



# CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

sad news at the beginning of this issue:

Acn Valère Cantarelli passed away December 3rd in Paris. He joined the Academy in 1972 having been active in a spectacular way in the EOQC as its chairman of the Automotive Division. From 1975 to 1978 he served as EOQC's president. That was a particularly difficult period. He managed to save that organization from splitting into a western and an eastern part by using to the full his diplomatic skills as well as his charming personality. Mention must also be made of his presidency of AFCIQ, his activities in Argentina (that won him a Honorary membership of AIQC) and his Fellow-degree of ASQC. Acn Cantarelli devoted his working life to the quality of automobiles, assuming responsible positions in the Automotive Industries of Italy, France and Argentina. What a fine fellow he was!. The IAQ lost a highly competent member. I lost a personal friend.....

But life must go on. So as one goes, another comes. I take pleasure to inform you about the election of a new member to the Academy, the first one from India.

Acn Basanta Kumar Pal

Born 1937, Acn Pal obtained his Master's degree in Mathematics from the University of Calcutta in 1962, and an additional Master's in Statistics, Economics and SQC + Operational Research from the Indian Statistical Institute. His work centered around these topics from the beginning, gradually moving up from what he calls "apprentice" first to Technical Officer, grade I, in 1984 for that Institute, and then on to a professorship with the Institute in Bangalore. In the same capacity he moved to Calcutta, but since 1990 he is back in Bangalore, still with ISI.

Having been in close professional and personal contact with Acn Pal many times both in India and Europe, I feel confident that he will contribute significantly to our work. We extend a cordial welcome to our new member from India!

Address: Indian Statistical Institute, 8th Mile, Mysore Road, Bangalore, Karnataka, 560 059, India.

## Meeting in Manila

Due to another commiment I was not able to attend this meeting, so I cannot report personal impressions. But I am sure that it was successful not only because Acn Gatchalian had prepared it in her diligent and able way, but also because of the presence of chairman Feigenbaum, president Harrington, and Acns Asao, Gatchalian, Golomski, Hurd, Kondo, Mangelsdorf, Pal and Seitschek. I hope our president will disseminate the proceedings of this meeting, as he did with the meetings in Nashville and Brussels.

The Philippine Society for Quality Control took the opportunity to bestow a honorary membership on Acns Feigenbaum, Golomski, Harrington and Kondo. The rest of the Academy applauds the PSQC for choosing the right people at the right time to the right honour!

## Dr. Miflora Gatchalian

She never mentioned it to me, but I'm indebted to Acn Golomski for informing me that Acn Gatchalian received a Ph.D. from Tokyo University.

Congratualtions, Mae! To write a thesis and to defend it in addition to your many, many national and international assignments and voyages in all parts of the globe takes staying power, to say the least.

## Activities in Argentina

Acn Bertin writes on November 18:

From October 19 to 21 we had a Quality Congress in Argentina with the participation of Antonio Almeida Jr. from Portugal and experts from Uruguay, Paraguay, Chile and Brazil. I was the keynote speaker in the opening session and Antonio Almeida Jr. in the closing session. Also, I participated in the International Forum for Quality and Productivity, which took place in Brasilia from November 9 to 12. I was invited by the Brazilian government to present a paper on Quality in Argentina and attended the ceremony of the Brazilian National Quality Award granted to IBM Brazil.

All the Quality and Standards experts who participated in this meeting were Government officials from Paraguay, Uruguay, Brazil, Thailand, Spain, the U.S., England and Canada, including a European Community representative. I was the only "black sheep" from the private sector.

Well, black sheep or not, it is good to know that things are moving in the right direction on government level in South America, an Academician leading the way.

## Success in Jerusalem

Speaking of successes of Academician-lead activities one must certainly mention the International Conference in Jerusalem, announced also several times in CONTACT. The able organizer was Acn Bester, who could welcome some 2000 participants from 26 countries. They listened to 350 experts, among them Acns Harrington, Golomski and Zaludova. Chairman Feigenbaum had sent a video greeting address for the opening ceremony. Yossi Bester writes to me: "It was most gratifying to receive the expressions of appreciation for the presentations of Jim, Bill and Nana," adding to my greatest pleasure: "I now plan to involve myself more deeply in the work of the Academy and to prepare for the presentation in Boston next May."

