

# CONTACT

A Newsletter of the International Academy for Quality – N° 78, July 2000

## **LAST MEMBERSHIP MEETING OF THE GERMANY-BASED IAQ**

Prof. Dr. Dr. h.c. Dr. E.h.  
**WALTER MASING**

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13.05.2000

Last membership meeting of the Germany-based IAQ

Dear colleague Savard,

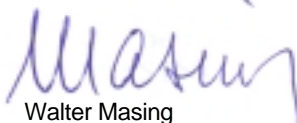
According to the procedure established to correctly transfer the Administrative Office of IAQ from Frankfurt (Germany) to Milwaukee (USA) we had to dissolve the "Germany-based" IAQ and to establish IAQ a new there. The members (except the German members) were asked to leave the former and join the latter in order to facilitate the transfer. When this was done, we could convene a meeting of the remaining members without any difficulty to obtain the quorum stipulated by our constitution to make a legally binding decision to dissolve the Germany-based IAQ.

This took place in Munich on May 9th. In attendance were Acns Hansen, Masing, Mangelsdorf and Schnauber. Acns Sörensson and Zeller were not able to attend due to other important commitments. The members attending had proxies for another 4, so 8 votes were present. Acn Hansen was elected to chair the meeting, Mr. Woerner from the DGQ-HQ, himself a lawyer, took the minutes. The decision was unanimous, as expected. Acns Masing and Zeller were elected to act as "liquidators". This is stipulated by the laws of this country in case a non-profit organization is dissolved. They have to handle all financial and other business that may arise within one year after the dissolution. Not much work is expected, though.

Having accomplished their task, the German members now want to join the US-based IAQ. A notice in our CONTACT should bring our members à jour about what has happened.

A picture was taken of the participants which I include. It may not be fit for reproduction, because it was taken on colour transparency-film and printed on paper with the usual loss of brilliance. But I thought it may be interesting in the context of an important milestone in the history of our IAQ.

Sincerely yours as always

  
Walter Masing



# INTERNATIONAL ACADEMY FOR QUALITY

MINUTES FROM THE GENERAL MEETING IN INDIANAPOLIS  
10-11 MAY 2000

## Present members

Y. Kondo	K. Stephens
M. Bertin	E. Sierra
Y. Bester	M. Gatchalian
S. Hutchens	E. Fuchs
M. Sinha	G. Watson
J. Hromi	D. Luther
G. Kanji	L. Sandholm
K. Case	K. Jonson

## WEDNESDAY, 10 MAY

### INTRODUCTION

Chairman Kondo opened the meeting on 10 May at 2 PM and wished the IAQ members welcome to the meeting and the planned meeting on 11 May, for which an early start was proposed.

The Acns stood up in a minute of silence in remembrance of Acns who have passed away.

### PRESIDENT REPORT

The President report by President Bertin was about the relocation of the administrative office

from Frankfurt to Milwaukee and ASQ. The same morning there was a mail from Acn and Honorary Member Masing with latest news on actions taken to dissolve the German-based IAQ. Now the legal wheels are turning for the remaining issues to be taken care of, for example liquidation of the German-based IAQ, handing over of the remaining funds and sending files and other IAQ belongings to Milwaukee. It will take some time before everything is settled.

Acn Luther, who together with Acn Hutchens has done a fantastic job on the US side, informed that there are some remaining things to be settled in establishing the new IAQ as a legal organization of the USA.

The move will be possible to do within the agreed budget. President Bertin, however, recognized that the IAQ funds are severely beaten by the devaluation of DEM against USD. The present loss was USD 6000.

All recognized the excellent job done by Acn Masing on the move and was very grateful for this.

Acns Bertin, Kondo and Hutchens were going to Milwaukee after the Indianapolis meeting to dis-

## IN THIS ISSUE

Last membership meeting of the Germany-based IAQ .....	1
INTERNATIONAL ACADEMY for QUALITY – Minutes from the general meeting in Indianapolis 10-11 May 2000 .....	2
The Best on Quality, Volume 12 .....	6
IAQ meeting in Indianapolis .....	7
IAQ conference in Budapest .....	8
IAQ Meeting at herend factory .....	10
INTERNATIONAL ACADEMY FOR QUALITY Inc. Draft Financial Summary Report for the five months ended May 31, 2000 .....	12

RAPPEL Administrative office located .....	12
Alain-Michel Chauvel – Activities Report From September 1999 to February 2000 .....	13
Publication – Total Quality Management Lennart Sandholm .....	14
Conference listing .....	15
IAQ Annual Report on Contact .....	15
E-mail addresses .....	16
New Adresses .....	16

cuss practical things and agree on different procedures with the ASQ concerning IAQ administration.

