no stranger to these parts of the world.

Acn Bertin has set up shop in Geneva on an interim assignment with his firms HQ there until March. His address: Firmenich S.A. PO-Box 239, CH-1211 Geneve 8.

Acn Cantarelli has resigned from his duties at AFCIQ. He was elected Honorary President of this organization. He sent me a paper of 29 pages: "Qualité: Ecole de Democratie". He draws on his profound knowledge of the situation in South-America to analyse and make recommendations. They center around the importance of Quality, if things should turn to the better. Other parts of the world come under scrutiny also: Special chapters deal with the USSR ("sous le signe de la perestroika"), the US ("Une mode chasse l'autre") and Western Europe ("Espoir ou Illusion?"). The text ends with a conclusion: "Mobiliser l'entreprise". It makes perfect reading with deep insights.

Acn Gatchalian gave a paper - as the only IAQ-member - at the Asian Congress for Quality and Reliability. The affair drew an audience of some 1500 people from all over India. She sent her best regards from Bangalore, where she was the keynote speaker of a post-congress gathering of Q-specialists. Earlier on that trip she was in New Delhi, busy with a two-week seminar which was supported by the Prime Minister and both the Ministers for Industry and Planning.

Acn Hurd has collected another honour in addition to the great number already bestowed on him: The Los Angeles Section of ASQC handed him the Simon Collier Award for 1989. The announcement made mention of the fact that the 1988 recipient was Acn Fiaschetti.

Acn Stephens has been transferred from his last assignment in China to UNIDO HQ in Vienna to head a group dealing with technical assistance activities and projects on a global basis on the topics of Standardization, Certification, Metrology and QC. He invites all Academics interested in UNIDO work and programs and/or personal participation as an expert/consultant to get in touch with him. The address:

Private Mail: Boltzmanngasse 17-2-68, A-1090 Vienna/Austria

Business Mail: IO/IIS/INFR, UNIDO, PO-Box 300, A-1400 Vienna/Austria

Conferences announced

Israel: A call for papers arrived from the Israel Society for QA. They organize an international conference in Jerusalem on November 19-22, 1990. Interested Academics should contact ISAS Int'l Seminars, PO.Box 574, Jerusalem 91004.

New-Zealand: The NZ-Organization for QA, PO.Box 622, Palmerston North, New-Zealand will host the 3rd Conference of the Asian Pacific QC Organization on March 18-22, 1991. They have issued a first announcement with call for papers.

-.-.-.-.-

A personal note at the end: Let me convey my most sincere Thanks to the great number of Academics who were kind enough to send me beautiful cards with season's greetings and good wishes for 1990. I can use all of these wishes and so does the Academy. Please, keep me posted, so I can be of service to you all.

Until the next issue appears  
Sincerely yours

*Masini*





# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

a truly memorable year will have ended when this issue comes to your attention. It was memorable in many ways, first of all, of course, because of the great changes in what we were used to call the COMECON block. The new situation there is far from being all roses, but it gives a new chance to millions and millions of people to improve their Quality of life. This doesn't come ready for consumption on a silver platter. It takes dedication and hard work to be achieved. But for the first time in their lives, this will pay off for those concerned.

What the rest of the world can do and must do is to lend a hand. There are very encouraging examples of this help. You will find two small ones later-on. Let's hope that the process of normalization goes on despite a number of quite disturbing facts. May the people of good will be able to keep them in check!

The year 1990 was memorable also for IAQ. We had a very successful Triennial in San Francisco with the largest attendance ever. We established after careful deliberations an amended Constitution together with adapted Rules of Procedure. We put new emphasis on our projects. We streamlined our membership. We welcomed 5 new Academicians, but had to mourn the demise of one our Founding Fathers, Acn.em. Mizuno. We elected a new Executive and a new Board, keeping, as always, a keen eye on the aspect of continuity.

With this, a firm base is laid for progress in 1991. But it will be you, our members, who carry that progress - or it will never materialize. The base is a necessary, but by no means sufficient prerequisite for it. So let's continue our efforts! We are at the beginning of a new chapter of our history.

## Acn Cantarelli: Emeritus

Our respected colleague, Acn Cantarelli, suffers from bad health. This makes it progressively difficult for him to travel and to participate in IAQ work. Because of the many services he rendered to IAQ in his long years of membership, the Nominations Committee promoted him to Emeritus status, effective January 1, 1991.