I plan to be in Boston myself and would be happy to witness the result of this preparation. By now, I already received a most interesting paper from him elaborating on the problem of "Value-adding Productivity". Thank you!

## Acn Burgess in Australia

Half around the globe went Acn Burgess to give the keynote speech at the biannual conference of the Australian Quality Organization. An "Australian Quality Council" has been founded, but I have no details of its composition or aims to report. Acn Burgess writes that he has witnessed many things happening "in the Antipodes".

## IAQ-Scandinavian University Group

Just in time to catch this issue came an information from Acn Hartz. It reads:

The IAQ-Scandinavian University Group (acns. Hartz, Aune, Joenson, Sandholm) held an IAQ-seminar at the Technical University of Denmark, November 30, 1992, in Lyngby. On this half day Seminar the four members of the IAQ-Scandinavian University Group gave a lecture (each in their own language) on the theme "Recent Developments in the field of Quality Management": Aune "TQM - trends in USA", Hartz "The development in quality system requirements/ISO 9000 and certification", Joenson "What's going on in european industry when it comes to quality", Sandholm "Quality Strategies". The lectures were very well received by the audience (University students and staff) and followed by an interesting discussion.

In the afternoon and during the following day the IAQ Scandinavian University Group had its 8th meeting in IAQ-Project 13 "Quality Management Systems" discussing a.o.: The situation and trends in Europe and USA; Quality awards; ISO 9000 and 10000-series; Barriers for the quality evolution; Quality in services. The next meeting in the group and possible seminar will take place at the Technical University of Trondheim, Norway, September 9-10, 1993.

An example that merits imitation elsewhere in the world of IAQ!

## The British Association for Total Quality

Acn Burgess provided the following interesting information:

The BQA of which I am Chairman is to be replaced in 1993 by a new government initiated body "The British Association for Total Quality". The prime purpose of this is to develop a prestigious quality award for the UK on the lines of Malcolm Baldrige award in the USA it would also provide a vehicle for the UK members of the EFQM. It would also be independent of the IQA although relationships with that body are still sound.

By the way: As you may already know, the European Foundation for Quality Management has for the first time chosen the recipient of its "European Q Award". King Juan Carlos I presented it in a solemn ceremony in Madrid on October 15 to the Rank Xerox Ltd, Europe.

In this context:

### A Project needs Help

A letter from Acn Conti, as you know President EQQ 1992-1994, tells me that he has left Olivetti and is now a consultant and visiting professor in TQM at Padua University. The letter goes on:

That is all about myself. As far as the IAQ project "National and International Quality Awards" is concerned, there has been a very good cooperation by many colleagues and we are close to the conclusion. Contributions came from the following countries/regions: Japan, Scandinavia, Europe (The European Q. Award), USA. Unfortunately some areas were not covered: even late contributions would be welcomed, provided they are announced soon and arrive before February. May be a last call through "Contact" could be made.

Of course it can. Here it is with a strong recommendation from my part.

### New Jobs for Acns Kondo and Asao

In Manila, Acn Kondo informed the participants that he had been elected president of the Japanese Society for Quality Control.

Again an Academician assumes an important, highly visible office. We take it as granted that Acn Kondo will not shelve his chores as Board Member of the Academy during his presidency of JSQC. We all wish you well, dear colleague, being sure that the organization will prosper under your able guidance!

Acn Asao has a new assignment as well as a new address. He is now president of D&A Systems Corporation and prefers his mail sent to his private home: 3-30-1 Wakamatsudai, Sakai-Shi, Osaka 590-01 Japan. Phone (0722) 92-1773, Fax...5591.

## Change of Address

A veteran UNIDO hand has terminated his work for that organization and left Vienna. Acn Stephens asks me to inform you about his new address:

Dr. Kenneth S. Stephens, 1361 Oak Grove Drive, Decatur, Georgia 30033, U.S.A.

He writes that "Career IV" has not yet taken concrete forms, but he looks forward to give more details as the New Year unfolds.

We hope to hear from you soon!

A message from our president tells me that he also has a new business address:

Ernst & Young, 55 Almaden Blvd, San Jose, CAL 95115, U.S.A. Tel (408) 947-5500  
Direct: (408) 947-6587, Fax: (408) 947-4971

The move was necessary to bring all the San Jose consultants working for Ernst & Young together.

