



International Academy for Quality

FOUNDED – 1966

CONTACT

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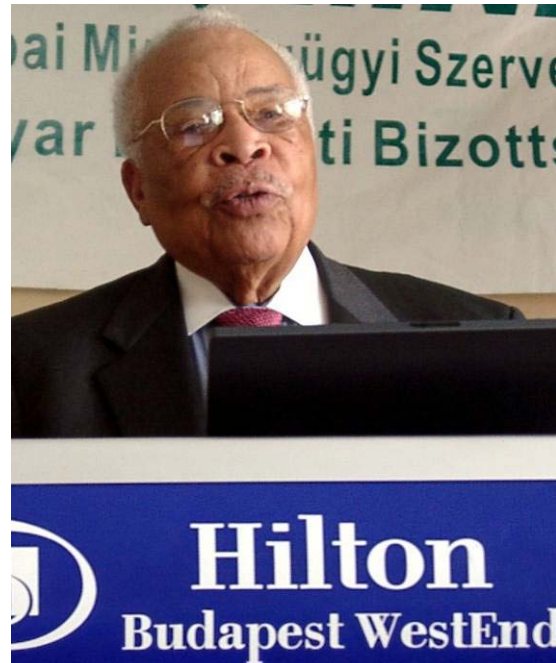
The Academy is Healthy! Chairman Spence Hutchens

As we are approaching the mid-point in the current IAQ Triennial we can look in hindsight with pride at our accomplishments.

Today, we have completed a re-assessment of our membership and have corrected our historical problem with dues payments. We have also brought in more new Academicians in the past year than we have in any prior year according to my memory. In addition, we can thank the Examining Committee, lead by Acn. Sandholm, for having streamlined our process

for examining candidates for the Academy and for pursuing a rigorous plan to reduce the time to complete these assessments.

In addition, we have created a new Prize to honor one of our co-founders and Honorary Members Dr. Walter E. Masing (1915-2004). Dr. Masing was not only a founder of the International Academy for Quality (IAQ) but he was also a founder and the first president of the European Organization for Quality (EOQ) (1957-1958). Dr. Masing was also president of the German Society for Quality (DGQ) for twenty years and he was named Honorary President upon his retirement. An article in this Contact illustrates the Masing Medal which was designed by Acn. Watson and whose costs were donated by Business Excellence Solutions, Ltd. of Finland.



IAQ Chairman Spence Hutchens

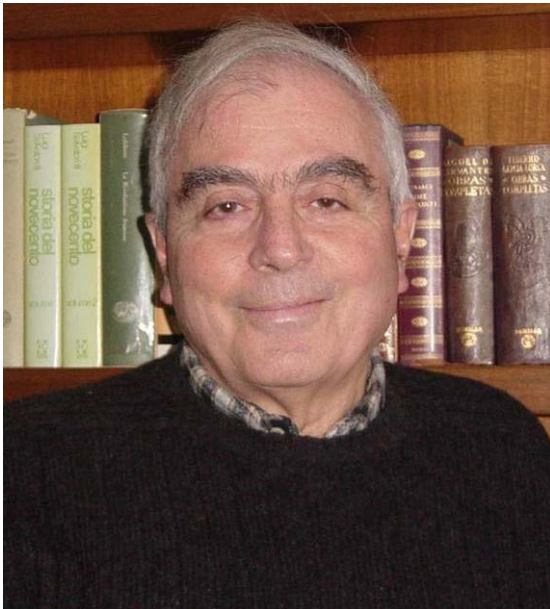
Another sign of health in the Academy is the success we have had in our participation in quality conferences. More on this is found in the details of our three meetings.

Finally, I would be remiss if I did not express our deep gratitude for the work of Trish Borzon in managing the Academy's administration. We haven't been better organized – EVER! Trish has brought many new innovations to the way we are organized including monthly updates of information about the Academy and news about Academicians. As a result of

this new program, we have decided to move publication of Contact to a bi-annual activity. One edition will be published at the start of our calendar year and a second edition in the summer following the majority of our meetings.

In closing, I would like to offer my deep thanks to the members of the Board of Directors for their guidance and support during the first half of this Triennial term. We now share a great responsibility as we look forward to the second half our term and focus on the "Changing of the Guard" for the officers of the Academy in and the election will occur in May 2008 at our Triennial Meeting in Houston, Texas.

**One Year of Activity
President Tito Conti**



IAQ President Tito Conti

The past 12 months saw good progress in the activity of the Executive Team. The highest priority was given to addressing chronic problems that limited the effectiveness of the Academy; followed by new initiatives aimed at improving the strategic positioning of the Academy and its image worldwide.