We do hope that Acn.em. Cantarelli will be with us giving good advice also in his new grade of membership.

## Lending a hand

What I mentioned in terms of assistance given to the countries in the process of going from a centrally-planned to a market economy: Here is part of a letter of Acn Jönson to me. She writes about a seminar in Prague:

IAQ-CONTACT Nr. 41, page 2  
Lending a hand, ct'd:

It is fantastic to see and listen to all activities that are going on in Chechoslovakia in these days to accomplish changes and improvements.

I was invited by Agnes Zaludova on behalf of the Czech Society for Quality to present a paper at a conference "Modern Quality Control - Current Strategy for Developing Enterprises". My paper had the title "Current trends in Quality Management seen from the Scandinavian Horizon". I presented a similar paper in Milan in May. Then I was invited by Umberto Turello.

Acn Stephens was also active in the CSFR. He conducted 2 successful seminars in Bratislava and sent me a report too long to be reproduced here. He discussed UNIDO participation in the forthcoming EOQ Annual Congress due in Prague next June with the CS Nat'l Committee for EOQ. He also visited the Institute of Metrology there.

If we report on "lending a hand", the endeavours of Acn Aschner and our late colleague, Acn Freund (cf CONTACT 34/36/37) must be recalled in Hungary.

### Latin America

A letter from Acn Bertin informs me of his active participation together with Acns Garcia, Harrington and Ito at the 9th International QC seminar in Santiago de Chile last October. It was organized by the Latin American Organization for Quality (a body set up along the philosophy of the EOQ) with 400 participants in anticipation of the Common Market in that part of the world.

In Chile, one is interested to establish an organization like the European Foundation for Q Management or the Argentinian Fundación Empresaria para la Calidad y la Excelencia (FUNDECE). Acn Bertin, just re-elected as this body's president, was in a good position to give valuable advice.

In addition to these infos, he sent me copies of the May and August issues of the periodical of FUNDECE, called "Calidad Total". The former reports on the Buenos Aires' part of IQC with the FUNDECE luncheon. There are pictures showing Argentinian CEOs with Acns Bertin, Golomski, Feigenbaum, Kondo, Masing and Zeller discussing Q matters on so many round tables. (cf CONTACT 37).

### Acn Stephens honoured

The ASQC Metropolitan section elected Acn Stephens to receive the Ellis R. Ott Award 1990 with the following citation:

"The Ellis R. Ott  
Award is presented to Dr. Kenneth Stephens on September 14, 1990 at the Metropolitan Section Annual All Day Conference on Quality Control and Statistics in Industry to recognize his outstanding contribution in joining quality control technology and management in such a way that each supports and enhances the other".

Congratulations! I read his acceptance speech with pleasure, a copy of which he was kind enough to send to me.

## "The Best on Quality"

Good News! ASQC has agreed to sell the series in the US and Canada, giving our work's main outlet far wider publicity than it has enjoyed before. Volume 4 is ready for printing and will appear late in the spring 1991.

Now the editor, Acn Zeller, is busy compiling volume 5. As the book is scheduled to appear already in December 1991, some 5 month earlier as usual, he needs your cooperation immediately. Acn Zeller writes:

After some considerations it was decided that it would be a good idea to devote the next issue to

"Quality and Economy"

as the broad headline. As you realise the economies of Europe will be changed completely in the next years by both the "Common Market" and the dramatic developments in the eastern countries.

These developments will influence the other parts of the world economy also. As we all know, quality is a catchword in this respect and necessary for all economies to observe.

In addition, the relations between quality and economy were decisive elements for the economic developments in Japan and in America as well!

This brings me to my very urgent request: Would you please check immediatly if you can submit a relevant papers to me not later than May 1991!

In advance I thank you very much for your cooperation.

Please comply at your earliest convenience. IAQ would suffer a serious loss of credibility if the deadline were not met our new agent has set.

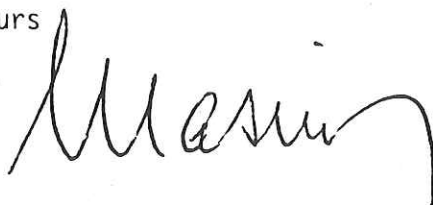
In conclusion a personal note

Virtually all of you have sent me very kind season's greetings and good wishes, many of you with personalized messages of friendship. Let me thank you all! I do hope that the next year will be successful for all of you.