After the Budapest meeting in June Chairman Kondo, President Bertin together with Acn Masing will visit the DGQ office in Frankfurt and thank for all the work that has been done during the years.

## **VICE PRESIDENT'S REPORTS**

Acn Hutchens presented the financial report for the four months ended 30 April 2000. The excess revenue reported was USD 2 695. By initiatives from Acn Harrington there was revenue of USD 2 500 from conference proceeds. A lot of dues for year 2000 were expected to be paid within a near future.

Acn Bester reported on contributions from Acns in international quality conferences and on the year 2000 activities. Acn Bester keeps continued records on participation and papers at conferences and IAQ meetings. These indicate some interesting trends about favorable cities and countries for Acns.

International Chapter of ASQ and IAQ plan to cooperate on joint sessions on future ASQ Conferences. Acn Bester and the Chairman of the International Chapter will do the planning.

## **BEST ON QUALITY REPORT**

Acn Sinha reported the status concerning Best on Quality, Vol. 11, which recently has been sent to all contributing Academicians. In Vol. 11 there are three sections – "TQM in the New Millennium", "TQM, Innovative Thinking and Business Dynamics", "Education System, Quality Awards and TQM" and 20 chapters. About 25 Acns have contributed.

There is now a second call for papers for Vol.12. The manuscript submission deadline is 31 August 2000.

Present Editor, Acn Sinha, will be completing his terms of office at the end of year 2000. The meeting was happy to receive the acceptance from Acn Stephens to take over as editor of Best on Quality

from Vol.13 and will work together with Acn Sinha on Vol.12 to learn all procedures etc.

It was learned during the meeting that some of the earlier volumes of Best on Quality might be captured from the valuable collection of literature on quality by late Acn Wachniak. These volumes will then be administrated by ASQ.

## **IAQ MAJOR PROJECTS**

Acn Bester presented the Project Status report for April 2000 from Acn Conti. The report gives both positive and negative information about the progress of the projects. Acn Conti makes clear that very little has changed since mid'1999. The co-edited book by Acns Cole, Dale and Kano and the cooperation of 20 Acns is a perfect example for project.

Acn Gatchalian's project "Development of Asia Pacific Quality Award" was discussed and she was given the advice to look at the Award for Spanish speaking countries in South America.

The IAQ Report on Professor Seghezzi's project "Integrating Quality Management into Business Management" was distributed. The project has been completed by Professor Seghezzi together with Dipl. Ing. ETH Stefan Schweickardt. It will be presented in Budapest and may be published in Vol.12 of Best on Quality.

The Scandinavian group project is run by the group of Acns from the Scandinavian countries. The most recent paper from the groups is published in Best of Quality, Vol.11.

There were some discussions on the situation for the other projects. Based on a strong recommendation from Acn Tito that IAQ should focus on a very short list of projects and the present Acns voted for the following projects to be on this list:

### **1. Business strategies and TQM – Strategic planning (Project 3 on the list)**

Acn Fuchs is ready to take responsibility for this provided that there is another Acn – nominated later – ready to take a co-responsibility for the project

### **2. Developing nations and quality (Project 5 on the list)**

Acns Gatchalian and Sierra are ready to take responsibility for this. They got valuable input from Acn Sandholm by his contribution "Quality in Developing Countries" in Juran's Quality Handbook. Fifth Edition. Several other Acns saw the potential and expressed their interest in doing different things for developing nations.

**3. Ethics in Quality (Project 6 on the list)**

Acns Stephens, Case and Hromi were ready to take responsibility for this project.

**4. Customer satisfaction best methods (Project 9 on the list)**

Acns Kano and Watson are already working on this.

The other projects will not be considered as belonging to IAQ Major Projects.