## CONTACT: The FUTURE

In the last issue of our newsletter I announced that I will terminate my editorship of CONTACT with No 50, due next March. I asked for a volunteer to continue in order to keep you all informed about what's going on in and around the Academy.

Acn Wachniak was quick to react. He is willing to shoulder the responsibility as from No 51 on.

We all know his interest in the history of Quality and his successful handling of an IAQ project. There can be no doubt that he is the ideal person to keep things going. That means that you should send your material to be published or announced from March '93 on to the following address:

Mr. Raymond Wachniak, 1170 Winston Park Court, Brookfield, Wisc. 53005, U.S.A.  
Tel: Office: 312-8198895, Fax: 312-8198781. Home: 414-7840898

Ray, by stepping in you gave me the most important Christmas gift I will receive this year. A great big THANK YOU with a cordial handshake on behalf of the entire Academy!

And now: Many of you have sent me good wishes for the season and for 1993. Accept please my most cordial thanks in this somewhat summarian form. Let us all together try to make the best of whatever this year may have in store for us and for the Academy!

Until my last issue appears

  
Masing



IAQ is a small organization, our constitution limits us to 70 professionals that have a major world wide impact on implementing the quality principles and methodologies. It is made up of people like Bill Golomski. In a four week period, I have run into Bill lecturing in the Philippines to help the Philippines society for quality control, in Las Vegas helping the Deans of Business Schools determine what their role is in the quality movement, and in Jerusalem presenting three papers to the Israel Quality Control Association's biannual international conference. IAQ is much like David fighting Goliath, only our giant is the waste, corruption and degradation that has engulfed the world. Our world is a fragile blue marble, floating precariously in a vast universe, and we live on it for only a infinitesimal small period of time. As quality professionals we need to look beyond what we can do to improve the quality of our organization's product and services. We need to dedicate a portion of our lives to improving the quality of life on this delicate blue marble we call Earth. There are three major quality problems that face the world today for which you can contribute a solution, they are:

### 1. Quality of Government

Single purpose, special interest, bureaucracy-laden individuals have penetrated many governments throughout the world causing them to absorb 50 to 75% more of the world's gross national product than they ought to. In addition, they are continuously shattering the peace and tranquillity that the world so desperately needs by making wars upon their neighbors and themselves. These organizations do not represent the people that they claim to serve. People make peace, governments make war.

### 2. Quality of Agriculture

The bosom of the world swells with the potential of rich harvests and there could be a banquet on every table, every day. But still we see starving children and old people in almost every country around the world -- this must stop. Quality of water and food should be one of the top priorities of every professional.

### 3. Quality of Education

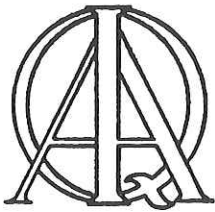
I am not talking about quality subject matters as a part of a curriculum, I am talking about the quality of the education system itself. Our education systems must improve to make maximum use of each and every precious mind while preparing the individual to have a positive contribution on mankind. Literacy must be stamped out around the world.

We as quality professionals have the ability and yes, the obligation to help solve these problems. The challenge is there.

The question is, are you willing to give two or three percent of your time to bring about the quality of life changes that this world so desperately needs? I know that Bill Golomski is... are you?

Let us stop persecuting and instead start praising each other. Let us build up on the good that is part of everyone in order to provide a bounty to all mankind that will be unsurpassed in history. The potential is there, we need to make it happen.

Dr. H. James Harrington



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Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

by now everybody should be back from well-earned summer vacations and working full-throttle again. So do I. Witness thereof is this issue of CONTACT, to name just one assignment.

## IAQ-Meeting in Nashville

In the last issue I promised to disseminate a condensed version of the minutes of this meeting, as they were not yet available at the time the issue was published. No need to do so: President Harrington has sent these minutes in full length to all of you.

15 Academicians attended. An item of special interest is the invitation of the US MBA Deans Association to cooperate in organising a two-day conference in Las Vegas, Nevada/USA, on November 26 and 27, 1992. The theme is a change in MBA-curricula to incorporate today's needs in a quality environment. Acn Golomski is organising an international panel of Academicians to give significant inputs to this really worthwhile project. Hopefully, I can report on the results of this conference in the December issue.

