

# CONTACT

A Newsletter of the International Academy for Quality – N° 82, December 2001

## MARCOS E.J. BERTIN

### CORPORATE GOVERNANCE SEMINAR IN RIO



The International Finance Corporation organized a Corporate Governance Seminar in Rio de Janeiro, during September 13th and 14th. The subject: **"Building Sustainable Success: Corporate Governance & Human Resources Management in Maximizing Firm Value"**

He presented what they are doing in Argentina and the IAQ contributions, since 1996, which includes an Acn's group working on Corporate Governance as part of a Quality of Management Project.

It was attended by 66 CEO's of Brazil, Mexico, Perú, Colombia, Uruguay and Argentina and officials of the World

Acn. Marcos Bertin presented the following subject: Bank and the International Finance Corporation.

**"Management and the Board: Corporate Culture Quality and Best practices in Argentina"**



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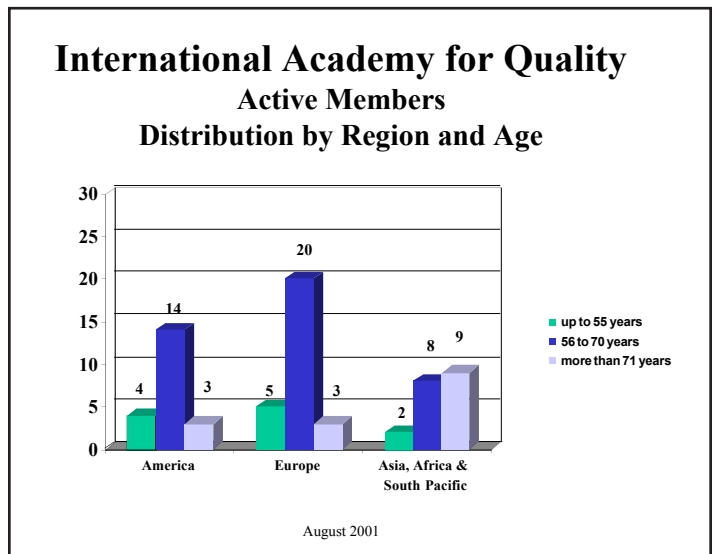
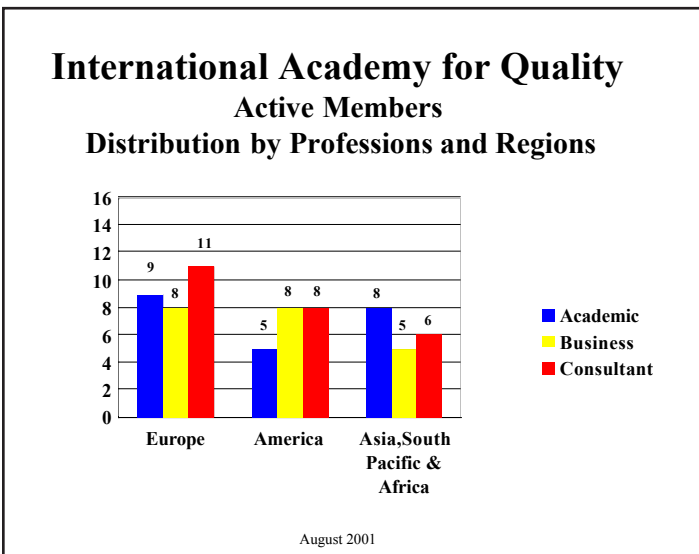
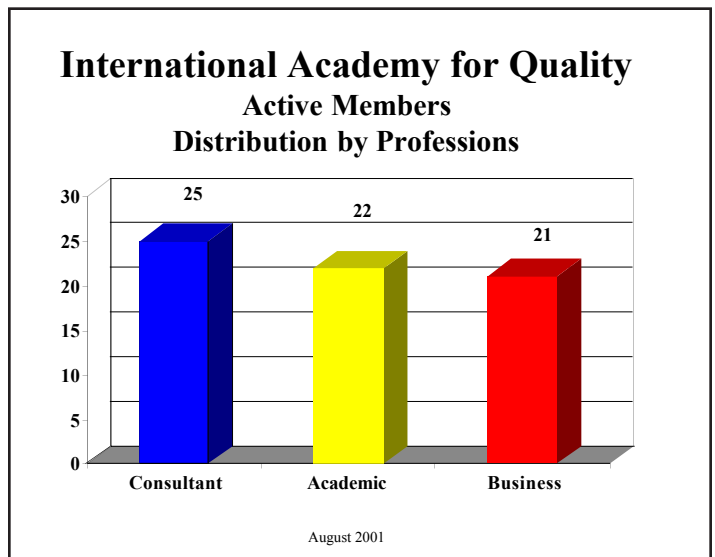
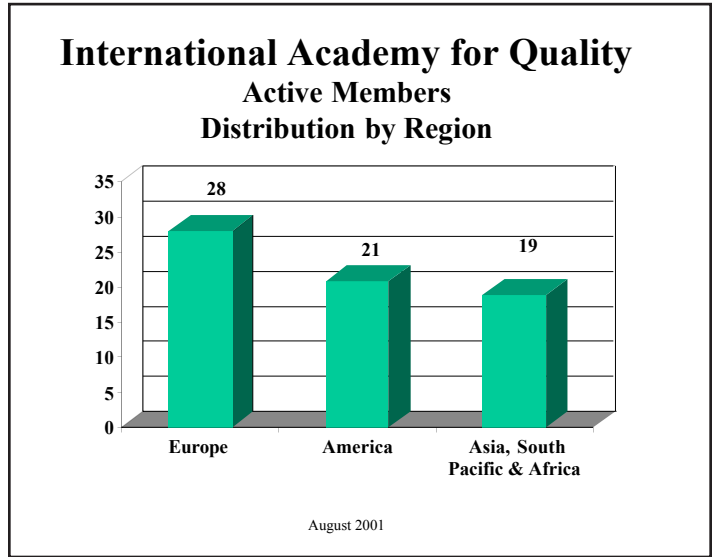
# IAQ MEMBERSHIP DISTRIBUTION