In order to activate the project work it was strongly recommended that the facilitators established good communication with the other Acns by e-mail.

**IAQ WEB SITE OPPORTUNITY**

WHAT ARE OUR NEEDS?	
■ Friendly/Easily/Navigable/Simple	■ 3 years of upcoming conferences
■ Roster <ul style="list-style-type: none"> <li>• Selectable picture?</li> </ul>	■ Projects <ul style="list-style-type: none"> <li>• Status</li> <li>• Interim reports for general comment</li> </ul>
■ Current IAQ Contact <ul style="list-style-type: none"> <li>• 1,2,3 back issues?</li> </ul>	■ Membership form downloadable and membership criteria?
■ Accessible files of recent papersand/or books, other publications) by Acns	■ Meeting pictures
■ Agendas	■ Listserve/messages
■ Minutes	■ Accessible by 2-3 IAQ plus ASQ staff

Acn Case presented an investigation on opportunities and needs concerning an IAQ Web Site. He presented the following proposals and ideas

Acns agreed to the proposals and ideas with one exception. This was about openness. The recommendation is to make as much as possible open (to anybody).

**IAQ PLAN 2000 AND BEYOND**

President Bertin presented proposals for IAQ Major Objectives for 2000 and beyond.

**IAQ MAJOR OBJECTIVES FOR 2000 & BEYOND**

- Improve the effectiveness of the nomination process
- Acn's assessment. Minimize No. of inactive
- 70 Active Acn's by 2002
- Measure. Key performance indicators
- Organization & country representatives, increase cooperation and intl. Activities

A discussion is planned for the Budapest meeting on how to reach the number of 70 active Acns by 2002.

The measure will be based on information from the IAQ administration in Milwaukee and will give information every year on how the Acns are involved.

One big problem for IAQ is that so many Acns are inactive. This fact should have an influence on the nomination of new Acns. They should clearly know "What is meant by active membership". Acn Luther proposed that IAQ should find out why some Acns are inactive.

The discussion on measurement and evaluation continued in the Thursday morning meeting with group discussions.

Decisions have earlier been taken to concentrate IAQ efforts to major conferences in the US, Europe and Japan and try to do the best for others by initiatives from Acns.

It was announced that the IAQ Triennial Meeting in 2005 would take place in Yokohama. It was

agreed that it should be decided in Budapest in June where in Europe the IAQ Triennial Meeting will take place.

## THURSDAY, 11 MAY

The Thursday meeting was dedicated to group discussions and presentations concerning self-assessment by and activity reports from Acns together with a presentation on "IAQ & ASQ An Opportunity" by Acn Luther and ASQ Director P. Borawski followed by a discussion on opportunities to cooperate.

The meeting was rescheduled to start at 7 a.m. There was a comment/complaint that the originally scheduled times were not followed, which makes it difficult for participating Acns to plan their days. Some Acns also had to leave earlier in order to meet other appointments or to catch a flight. This is something that should be considered in future planning of meetings.

### GROUP DISCUSSIONS

The Acns formed groups to discuss on implementation of Anaheim and Madrid recommendations and worked out proposals concerning

1. Checklist for self-assessment
2. Template for activity report for existing and new members

The different inputs will be used by Acn Bester to prepare a proposal for the Budapest meeting in June. The inputs were about communication, contribution to IAQ etc. A strong recommendation from all was that it should be very simple for Acns to fill in and send information back on a regular basis.

During the discussion it became clear that the internal processes of IAQ are not known by all Acns. For the Budapest meeting there will be a report prepared on all IAQ internal processes to be communicated to all Acns. This includes the nomination process, which already has been planned to be improved during the next year.

## IAQ & ASQ. AN OPPORTUNITY

There are two parts that could bring in new opportunities for IAQ and ASQ in the contacts between the two parties:

1. Administrative part
2. Collaborative part

ASQ Director P. Borawski presented the strategic plan for ASQ. ASQ has decided to be globally oriented and wants to establish good relations and cooperation with World Partners in different countries and regions. There will be some tests on this in the near future with five countries involved. This will be managed by the new Global Development Manager Michael O'Donoghue, who also participated in the meeting and the discussion.