## Meeting in Brussels

While the opening ceremony of the EOQ congress there did not fulfill all expectations of the participants, the address of our president Harrington was well received. You find the text on the last page.

The 11 Academicians in attendance (among them our new member Acn Mangelsdorf) worked through a lengthy agenda. The minutes have also been distributed to you.

One point merits special mention: After the untimely death of Acn Freund, IAQ is no longer represented in ISO TC 176. As the activities of this Committee are most important not only for the entire quality fraternity, but for industry and business at large on an international level, IAQ must take part and supply input to this work. President Harrington's plea to correct the unbearable situation must be answered immediately. Please contact him!

## "The Best on Quality" - Award

CONTACT, in previous issues, has informed you about this project. The best paper in each volume of our book series is to be honoured by this award. For the first award the nrs 1&2 together were carefully examined. The winner: Acn Wachniak for his contributions. Congratulations and "Vivant sequentes!"

## Academics busy

"Quality Management and ISO 9000" was the theme Acn Hansen elaborated on in three-day seminars in Hongkong, Bangkok and Kuala Lumpur under the auspices of the German Society for Quality, the German Standards Institute and ISO. You may know that he is not only president of DGQ, but Board Member of DIN also. He tells me that there were about 90 participants in each seminar, all very interested and eager to learn. In toto, they came from no less than 20 plus Asian countries. The success of this series led to an invitation to repeat it in Caracas, Rio de Janeiro and Buenos Aires on March 24 and 29, and on April 1, 1993, respectively.

The only other report I received during these vacation months came from Acn Zaludova. She was invited to Treviso (Italy) to give a paper titled "Quality and Standards in Industrial Cooperation Processes with East European Countries". In fact, Eastern Europe is far from being settled in new economic conditions, and this goes also for that part of Germany formerly known as GDR, if to a somewhat lesser extent. Acn Zaludova's paper, the full text of which she was kind enough to send me, deals primarily with Czechoslovakian situation, but the other ex-COMECON countries have obviously the same problems. She says so much in her letter to Chairman Feigenbaum, of which she sent me a copy. Her impression of the situation in Hungary, for example, was of the same nature. She had the opportunity to inform herself on the spot, as a seminar, organised by Acn Aschner, brought her to Budapest.

## Who's Who in Quality

Acn Golomski has a new baby to care for: The International Who's Who in Quality. He is Co-Chairman of the Board of Judges for this new enterprise. His first move: To name all Academics to appear in the first edition. More to follow.

Looking through the Board of Judges, listed on the letter-form, I must confess that I felt getting old and out-of-touch. With the notable exception of Bill, I have never heard the name of any of them. But the co-chairmanship of our colleague is enough for me to assure the high level of this publication.

## Academics change office

A letter from Acn Aschner informs me that he has resigned from his office as president of the Hungarian Institute for Textile Quality to accept an offer from UNIDO to lead a long-term project in Brazil. Under the auspices of this UNIDO project TQM will be implemented into companies and personnel of many organizations, beside the companies involved, will be trained.

Our colleague leaves the institute he has managed for so many years with a feeling of success, because, as he writes, that his laboratories were accredited by Hungarian bodies and will soon be accredited by NAMAS of UK as the first in Hungary. In the wake of the economic transformation, the Institute has managed to acquire new clients outside the textile industry eager to improve their quality systems. The Institute is well equipped to help.



Academicians change office (ct'd)

As you know, Acn Aschner is no novice in UNIDO work. CONTACT has often been able to report on his assignments. Good luck to you, Gabor, for an interesting and rewarding new job!

His address: Servico Nacional de Apprentizagem Industrial, Centro de Tecnologia da Industria Quimica e Textil, Attention Dr. G. Aschner, UNIDO consultant, Rua Dr. Manoel Cotrim, 195, Rio de Janeiro, CEP 20961, Brazil.

Besides that his private address remains; Fürj u. 10a, Budapest XII Hungary 1124.

Another change has taken place: Acn Garcia is no longer with the Argentine Organization for Quality Control (IAQC). He is now Quality Manager and Director of the Quality Department in Krael Corporation. They are developing a wide range of tasks in Quality (seminars, courses, lectures and round tables) and render consulting services to industry, fundamentally on the implementation of ISO 9000 and on TQM.