Attached you will find charts showing the Acn's distribution by age, profession and regions. We need to increase the number of Acn's below 55 years old and with business background. Incorporating associate members will help. In Contact we should encourage all Acn's to recommend candidates.

On the other hand, and as suggested by Jim, we should consider adding a new category of retired members for those that are not active, have been in the Academy for many years, can not afford to pay dues and their contributions do not allow them to become Emeritus. We have now the case of Gabor Aschner that wrote to me informing that he retired, has a very low pension and therefore cannot afford the IAQ dues. The "retired member" proposal should be discussed during our next teleconference together with increasing the number of VP's to five ( treasurer, membership, publications, conferences and projects). May be it will require a change in the Constitution change. This green section should not be included in Contact yet.

Best personal regards

Dr. Marcos E. J. Bertin  
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# IAQ “INFORMAL” MEETING

## 45TH EOQ CONGRESS ISTANBUL, TURKEY

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SEPTEMBER 21, 2001 – DIVAN HOTEL

Please note that these minutes reflect the informal meeting, with the next official meeting of all IAQ members scheduled for May 2002 in Denver, Colorado at the ASQ Annual Quality Conference.

### IN ATTENDANCE

Dr. Yoshio Kondo, Chairman  
Dr. Sergio Fogul  
Mr. Charles Aubrey  
Dr. Pol Molnar  
Dr. Miflora Gatchalian  
Mr. Masashi Asao  
Mr. Kenzo Sasaoka  
Mr. Bertrand Jousilin de Noray  
Dr. Norakai Kano  
Mr. Michael O'Donoghue

Dr. Kondo opened session with moment of silence for tragedy in US.

Dinner held at Dragon restaurant, Hilton hotel.

Administration office requests communication with Dr. Harrington on nomination process for keeping of files. Dr. Kondo suggests that MOD take initiative and contact.