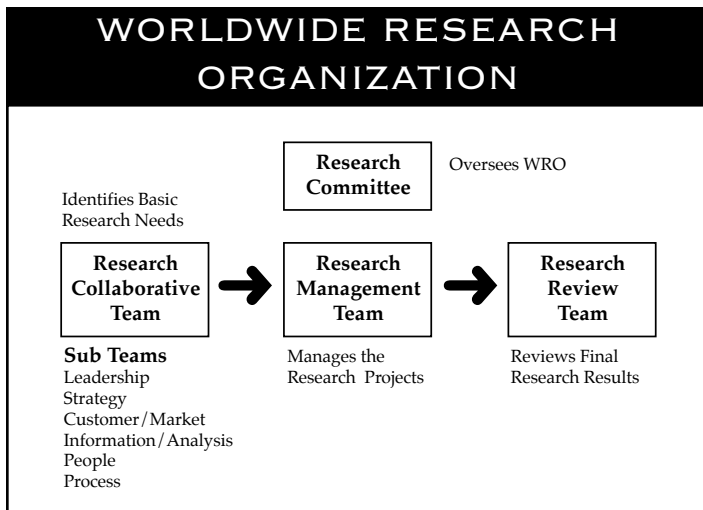
Based on the strategic plan Acn Luther and ASQ Director P. Borawski could see four subjects of interest to develop further cooperation.

1. Administration
2. Research
3. Conferences
4. Internet

Acn Case presented possible collaboration on research, which he had earlier presented in the US. Some of the ideas are found in the following slides, which he presented

Acns agreed that there are many opportunities and the discussion will continue. Experiences from

RESEARCH COLLABORATIVE TEAM	
■	Key Role: Provide user-based guidance on research requirements to drive project-based, customer-driven research.
■	Membership <ul style="list-style-type: none"><li>• Chair, Vice-Chair: Presidential appointment</li><li>• Industry quality leaders (VPQ-level: 100 @ \$5,000)</li><li>• IAQ, JUSE, EOQ, APQO</li><li>• CERT, ETB, GTC, PMB, QMJ, Chairs of RMT, RRT</li><li>• Meeting frequency 3 (2-4) times annually</li></ul>



Another issue of great importance to IAQ may also be how to work with the young generation. All the ideas brought forward by Kolaty Kid should be of value to propagate all over the world.

There also may exist opportunities when it comes to support to non-profit organizations involved in the development in different parts of the world.

Finally, some expectations concerning the administrative part were highlighted. This should be further discussed at the meeting in Milwaukee between Chairman Kondo, President Bertin and Acn Hutchens and ASQ Global Development Manager and the ASQ Administration on the next day.

**KERSTIN JÖNSON**

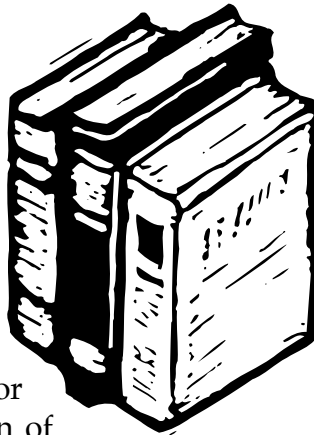
earlier research efforts also indicate that there are many difficulties in converting academic research into the business environment.

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## THE BEST ON QUALITY, VOLUME 12

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This is the Final Call for Papers for Volume 12 of The Best on Quality. Please observe the deadline for submission, August 31, 2000, so that the volume may be completed prior to next year's 2001 ASQ Quality Congress and EOQ conferences.



can't be sent through Email, then hard copies must be sent and the editor should be informed. Thanking you all for your past contributions and cooperations. Let me know that you plan to send me a paper.

**SINCERELY,  
MADHAV SINHA  
EDITOR**

As before, no one theme has been set for the whole book, rather upon collection of submissions several (two or three) sub-themes will be decided. You might wish to suggest a theme for your paper that you may like to share with others in the next volume.