Our best wishes are with you, dear colleague, for success in your new assignment!

Address: Enrique Jorge Garcia, Franklin D. Roosevelt 2246 - 6to.A,  
1428 Buenos Aires, Argentina. Phone 784-8908

Even professors grow older and one day one finds oneself in the status of professor emeritus. I know. I'm one myself. This happened now to Acn Hromi, director of the Center for Quality and Applied Statistics, Rochester Institute of Technology. Instead of calling it a day and beginning to mend the garden, John takes the task of editing "The Best on Quality" from Acn Zeller. The transition is a very smooth one, as Hermann will still look after issues 4 (already in the printing process) and 5, due out next year. However, I learn that not all is clear about the way it will be published and by whom. Negotiations are under way.

Another Change (getting personal)

Dear friends and colleagues, this is the 48. issue of our newsletter. From the first one in 1979 on I have written and edited it, because I felt the necessity to keep our members regularly informed about what was going on in the Academy. The effort was worth it, so I hear often enough. The newsletter should continue to appear on a quarterly basis. However, considering my age and the mass of commitments I still have, I decided to cut back gradually on my activities. Therefore, CONTACT needs a new editor. In order to make the transition as smooth as with our book series, I will edit two more issues, covering the next 6 months. The "golden" Nr 50 will definitely be the last one under my responsibility. I expect a number of volunteers to carry on. If you are one of them, inform me as soon as possible.

Until the next issue appears

  
Masing

## 1992 EOQC - Opening Meeting H. J. Harrington Welcoming Address

On behalf of IAQ, I would like to welcome all of you to this conference. We stand at an important point in the world's evolution. Europe is unifying to form a common market. The Soviet Union no longer exists. The Earth Summit concluded last week in Brazil. The world is at a crossroad. We have to think beyond the United States, beyond a united Europe or even a united America's to a united world.

We live on a very fragile blue marble, spinning preciously in the vast universe. We need to stop thinking about ourselves, and become concerned about everyone -- from Belgium to Brazil, from China to Chile, from India to Indonesia to Indiana, we need to improve the quality of life.

Quality is the rallying call that can bring us all together and unite the world in a common thrust to eliminate waste of people and resources, enriching everyone's lives.

In the 1960s we were concerned with quality of products. In the 1980s, we expanded our efforts to cover quality of service. In the 1990s, we need to again expand our concerns to quality of life.

We no longer can stand to have any place in the world with:

- Bad food
- Bad healthcare
- Bad products
- Bad services
- Bad education
- Bad air
- Bad water
- Bad governments

We need to stop runaway population growth and focus our resources on quality of life for all nations. Quality is the air we breathe. Poor quality is the pollution that is in it. Together, we the quality professionals, can filter the air and prepare this small world to enter the 21st century with a new standard of living for all mankind.

Our mission goes beyond quality of products and services to help improve the quality of the work and living environments of all mankind. The challenge to the quality professional is there. The question is, are we prepared to meet this challenge?



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Dear Fellow-Academicians,

good news to start with: I'm happy to report the election of a new member to the Academy:

## Acn Mangelsdorf

After obtaining his Master's degree in physics from the Technical University of Darmstadt, Acn Dietmar Mangelsdorf started his professional career with Siemens, the largest electric/electronic company in Germany as a research physicist working in holography and other advanced areas. His attention soon focused on testing technology and test equipment. This led in a very straight-forward way up to his present position : Senior Director Public Communications Networks Group of Siemens. In this position he is the speaker and chairman of the corporate working group for quality assurance and quality engineering of Siemens.

A long list of papers, both, in German and English are to his credit, mostly dealing with advanced test technology. He is a respected member of many professional committees, operating on a national level in Germany.

The Academy is certain to profit from the experience of its new member. Welcome!

Address: Haydnweg 23a, D-8192 Geretsried (Germany)

## Acn Turello

Already some time ago, Acn Turello indicated that he had by now gradually resigned from most of his quality-related assignments. He felt that it was time to terminate also his services for IAQ.

With great regret, the Nomination Committee took notice of his decision. However, it did not want to let a man leave the Academy who had been one of its "Founding Fathers" and who had devoted time and energy to foster its cause in so many ways. The unanimous decision was to accord our colleague Emeritus status.