But while I cherish your thinking of me at year's end, I would be even more grateful if you would think of me in my capacity of editor of CONTACT during the entire year. Looking at that empty last page (over) there seems to be room for improvement. Got it?

Until the next issue appears,

sincerely yours





# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

This issue is a short one, because the minutes of our meeting in Dublin are made part of it. But first things first: In Dublin, we listened to the introductory speech of a new member of the Academy whom I have special pleasure to introduce to you.

Dr. John A Goldsmith

Acn Goldsmith, born 1937, is Operations Director of Roche Products in England. He studied chemistry at Lodon University and obtained his B.Sc. and Ph.D. in physical chemistry there.

After working in various capacities in the chemical industry from 1962 on, he joined his present employer, Roche Products, in 1978 as Quality Controller and Internat'l Testing Laboratory Manager, working his way up to the position he holds now.

Besides honorary positions in other scientific organizations, Acn Goldsmith served for EQQ first as Chairman of the Pharma and Cosmetics section, then as Vice-President for Committees and Sections and finally as President for the term 1988-1990. He is Visiting Professor of Strathclyde University. He has authored numerous papers in scientific periodicals and appeared as lecturer on many national and internat'l conferences.

May our cooperation be long and fruitful!

## Meeting of the Academy in Dublin

As mentioned above, the minutes of this meeting are attached.

## Board and Executive Meeting

The officers of both, the outgoing and incoming Executive Committee, as well as the old and new Board Members met in Frankfurt, at IAQ Administrative Office following the Dublin EQQ congress. On the agenda were a number of important issues which will influence the work of the Academy. The goal of the meeting, a smooth transition from one responsibility to the next, was fully achieved. Chairman Feigenbaum and incoming president Harrington expressed their thanks for the hospitality, extended by the German Society for Quality to IAQ Board and officers by inviting them to dinner in Frankfurt's Airport Sheraton Hotel.

## "The Best on Quality" Book Series

The sales of the series do not meet the expectations neither of the Academy nor those of the publisher. The obvious reason: It has not succeeded to catch the attention of the Quality specialists in the English speaking countries as a valuable addition to their libraries, especially not in the US. Sales in the non-english-speaking countries will never be enough to warrant further issues.

### The Best on Quality Book Series (ct'd)

However, the publisher informs me now that as from 1992 ASQC will act as its distributor on an exclusive basis. This should alter the situation. Because all promotional material is already printed for 1991, this cannot be effective also for 1991. Therefore, we must take it on ourselves, to see that the No3 volume's sales are at least moderately good. For this reason, a promotion leaflet is attached. It calls the series "Yearbook". This may create the impression that its content is only temporary in nature. We know, of course, that this is not so. Please emphasize that fact! The Academy needs this outlet.

### Academicians honoured

Neither of them mentioned it to me, but I got the news from the Official Newsletter of ASQC: Acn Shainin is this years Shewart Medalist for "pioneering work during the 1950s in developing statistical concepts useful in the resolution of typical manufacturing control problems...".

Acn Bertin recieved the Lancaster Award "in recognition of his outstanding contributions toward international cooperation in QC through his long and effective leadership of the Argentine SQC and the South American Federation and his leading participation in the IAQ"

The Academy congratulates !

### Academicians on Tour

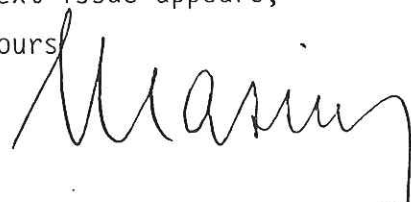
Acn Aschner sent me greetings from Yemen where he run a 3 month long project on behalf of UNIDO with the goal of establishing the Yemeni Institute for Standardization , Quality Assurance and Metrology (YISQAM). I met him in Dublin, but forgot to ask whether the goal has been reached.

Acn Chauvel mentions lectures in Montréal and Casablanca (Maroc), both with good success. Even in his homeland, France, he works internationally: At the Institut Française de Gestion he informed 20 Russian Managers, who had come to learn as much as they could about market economies, about "Quality and the 1992 European Market".