Please also note the format requested. Sending paper by Email is the best choice. The preferred file format is MS Word or Word Perfect. Figures must be done on a separate file as attachment. Special caution is required on completing all "References" carefully. "Borrowed materials" must be indicated as such. The Editor needs all these information beforehand. If figures and diagrams

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# IAQ MEETING IN INDIANAPOLIS

At IAQ Meeting in Indianapolis, the IAQ Board approved two new members:

- Acn Pal Molnar from Hungary
- Acn Jouslin de Noray from France



**ACADEMICIANS  
AT IAQ MEETING IN  
INDIANAPOLIS ASQ CONFÉRENCE**

**IAQ MEETING  
IN INDIANAPOLIS**



**ACNS SANDHOLM, LUTHER,  
SINHA, KANJI, CASE,  
MRS BERTIN AND ACN BESTER**



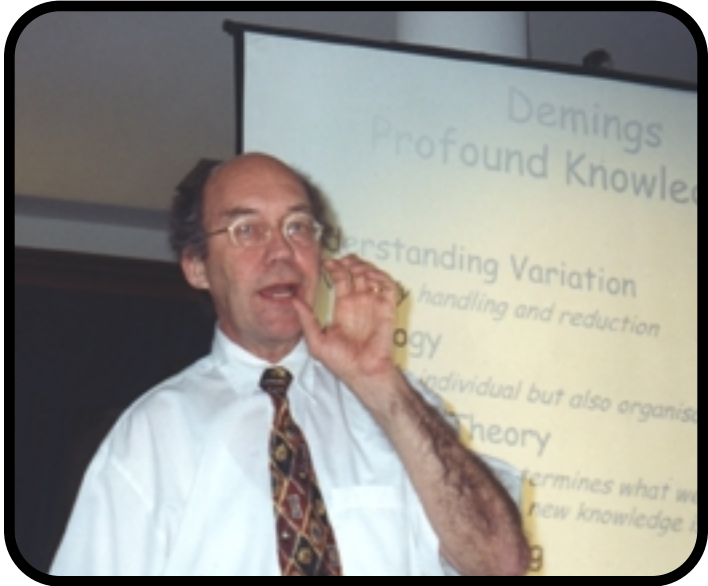
**IAQ TABLE AT DINER**

Daan Luyt – South Africa, Maximo Martin Miñones – Argentina, Chairman Kondo, Mrs Kondo, Mrs Bertin, President Bertin, Acn Sierra and Mr Aubrey.

# IAQ CONFERENCE IN BUDAPEST

At IAQ Conference in Budapest, three New Academicians gave their introductory speech

- Acn Schnauber from Germany
- Acn Bergman from Sweden
- Acn Sergio Foguel from Brasil



NEW ACN BERGMAN FROM SWEDEN



NEW ACN FOGUEL FROM BRASIL, RECEIVING HIS CERTIFICATE FROM CHAIRMAN KONDO



NEW ACN SCHNAUBER FROM GERMANY





**PICTURE OF ACADEMICIANS ATTENDING IAQ MEETING DURING EOQ CONFERENCE**



**ACADEMICIANS ANTTILA, JONSON AND SIERRA**



**ACN BESTER PRESENTING HIS REPORT**



**ACADEMICIANS DURING IAQ MEETING**

# **IAQ MEETING AT HEREND FACTORY**



**CHAIRMAN KONDO AND PRESIDENT BERTIN IAQ MEETING AT HEREND  
FACTORY DURING BUDAPEST EOQ CONFERENCE**



**ACN CONTI AND MRS CONTI**



**MRS BERTIN, ACN DE NORAY AND ACN BESTER**



**ACNS HROMI, KANJI AND SANDHOLM  
DURING VISIT OF HEREND FACTORY**



**ACN SIERRA, MRS SIERRA AND MRS SAVARD**



**PRESIDENT BERTIN AND MRS BERTIN**



**NEW ACN FOGUEL AND MRS FOGUEL**



**MRS BESTER AND CONTI DURING FACTORY VISIT**



**ACN HROMI DURING VISIT**



**ACN LUTHER AND MRS LUTHER**



**ACN SEGHEZZI AND MRS SEGHEZZI AT IAQ DINER**



**ACN HUTCHENS**

# **INTERNATIONAL ACADEMY FOR QUALITY INC.**

DRAFT  
FINANCIAL SUMMARY REPORT  
FOR THE FIVE MONTHS ENDED MAY 31, 2000

## **STATEMENTS OF ASSETS, LIABILITIES AND NET ASSETS**

05/31/00

### **ASSETS**

#### Current Assets:

##### Cash :

Checking \$ 3,373

#### Accounts Receivable:

Due from ASQ  
(Credit Card Renewals) 1,380

Total Current Assets 4,753

Total Assets \$ 4,753

### **LIABILITIES AND NET ASSETS**

Net Assets: (Unrestricted) \$ 4,753

*Note: Beginning balances have not been provided by the previous accountants. These balances are representative of the transactions performed by ASQ only.*