### ACTION ITEMS

- Contact Marcos and Spencer for action item input of minutes.
- Telephone conference schedule for October.
- Certificate of acceptance as an Academic in the IAQ and pin presented to Dr. Pol Molnar.
- Check for roster accuracy with full names and redistribute. Some issues with Masashi Asao.
- Ricardo Dell'Anna as new academician
- Dr. Kogure has passed away, please remove from roster.
- New medal, Distinguished Service Medal awarded to Akao, Hromi
- Request to begin process of updating IAQ member book.
- Research if complete set could be sold to Miflora Gatchalian at special rate
- Ken Stephens should contact Sergio Fogul about promoting and selling BoQ in Brazil.



## INTERNATIONAL CONFERENCE “SIM”

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ANDRES ESCOBAR, PRODECAL DIRECTOR, MARCOS BERTIN, IAQ, NELSON IBARRA, PRESIDENT OF PRODECAL AND GUSTAVO RODRIGUEZ GENERAL MANAGER GRB, URUGUAY). ATTENDANCE 110 FROM BRAZIL, ARGENTINA, COSTA RICA, URUGUAY AND CHILE. DURING THE OPENING CEREMONY I PRESENTED SLIDES WITH IAQ BASIC INFORMATION AND LATER A PAPER "QUALITY FOR COMPETITIVENESS. NEW TENDENCIES"

# ASQ'S LANCASTER AWARD/MEDAL

DEAR ACADEMICIANS

The E. Jack Lancaster Medal Committee is accepting nominations for the Medal for the 2001-2002 award year. The successful nominee/recipient will receive the Medal at the Awards Luncheon held in conjunction with the 56th Annual Quality Congress of the American Society for Quality in Denver, Colorado, USA, May 20-22, 2002.

The E. Jack Lancaster Medal is presented to the individual who has been recognized by the committee for dedication, leadership, and outstanding contributions to the international fraternity of quality professionals. The Lancaster Medal Committee may propose not more than one nominee to the Society's Award Board each year. The nominee, who has not previously received the Lancaster Medal/Award, must have demonstrated exceptional leadership, outstanding contributions, and dedication on the international scene in promoting the quality profession. The nominee must be a true quality professional with an international reputation and integrity.

Criteria used by the Lancaster Medal Committee in its evaluation of nominees includes, (1) visibly demonstrable application of outstanding leadership in international quality activities, (2) span of applications reflected in the degree that the nominee provided managerial or technical advancements and understanding to other countries or international bodies, (3) publicity/presentations done internationally, and (4) professional society contributions, leadership, etc.

Nomination forms are available from ASQ Headquarters with the address shown below (for completed nomination forms) or are available

from the ASQ web page as follows:

<http://www.asq.org/>; click on 'Sign Up For -- Membership'; click on 'About ASQ'; click on 'ASQ Awards and Scholarships'; click on 'E. Jack Lancaster'; click on 'Download the application PDF'. Otherwise, the extended web address can be used as follows:

<http://www.asq.org/join/about/awards/lan-caster.html>.

Completed nomination forms and supporting documents should be submitted to ASQ Membership Services Department, E. Jack Lancaster Medal, 600

N. Plankinton Ave., P.O. Box 3005, Milwaukee, WI 53201-3005, attention: Ms. Karen Prosser. Other contact information is as follows:

phones, 414-272-8575, 800-248-1946;

fax: 414-272-1734;

email: [kprosser@asq.org](mailto:kprosser@asq.org).

Nominations must be postmarked no later than October 31, 2001. Please note that nominations of candidates that were submitted in the last or previous years, who were not previously selected for the Medal/Award, must be re-submitted to the Committee with up-to-date information.