Good luck to you, Umberto, old friend, for whatever you have in mind to do in the coming years!

## IAQ Meetings

At the time this issue is written, two inofficial meetings of the Academy have taken place, in Nashville and in Brussels. Unfortunately, I was not able to take part in either, so I cannot report from personal knowledge. Also, there are no informations up to now about these events available. Therefore, I regret to be not in a position to inform you. Hopefully, I can do better in the next issue of CONTACT, due in September.

But one more reminder is given concerning the official meeting in Manily, October 21, 1992. It was anounced already in CONTACT's last issue. Preparations are well under way, Acn Gatchalian looking after them.

## Wrong Guess

The last issue of CONTACT brought to you news about our chairman's Acn Feigenbaum being elected member of the prestigious U.S. Academy of Engineering. The info came from Acn Golomski, who indicated that there was already a member of that Academy in our ranks. I took the liberty of guessing that he himself was that person. Bill immediately put the record straight. The other of our members so honoured is Acn Case. I'm glad to correct that.

## More Honors

The ASQC's Edwards Medal this year went to Acn Godfrey. It was awarded to him at the ASQC's Nashville congress in May.

Also honoured there was acn Blanco who received the Lancaster Award.

For his paper "Should we reward managers?", published in the periodical Quality of the EOQ last year, Acn Chauvel received the "Best paper Award" of EOQ.

Our most cordial congratulations go to our colleagues so honoured!

## Q-Management at the T.U. Vienna

After lengthy deliberations, the Technical University of Vienna (Austria) has decided to incorporate Quality Management into th curriculum of its Engineering faculty. With great satisfaction I can inform you that Acn Seitschek was invited and accepted to teach that course. He will keep his position of Q-Manager of the Engel company.

It is the first time, Q-Management becomes academically present in Austria. However, in Engineering schools and even in public schools, the topic has been introduced quite some time ago already on the initiative of the Austrian Society for Quality. Acn Seitschek is a Board Member of that Society.

## Academicians busy abroad

Three of our colleagues saw fit to inform me about their activities outside of their own countries. I disseminate their reports, if in a shortened version.

Acn Almeida was in Brasil on invitation of ABCQ with the support of the Brazilian government. The aim was to correct distorted views of the ways quality related problems will be dealt with when the Common European Market begins in 1993. He was able to correct the impression that Europe will be hiding behind all too high walls constructed from requirements for quality next to impossible to meet.

Acn Aune sent me a paper of 14 pages concerning a very interesting seminar he held in Boston. (Our vicepresident is presently in the US on a sabbatical leave from Norway). The theme was "ISO 9000 and certification in Europe". The paper contains the questions asked by the participants, mostly managers, concerning the theme, and his answers. Makes interesting reading!

Under the broad headline:

"World Class Quality-Imperative on Competition"

Acn Zeller held some Interviews, lectures and seminars in Brasil and Argentine on occasion of an official mission of the german government:

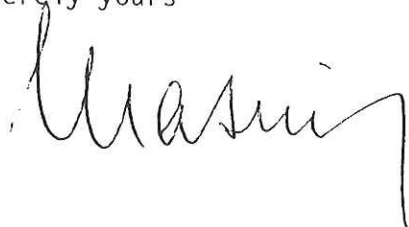
- 30.3.92 Lecture at Universidade Federal of Santa Catarina;  
Florianopolis
- 3.4.92 Seminar at Pont.Universidade do Rio Grande do Sul,  
Porto Alegre
- 6.4.92 Seminar at Fundacion Empresaria Para La Calidad Y La  
Excellencia, Buenos Aires
- 7.4.92 Lecture at CEO-Breakfast organized by the Fundacion  
Empresaria Para La Calidad Y La Excellencia,  
Buenos Aires.

To the two events in Buenos Aires Acn Bertin had invited. At the's seminar attended more than 120 participants, at the CEO Breakfast participated no less than 60 CEO's! All lectures, followed by lively discussions, were accepted very well by the participants.

With this I wish you all a good time for the summer vacation!