## **STATEMENT OF REVENUE AND EXPENSES FOR THE FIVE MONTHS ENDED MAY 31, 2000**

### **REVENUE**

Dues: (26 Renewing members) \$ 4,580

Contributions: (Unrestricted) 157

Other Revenue: (Conference proceeds) 2,500

Total Revenue: 7,237

### **EXPENSES**

Legal Fees 2,219

Bank Fees 161

Other: (Miscellaneous Supplies) 104

Total Expenses 2,484

Excess Revenue \$ 4,753

*Note: Beginning balances have not been provided by the previous accountants. These balances are representative of the transactions performed by ASQ only.*

## **RAPPEL**

## **ADMINISTRATIVE OFFICE LOCATED**

Since January 2nd our administrative office is located in Milwaukee, WI at:



International Academy for Quality  
Administrative Office  
c/o American Society for Quality  
611 East Wisconsin Avenue  
P.O. Box 3005  
Milwaukee, WI 53201-3305  
USA  
E-mails – [modonoghue@asq.org](mailto:modonoghue@asq.org)

# **ALAIN-MICHEL CHAUVEL**

## **ACTIVITIES REPORT FROM SEPTEMBER 1999 TO FEBRUARY 2000**

### **YEAR 1999**

#### **POLAND**

In September, Acn's G.de Wet and A-M Chauvel participated to the 12 th symposium organised by the International Society of Commodity Science and Technology , in Poznan then in Gdynia.

#### **FRANCE**

In September, during the Annual Salon "SISQUAL", in Paris, I presented a paper " The Magisterium : Next step to TQM ?". I gave a seminar to the ENSAM (Ecole Nationale Supérieure des Arts et Métiers ). The subject was again the Management of Quality for tomorrow.

#### **GERMANY**

In October, I have been the keynote speaker at the 5 th International Conference on Safety in Port Environment, in Bremen. My paper was " Safety and environmental awareness".

#### **IRAN**

In October, I conducted a one day seminar for the IRISL in Teheran, covering Total Quality Management in Shipping

#### **MORROCO and TUNISIA**

In November, invited by the Maritime Authorities of both countries, I conducted three one-day seminar on the topic " ISM code and ISO 9000 version 2000"

#### **TURKEY**

In December, I presented for the shipping community in Istanbul, three half-day seminars on " IT and safety "

### **YEAR 2000**

#### **DANEMARK**

In February, during the seminar organised by The Baltic and International Maritime Council, I presented a paper "Managing Safety and Safety Regulations"

#### **INDIA**

In February, during the Annual Conference of Anglo-Eastern, in Bombay , I presented the paper " Like diamonds Quality is..." a talk on quality and people involvement.

### **PUBLICATION**

#### **QUALITIQUE**

R comme Rêve, Une réflexion sur le client, le fournisseur, les processus et le personnel de l'entreprise - Qualitique N°110 July / August 1999 - France

#### **BIMCO**

A safe environment for the port - Bimco Bulletin Volume 95 N°1 - 2000 - Danmark

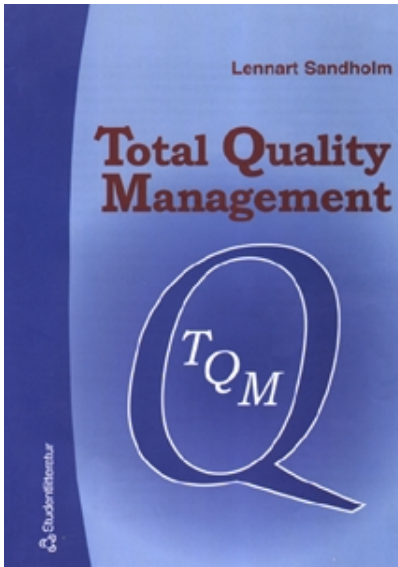
### **WORK RESEARCH**

#### **SAFETY AND ENVIRONMENTAL PROTECTION IN PORT**

I am presently working on a Standard for the port in relation with the actual codes and standards used by the shipping industry. The aim of the proposed standard is to integrate health, safety and environmental aspects for Shipping Industry and Port Authority.