Our first recognition is for the Administrative Office. We are enjoying in fact a kind of administrative support we never experienced before, thanks mainly to the effectiveness, efficiency, responsiveness, readiness to help of Trish Borzon. We must be aware of that and

provide the Office with timely and exhaustive inputs so that further improvements can be achieved.

Thanks to the combined efforts of a group of Academicians, the never ending story of Active Academicians who for years did not comply with the basic rules of participation and due payment has been concluded. Six Academicians were proposed – and accepted - to change their status from "Active" to "Corresponding", two were moved to "Emeritus", and three were terminated. In total, the number of Active Academicians was reduced by eleven units. Most important, a procedure was established to keep an Excel spreadsheet regularly updated with the information that the By Laws define as basic for active membership (participation to the IAQ official Meetings, Triennial Report, due payment). The document will be distributed every year on the occasion of the annual Meetings.

Sponsors of new Academicians, in their role of mentor, should make it clear to the new entrants that the word "Active" in "Active Academician" should be taken seriously. The minimum level of participation provided for in the By Laws should consciously be accepted when signing the Nomination Acceptance Letter. The obligation to send the Triennial Report too has been widely eluded. Only 40% of the Active Academicians presented their 2003-2005 report, despite repeated requests and the extension of the deadline to 30 June 2006.

The nomination process was brought under control, the relevant key process indicators defined and measured against defined targets. Thanks to the Chairman and Members of the Examining Committee total elapsed time between transmission of nomination to communication to the elected Academician has been drastically reduced (average 52 days, maximum 77). The number of Active Academicians elected in the period was 8 – and one Associate Member.

The structured Academician Co-optation Plan launched in Milwaukee, aimed at systematically reviewing the four IAQ Regions in search for the best candidates for the Academy, is giving its first results. The Promoters from the four regions are confident

that they will identify a consistent number of high level candidates in the period 2007-2008. The candidates will undergo the normal nomination process as all candidates.

A commitment was taken in Milwaukee by the Executive to explore ways to facilitate Academician participation to the IAQ General Meetings, overcoming the constraints of being totally dependent on the EOQ and ASQ Conferences (which, among other things, have now the inconvenience of being concentrated in one month). An important objective was to reduce as much as possible the cost of participation for Academicians. Three ways were pursued: first, associate IAQ initiatives and meetings with other regional conference (in addition to the ASQ and EOQ); second, provide for a much larger participation of IAQ speakers at such conferences (to avoid at least the additional registration fees); third, get reduced registration fees for all the other Academicians, or, better, allow free access to the IAQ meeting spaces. Results in this first year have been encouraging, but more should be done with the cooperation of the Regions. The number of speakers at the IAQ session (Forum) of the 2007 WQI Congress was six; five at the EOQ Congress. The IAQ Symposia saw four speakers in Orlando, four in Prague, five in Budapest.

But the very new and significant event was participation to the Middle East Quality Conference, with associate IAQ meetings: eleven keynote speakers, plus six speakers at the special IAQ Symposium, that was broadcast over the web in real time. Significant was also the IAQ participation to the first Herity Conference that took place in Rome on 6 – 8 December 2006, with two keynote speakers and one Session Chairman. Acn Foguel's World Tourism Forum for Peace and Sustainable Development – in Porto Alegre, Brazil - provided another important opportunity to give IAQ visibility. The IAQ was represented by Sergio Foguel and Tito Conti, Chairman and member of the board of the WTF. Acn. Conti also represented the IAQ at the Gulf Conference in Muscat (Oman) in June 2006.

A strong Academician participation is anticipated at the 12th World Congress for TQM (Edinburgh, September 2007), organized by Acn Gopal Kanji. Significant Academician

participation is also anticipated at Argentina/Brazil Quality Conference next October (organized by Academicians Bertin, Foguel, Strachan).

The situation of Project remains critical. Academician participation remains much below expectations. Some excellent results are reached from time to time, demonstrating that if Academicians want, they can; as in the case of the Corporate Governance Project, or the two books "Perspectives on Quality". The case of the Herity and WTF projects may indicate a new way to approach the problem, where Academicians enter an important external initiative in a totally new area, with the aim of bringing the quality culture and quality methods into it. What is important in those cases is that the contribution made under the name of the IAQ is totally free. Obviously, partnerships should be officially approved by the IAQ Board.

An important achievement was the launch, in January 2007, of the Masing Book Prize. The first Masing Prize was awarded at the closing plenary session of the EOQ Congress in Prague, on 23 May 2007 (see the next article). A special thank goes to the Academicians who accepted to be members of the jury and read the books in a record time (two months instead of six, due to late launch).