Until the next issue appears,

Sincerely yours







# CONTACT

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Dear Fellow-Academicians,

you will certainly understand that I begin this issue with a deep sigh of relief: The project "Re-thinking Quality Cost" has been brought to an end. The final text was sent to the Executive for scrutiny and decision whether they consider it fit for publication under the name of the Academy. If so, the text will appear in the next available issue of "The Best on Quality", our official outlet. If not, the members of the project team will make use of it at their discretion without mentioning IAQ as its place of origin. They were: Acns Aune, Bester, Conti, Golomski, Grocock, Harrington, Jönson, Masing, Zaludova and Zeller, deeply involved by extensive correspondence and long telephone conversations, freely giving from a wealth of personal experience and knowledge of literature. Additional valuable inputs were gratefully acknowledged, coming from Acns Feigenbaum and Mattana.

Another project still needs your assistance:

## International and national Quality Awards

For simplicity's sake I add a letter of the project director, Acn Conti, to this issue in its original. This letter took some time to come to my attention due to some inexplicable circumstances. Therefore, it is high time to attend to it. Please, read it and - hopefully - act upon it at our colleague's request.

## Next Official Meeting

President Harrington calls all members to attend the next official meeting, scheduled for October 21, 1992, at 1:00 hrs p.m. in Manila, Philippines. This is in conjunction with a major Asian Quality conference, jointly sponsored by IAQ and PSQC. Acn Gatchalian is in charge. All details from her desk.

## Our Chairman honoured again

The US National Academy of Engineering has elected our chairman, Acn Feigenbaum, a member. This info came from Acn Golomski who adds in his letter: "This brings honor to IAQ. We now have two members of that body." Congratulations! But is there still an empty space on the walls of our chairman's study to hang another beautifully engraved or printed token of such a honor? I have my doubts. And another question: Who is the other Academicians so honored? Could it be our colleague Golomski himself? He is too modest to say so, but I have no doubts.

## A new Position for Acn Asao

After compulsory retirement due to age limit from Tanabe Seiyaku Co Ltd, Acn Asao founded D&A Systems Corp, dealing with data processing and analysis. We wish our colleague success with his new activities after a long successful carrier in industry. Address: 3-8-401 Kyutaro-Machi, 2Chome, Chuo-ku, Osaka, 541 Japan.

## Academicians on the Road

I'm sure that much more is taking place under this heading in reality than I can report due to lack of information. But some of you keep me posted about their activities abroad outside and above their daily routine.

Acn Sierra reports from Viet Nam. There he met Acn Gatchalian, also lecturing in Hanoi and Ho Chi Minh City early this year. Before that, he was touring countries in Africa, still a somewhat white spot on IAQ's map. On this tour he was with Acn Stephens, visiting Botswana, Lesotho, Swaziland and Namibia. Ken sent me the full programme. Impressive! There seem even to be likely candidates for the Academy.

From personal contact I know that Acn Zeller left for Latinamerica to spend a couple of weeks there in an official mission, also in quality matters. He told me that he was looking forward to meet some of our colleagues there.

Acn Gatchalian, currently president of the Federation of Food Scientists and Technologists of ASGAN, wrote from Bangkok also. She presided over the 4th ASEAN Food Convention there.

A letter from Acn Chauvel indicates that he was in Brasil to explain the forthcoming European Economic Area's standards on Quality and Quality assurance, besides a number of assignments in his country. Also in Brasil was Acn Burgess. In his new capacity of Chairman of the British Quality Association he addressed the 2nd. International Congress on Quality and Standards in São Paulo. He goes on to say:

I should have advised you already that the 2-day conference on World Quality Certification organised by IQA and the EOQ under my Chairmanship was very successful, with 28 countries participating. It was gratifying that I was able to get papers contributed from 3 of our colleagues in the IAQ and needless to say, these contributions were the highlight of the event. Academician Roy Knowles and I were active throughout this event.

He reported also from Kuala Lumpur, Malaysia, where he spoke at last year's World Quality Day Conference there. Malaysia plans to be "fully developed" by 2020! No doubt that this event was a step in that direction.

## The IAQ Scandinavian University Group

Acn Hartz sends me the following information on the activities of that group:

The IAQ-Scandinavian University Group (acns. Hartz, Aune, Joenson, Sandholm) - dealing with the theme "Quality Management Systems" in IAQ-Project 13 - held its 7th meeting in Stockholm last September. The purpose is to have discussions in the group on trends and developments in the area of quality management systems - emphasizing the process of development and design of quality management systems in industrial companies. Meetings of 1½ day have been held regularly and the group will continue to meet 1-2 times a year. The next meeting in the group will take place at the Technical University of Denmark, Lyngby, November 30 - December 1, 1992, when acn. Aune has returned from his sabbatical year in the USA.