# PUBLICATION

## TOTAL QUALITY MANAGEMENT LENNART SANDHOLM



### FOREWORD

“The book deals with both product quality and total quality. It includes examples from manufacturing enterprises as well as service organisations. In fact, there is little difference between the manufacture of goods and the provision of services when it comes to quality management. Many of the approaches and tools are the same. It is for this reason that I use the term product in the book to refer to both goods and services.

This is the second edition of the book. The chapter on processes has been extended and a new chapter on strategic planning has been added. It is important that the various concepts, approaches and methods (even the trendy ones) are combined in such a way that they help to improve competitiveness and generate excellent results. It is in this context that a strategic plan for the development of the business has been added. In addition, much information has been brought up to date in the second edition”.

LENNART SANDHOLM

### CONTENTS

- |   |                       |   |   |
|---|-----------------------|---|---|
| <b>1. Quality</b>                               |                       |   |   |
| 1.1 What is quality?                            |                       |   |   |
| 1.2 Specification quality – conformance quality |                       |   |   |
| 1.3 Quality parameters                          |                       |   |   |
| 1.4 Quality is related to customers             |                       |   |   |
| 1.5 Customer needs                              |                       |   |   |
| 1.6 Customer's perception of quality            |                       |   |   |
| 1.7 Total quality                               |                       |   |   |
| <b>2. The evolution of total quality</b>        |                       |   |   |
| 2.1 Historical background                       |                       |   |   |
| 2.2 Areas of current interest                   |                       |   |   |
| 2.3 Five phases in development                  |                       |   |   |
| <b>3. Profitability and quality</b>             |                       |   |   |
| <b>4. Good examples</b>                         |                       |   |   |
| 4.1 Japan shows the way                         |                       |   |   |
| 4.2 Recognized champions                        |                       |   |   |
| 4.3 Effective strategies                        |                       |   |   |
| 4.4 The EFQM Excellence Model                   |                       |   |   |
| <b>5. Co-ordination for quality</b>             |                       |   |   |
| 5.1 Functions involved                          |                       |   |   |
| 5.2 The quality cycle                           |                       |   |   |
| 5.3 The need for co-ordination                  |                       |   |   |
| 5.4 Quality planning                            |                       |   |   |
| 5.5 QFD – a tool for quality planning           |                       |   |   |
|   | 5.6 The Juran Trilogy | 10.3 Structured quality analysis                              | 14.2 Prerequisites for good results     |
| <b>6. Development of goods and services</b>     |                       | 10.4 Information from customers                               | 14.3 The manager as a quality leader    |
| 6.1 A structured approach                       |                       | 10.5 Complaints   | 14.4 Quality training and education     |
| 6.2 Quality verification                        |                       |   | 14.5 Front-office personnel and quality |
| <b>7. Specifications</b>                        |                       | <b>11. Inspection</b>   |   |
| 7.1 Product requirements                        |                       | 11.1 Meaning  |   |
| 7.2 Seriousness classification of requirements  |                       | 11.2 Forms of inspection                                      |   |
| 7.3 Product specification                       |                       | 11.3 Acceptance inspection                                    |   |
|   |                       | 11.4 Inspection planning                                      |   |
| <b>8. Processes</b>                             |                       | 11.5 Inspection data feedback                                 |   |
| 8.1 Process orientation                         |                       | <b>12. Quality information</b>                                |   |
| 8.2 Process hierarchy                           |                       | 12.1 Data Feedback  |   |
| 8.3 Three roles in every process                |                       | 12.2 Failures and defects                                     |   |
| 8.4 Process mapping                             |                       | 12.3 Poor quality costs                                       |   |
| 8.5 Process analysis                            |                       | 12.4 Quality audits   |   |
| 8.6 Process variation                           |                       | 12.5 Quality assessment                                       |   |
| 8.7 Process capability                          |                       | 12.6 Benchmarking   |   |
| 8.8 Process control                             |                       | 12.7 Balanced scorecard                                       |   |
| 8.9 Process evaluation                          |                       | <b>13. Improving quality</b>                                  |   |
| 8.10 Process ownership                          |                       | 13.1 Sporadic problems  |   |
|   |                       | 13.2 Chronic problems   |   |
| <b>9. Procurement and quality</b>               |                       | 13.3 Quality improvement sequence                             |   |
| 9.1 Quality related procurement activities      |                       | 13.4 Quality improvement in practice                          |   |
| 9.2 Selecting suppliers                         |                       | 13.5 Continuous quality improvement                           |   |
| 9.3 Quality verification                        |                       |   |   |
| 9.4 Quality management systems requirements     |                       | <b>14. Human performance in quality</b>                       |   |
|   |                       | 14.1 Individual controllable and system controllable problems |   |
| <b>10. Marketing and quality</b>                |                       |   |   |
| 10.1 Market orientation                         |                       |   |   |
| 10.2 Customer relationships                     |                       |   |   |