Sincerely,

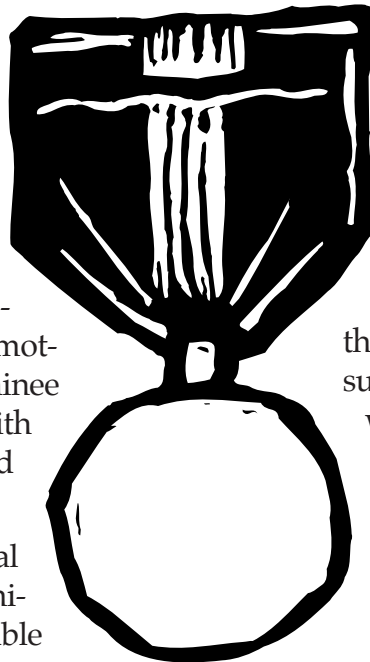
**DR. KEN STEPHENS**

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# MARKETING COMMITTEE FOR BEST ON QUALITY

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DEAR ACADEMICIANS

This is a follow-up message to the one of August 1 of the same subject. That message is also contained in the August issue of CONTACT. The principal concern at this juncture is that the response to the appeal for volunteers for the Marketing Committee was too sparse to be effective. Only several academicians responded (with thanks to them all) and only one agreed to serve on the committee. That doesn't make the prospects of forming this committee during the Istanbul meeting very viable though this is still proposed and desired so that actions can be taken on the future of The Best on Quality.

Enough procrastination! We need volunteers to promote BOQ and serve on the Marketing Committee to coordinate the promotion, distribution, sales, and future content of BOQ.

VOLUNTEER TO CHAIR OR SERVE ON THE IAQ MARKETING COMMITTEE FOR BOQ.

Send an email to me to indicate your interest. I will compile the data and help set up the Committee.

Thanks,

**KEN STEPHENS**

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## BEST ON QUALITY, VOLUME 13

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DEAR ACADEMICIANS

As you know Volume 13 of the Best on Quality is being devoted to a tribute issue in honor of academicians Feigenbaum, Ishikawa, and Masing. If you have any brief testimonial or biographical item, from your personal experience, that you would like to share with us pertaining to any of these academicians, please prepare it and send to me any time during the next several weeks.

Thanks,

**KEN STEPHENS**

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# ACN CONTI

## ACTIVITIES REPORT

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**A**cn Conti was invited by Prof. Vladimir Lapidus as guest speaker to the Russian Quality Forum held in Nizhny Novgorod from 22 to 24 May 2001. Prof. Lapidus teaches quality management and statistics at the local University. He is also an entrepreneur, having created a few years ago the "Priority Centre", a consulting company in the area of quality management and quality system implementation. I had met him before, at the International Quality Congress in Yokohama in 1996 and in Italy, in 1999, where he was invited by the University of Naples.

The Forum was quite interesting and very successful. About three hundred persons attended it, from Russia and the Community of Independent States (even from Uzbekistan). Very good presentations and very nice people. The Forum was concluded by a memorable trip on the Volga river, with Volga fish and Russian songs.



### CONFERENCE LISTING

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DATE	PLACE	CONFERENCE AND THEME	IAQ ACTIVITY
November 2001	All European Countries	European Quality Week	
2002	Beijing	The 8 <sup>th</sup> Asia Pacific Quality Organization (APQO) Conference	Contact: <b>Acn. Milflora Gatchalian</b>
May 20-22 2002	Denver, Co. USA	56 <sup>th</sup> EOQ Annual Congress "Performance Excellence: Take it to New Heights"	IAQ Session Contact: <b>Yossi Bester</b> Speakers: <b>Acn's Bester Conti</b>
Sept. 29 – Oct. 2 2002	Harrogate North Yorkshire U.K.	46 <sup>th</sup> EOQ Annual Congress "New Times, New Horizon, New Business"	1. Pre Congress Seminar Contact: <b>Acn. Kanji</b> 2. IAQ Session 3. IAQ triennial meeting
May 19-21 2003	Kansas City Mu. USA	57 <sup>th</sup> AQC Annual Congress	IAQ Session
2003	Holland	47 <sup>th</sup> EOQ Annual	Congress IAQ Session Contact: <b>Yossi Bester</b>
May 24-26 2004	Toronto Canada	58 <sup>th</sup> AQC Annual Congress	IAQ Session
2005	Yokohama Japan	Quality Congress	IAQ Triennial meeting