An IAQ-seminar (half day) for students and staff of the Technical University of Denmark is organized November 30, 1992, in Lyngby. The four members of the IAQ-Scandinavian University Group (Aune, Hartz, Joenson, Sandholm) will each give a lecture within the theme: "Recent Developments in the field of Quality Management".

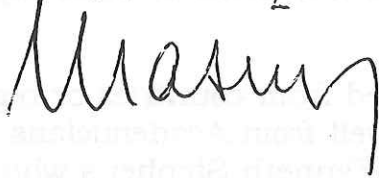
"The Best on Quality"

There is still a number of copies of earlier issues of our official outlet available. Acn Zeller, while preparing the next issue, due in the fall, is uneasy about that situation. And so should we be also. If that stock is not cleared soon, the danger is that the publisher will discontinue to publish the book. A lot of our invested energy would go down the drain, and the Academy would suffer a serious drawback in the moment, when the series is being incorporated into ASQC's list of Quality literature available from Milwaukee. Don't let this happen. To facilitate the sale of the books, a 35% rebate has been established on list prices.

This much for today. I wish you some restful days around Easter.

Until the next issue appears,

Sincerely yours



And here is Acn Conti's letter, mentioned on page 1.

*Quality*  
**Project "National and International Awards"**

Dear Fellow-Academicians:

I am very pleased to inform you that the project which I proposed last July - even if it took time to reach an adequate geographical coverage - is now ready to start. You can see from the following what impressive list of Academicians are willing to give their contribution. No doubt that with such people on board the project is going to be successful!

The plan that I am going to propose (for which I already asked a preliminary approval to the President, to the V. Chairman responsible for "The Best on Quality" and to the V. P. for Technical Activities) is as follows.

**Expected output:** a number of papers, produced by individuals or national groups, each one, or a group of them, illustrating an Award (The Awards will be mainly national and international, but significant cases of intra-national or sectorial awards can be included, particularly if this helps in completing the national picture). Taken as a whole they should give a very comprehensive picture of the existing Company Quality Awards around the world. The whole set of papers should be published in one issue of "The Best on Quality".

**Contents of the papers:** as Dr. Wachniak suggests, the authors should be free to create their own presentation approach, so that the contribution do not lose their specific flavour. However, taken into account the informative and educational aims of the research, just a recommendation to consider the following aspects may be given: history; objectives (for example: emphasis on achievements vs emphasis on the excellence of the TQM company system); criteria; the TQM model underlying the award; the "award process"; the results as seen by the award officers, by the winners, possibly by some loser, by the business community, by the media; the lessons learned from experience; possible future developments and recommendations to others who are going to start an award, in order to avoid repetition of errors.

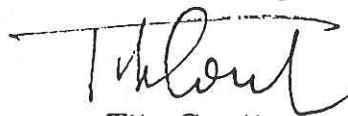
Contributions are also welcomed from countries or regions that are just in the planning phase, as well from Academicians who may have special plans, like for example Kenneth Stephens who proposes to represent the developing world's interests and needs in the project, possibly finding out a particular niche and serving as the conduit through which the results can be properly channelled towards those countries. Papers dealing more generally with the theme of company quality assessment would also be useful for the purpose.

**Time schedule:** My opinion is that September 1992 could be a reasonable compromise between the seasonableness of such a research and the need to respect your very busy agendas. It would anyway be useful to have first drafts ready for June 1992, so that we could discuss them, particularly their integration, in a meeting that could take place in Brussels, during the EOQ Conference. Many Academicians usually attend that Conference (and indeed a meeting of the IAQ usually takes place on that occasion) and I think that at least one representative from each national group could be present.

I kindly ask Prof. Masing to inform all the Academicians about this project in the next issue of "Contact", so as to allow anybody wishing to contribute to join us.

Should you have any comments, proposals or objections both on contents and on timing, please let me know. I wish to express you my warmest appreciation and my thanks for your generous cooperation.

Yours sincerely



Tito Conti