### 15. Quality leadership

- 15.1 Quality policy
- 15.2 Quality goals
- 15.3 Quality system
- 15.4 Quality organisation

### 16. Strategic quality plan Index

Total Quality Management –  
Lennart Sandholm – 286 pages  
ISBN 91-44-01164-4  
Art. No. 6397-02  
2nd edition  
For more information, please visit  
our web-site: or e-mail Inger  
Jänchen: inger.janchen@stu-  
dentlitteratur.se/6397

Studentlitteratur AB, PO.Box 141,  
SE-221 00 Lund, Sweden  
Tel +46 46-31 20 00  
Fax +46 46-30 49 62  
order@studentlitteratur.se

# **CONFERENCE LISTING**

<b>DATE</b>	<b>PLACE</b>	<b>CONFERENCE AND THEME</b>	<b>IAQ ACTIVITY</b>
21-22 Aug. 2000	Aarhus, Denmark	3rd International Conference on Building People and Organizational Excellence	Contact Acn <b>Jens J. Dahlgaard</b>
11-13 Sept.2000	Scottsdale Arizona USA	The 7th Asia-Pacific Quality Organization (APQO) Conference "Global Quality in the New millennium"	IAQ Stream; Acns <b>Dr. A.V. Feigenbaum</b> <b>Dr. H.J. Harrington</b> Contact: <b>Andrew L. Jones</b> T.: (954) 217-8046 F.: (954) 217-8085
14-17 Oct. 2000	South Korea	QMED conference	Contact Acn <b>Jens J. Dahlgaard</b>
14-15 Nov. 2000	Lahore pakistan	Pakistan 6 <sup>th</sup> International Convention on Quality Improvement "Implementing T.Q.M."	Contact <b>Muhammad Farooque Sarwar</b> T.: 092-42-7563645 F.: 092-42-7552656
November 2000	Jerusalem, Israel	The 13 <sup>th</sup> International Quality Conference of the ISQ	IAQ Session; Contact Acn <b>Yossi Bester</b>
November 2000	All European Countries	European Quality Week	Contact Acn <b>Silva Mendes</b>
May 2001	Charlotte N-C	55 <sup>th</sup> AQC	
June 2001		45 <sup>th</sup> EOQ Annual Congress	
November 2001	All European	European Quality Week	

## **IAQ ANNUAL REPORT ON CONTACT**

### **KEY POINTS**

- 4 contacts published over a year period
- More effort to publish in respect of shedule; but ASQ delays are long
- Efforts to maintain good graphics quality
- Good quality of material (and pictures) coming from many academicians; easier than last year
- Problems with on-line version due to changes in ASQ web-site
- We need more material from Asian Academicians

Notes: Thanks to everyone that send materials and pictures during the last year.

### **PROPOSED IMPROVEMENT**

- To reinstall on-line version
- To deliver Contact through e-mail
- To continue new concepts like short resume about books published by academicians: need to received short resumes
- Find ways to get more news from Asia; open to suggestions.

### **NEW PROJECT**

On IAQ Site, to publish "late news" in short version or short news e-document that can be sent by e-mail immediatly.