Acn Stephens reports on his visit to Bratislava (CSFR). He sounded out there the details of UNIDO participation in the next EOQ congress, scheduled for June 17-21, 1991, in Prague. In addition to that he gave 2 seminars on UNIDO's approaches to integrated standardization and The transfer of Q-Technology. Both were organized by the Institute of Standardization and Quality.

Until the next issue appears,

sincerely yours



PS: The address of Acn Goldsmith is Bramfield House West, Bramfield,  
Hertford, Hertfordshire SG14 2QT England

Minutes of the annual IAQ-Meeting, held Sept 19th, 1990, 2 p.m. to 4 p.m. in Dublin.

Academicians present:

|                       |                |
|-----------------------|----------------|
| Almeida, Antonio de   | Portugal       |
| Asao, Masashi         | Japan          |
| Aschner, Gabor        | Hungary        |
| Aune, Asbjorn         | Norway         |
| Bester, Yoseph        | United States  |
| Burgess, Norman       | United Kingdom |
| Feigenbaum, Val       | United States  |
| Goldsmith, John       | United Kingdom |
| Grocock, John         | United Kingdom |
| Hansen, Wolfgang      | Germany        |
| Harrington, H. James  | United States  |
| Hartz, Ove            | Denmark        |
| Hromi, John D.        | United States  |
| Ito, Masao            | Brazil         |
| Knowles, Roy          | United Kingdom |
| Masing, Walter        | Germany        |
| Sandholm, Lennart     | Sweden         |
| Seghezzi, Hans Dieter | Liechtenstein  |
| Shainin, Dorian       | United States  |
| Zaludova, Agnes M.    | Czechoslovakia |
| Zeller, Hermann       | Germany        |

1. Welcome

On behalf of the Chairman, who joined the Assembly later, Acn. Masing welcomed the Assembly and especially the newly elected Acn. Goldsmith, presenting the diploma and label pin to him.

2. President's affairs

President Zeller gave a short report, referring to some important developments of the current term which are described in the minutes of the IAQ General Assembly Meeting in San Francisco.

The actual number of membership is 60; among these are 4 corresponding members (Acn.s Fiaschetti, Imaizumi, Leek, Pilon).

The updating of Constitution and Rules of Procedure has been concluded; The new versions were printed and will be distributed within the next months together with the updated membership file.



# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

I had promised to furnish you the biodata of Acn Hromi when the information becomes available. Here they are:

John D. Hromi

is Executive Director of the Center for Quality and Applied Statistics, Rochester Institute of Technology. Born 1921, he got his BS in Mathematics from the Carnegie Institute of Technology, Pittsburgh, PA. After graduating with high honor in Electrical Engineering, he went on to get a M.Litt. from the University of Pittsburgh, and a doctorate in Engineering from the University of Detroit. Working 1951-1963 for the US Steel Corporation as Head of the Applied Mathematics Division and Plant Coordinator, he became Supervisor. Engineering and Technical Education, and Principal Staff Engineer for the FORD Motor Company. In 1976, he worked in the capacity of Chairman, Mechanical Engineering Department at the Lawrence Institute of Technology, Southfield. From 1981 he is with his present employer.

Acn Hromi is a fellow, past-president and past-chairman of ASQC. He has numerous honors bestowed on him, including the ASQC Grant Award. A member of many other societies, he has appeared as speaker at many international conferences and published an impressive number of articles.

His business address was given in CONTACT 37 already. Here is his private:  
129 Deer Path, Rochester, NY 14612. Phone: 716-392-6924.

## 8th Triennial Meeting in San Francisco

The turnout was impressive already on Sunday, May 13, at the informal outing with the ladies. From San Francisco we drove south past Stanford into Capitola at the Pacific coast for a drink and /or coffee, then on to Santa Cruz. From there, an ancient train, complete with uniformed engineer and conductor brought us farther south to Roaring Camp, where a barbecue luncheon was served, topped off with marshmallows for dessert. For quite a few of us (e.g. this reporter) it was the first time in their lives to savour this delicacy, personally roasted (fingers included) over an open fire. A stroll through the adjacent parc with its magnificent redwoods - some more than 1000 years old - provided the necessary physical exercise before the bus took us back to San Francisco via the famous coast route.

A cordial "Thank you!" is due to the able organizers, Marguerite and Jim Harrington, who had even seen to it that the weather was just perfect.

Even more Academicians assembled on Wednesday, May 16, in the afternoon for the official meeting in the Walnut Room of the San Francisco Hilton hotel. You will get the minutes by separate mail. Here I'll say only that 6 new Academicians got their diplomas and lapel pins from Chairman Feigenbaum and president Zeller: Acns Bester, Chauvel, Godfrey, Hromi and Seitschek. Later on, they gave their introductory papers, after the business part of the meeting.

This was introduced by Acn Bertin, speaker of the Nominations Committee. He gave the statistics of our membership: 55 active, 4 corresponding, 2 honorary. With a target of 75, the Academy has still room for new truly active members. Nominations are welcome.

President Zeller stated in his report that the new constitution, put to ballot by the whole Academy, had been approved overwhelmingly: only one return had recommended some additional changes. Acn Zeller went on to explain the legal facts of IAQ now a "registered, tax-free body under German law". Up to now, the members of the Board and the Executive, supported by Acn Hansen, had represented IAQ in a proxy-capacity. The Assembly voted unanimously that all members be incorporated in that scheme. A short financial report was added and members exhorted to pay their dues when billed without the added cost connected with up to 3 (!) reminders.

Vice-president Harrington outlined the status of IAQ project work. The project leaders present gave additional informations. At the end of this agenda item, a video was shown: Quality Management in Small and Medium Size Firms, made under the guidance of Acn Harrington by a professional film crew. The video begins and ends with the IAQ logo, and in it, both, Acn Feigenbaum and the author give some information on IAQ and its goals. The video was received with applause.

The next meeting will be held in Dublin/Ireland on September 19, 1990. An invitation by president Zeller is printed herewith. At this occasion, the Officers and Board Members for the term 1991-1993 will be announced and elected. The next Triennial Meeting is scheduled in Europe, the exact venue to be announced at a later date.

## News from our Members

### Acn Golomski honored again

The American Statistical Association has honored our colleague Golomski with their prestigious Edwards Deming-Award. Our congratulations! It may be interesting to know that this award was given in former years to our Honorary Member Dr. Hamaker (1982) and our member emeritus Clifford (1984).

### Acn Stephens in Vienna

Together with a short note about having settled down nicely in Vienna as Senior Industrial Development Officer, Institutional Infrastructure Branch, UNIDO, Acn Stephens gives me his new home address along with his telephone number as follows: Kenneth and Gina H. Stephens, Boltzmanngasse 17-2-68, A 1010 Vienna, Austria, Tel: 43/222/3109047.

About the number: I had no way of confirming this with Acn Stephens, but Vienna has the prefix of 0222 (without 43; this seems to be the prefix for Austria from some other country. (China?).



## Acn Burgess active as ever before

In his letter of June 14, Acn Burgess informs me about an invitation he got from the American Bureau of Shipping to present a 2-day seminar for their staff and customers on the subject of ISO 9000 and the European Market. He goes on to say: "It was clear from the ASQC conference that this subject is of major concern in the USA as 1992 gets closer".

As I have a few lines to spare, I copy from his letter the following:

Quite separately, as an active member from the UK working in the European organisation for quality, I was asked to chair the EOQ Section set up at Vienna in September 1989 concerned with consultancy. The section has met twice and meets again in Dublin. The first task is to work with the EFQM in developing a register of European Quality Management Consultants. I also chair the joint Steering Group which is making good progress, hopefully in time for launch of the register later in 1990 or early 1991.

## Re-thinking Quality Cost

IAQ is expected to come up with fresh ideas and new thoughts. By living up to these expectations, we should never be afraid to challenge conventional wisdom, time-honoured teachings and/or the content of standards. IAQ exists to push the frontiers of the Quality science farther out. It is our raison d'être. We should not default on this.

At the same time, IAQ must be careful not to destroy the well-established basis of quality management and -techniques. To define what is still useful and what needs to be redesigned is a delicate task.

A case in point is the Quality Cost concept.

IAQ has undertaken to start a project named "Re-thinking Quality Cost". I have been called upon to be the director of that project. As this theme is presently in the very center of my interests, I took the challenge.

In the very near future, I will call on a selected number of IAQ members to help me, because I want to put it on as broad a base as I ever can. I do hope that those whom I ask directly, won't let me down. But if anyone is interested to be part of this venture, please let me know.

This much for today. You find President Zeller's invitation to Dublin overleaf.

Until the next issue appears, sincerely yours