First Walter E. Masing Book Prize Awarded: Academician Thong Ngee Goh

During the closing ceremony of the EOQ meeting in Prague, Czech Republic, Acn. Goh was presented a certificate and medal by Chairman Hutchens and President Conti in recognition of the selection of the book he co-authored for the Masing Book Prize. His book, ***Six Sigma: Advanced Tools for Black Belts and Master Black Belts***, presents a critique of the Six Sigma methodology and describes different tools and methods that may be useful in extending Six Sigma methodology.

Details about the Masing Prize are spotlighted on the following page along with photographs of the Prize and the acceptance of the Prize by Acn. Goh.

Spotlight: Masing Book Prize



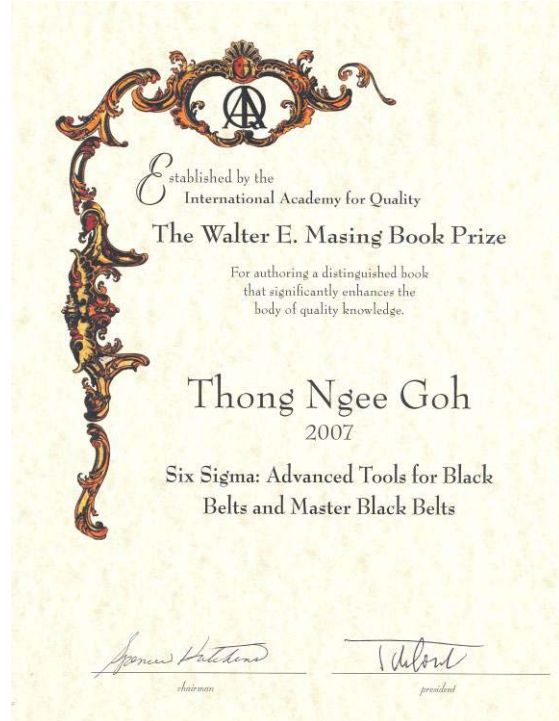
Front of the Walter E. Masing Book Prize



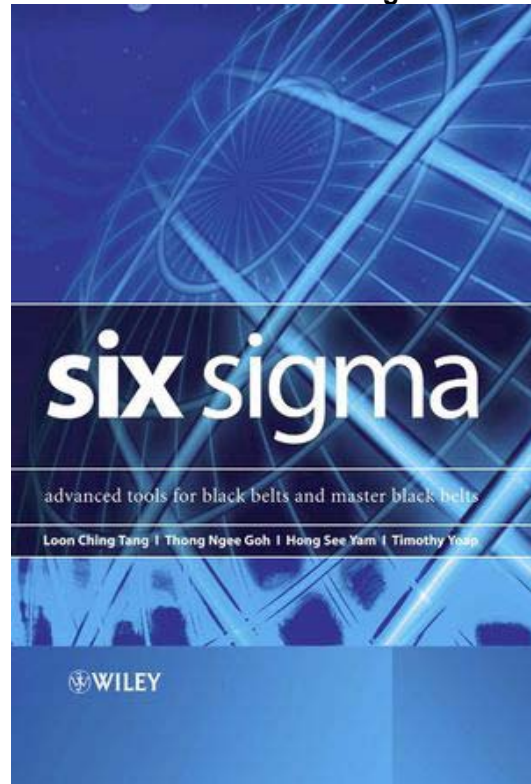
Back of the Walter E. Masing Book Prize



Acn. Goh was awarded the initial Masing Medal at the Prague EOQ Conference by Chairman Hutchens and President Conti.



Certificate - Walter E. Masing Book Prize



The book that merited the Masing Prize.

Nominations for the 2008 Walter E. Masing Book Prize are due before September 1, 2007.

President-to-President Project Herity in Iran

On July 14, 2007 IAQ President Tito Conti had two important meetings with top governmental authorities in Iran.

Dr. Taha Hashemi, Deputy of Cultural Heritage Organization met with Acn. Conti to discuss opportunities for the Herity Project in Iran. It was agreed that Dr. Hashemi requested Acn. Conti to draft a memorandum of understanding that would begin the Herity activities in Iran. Following this agreement, a National Committee will be organized for developing action plans.

Following this meeting, President Conti was warmly received by Dr. Mohammad Khatami, Past President of Iran and the President of "Dialogue of Civilizations International Institute" at his office on July 14, 2007. Dr. Conti presented a brief report about Herity and the role Iran can play in this international movement. Dr. Conti related the long history of Iran (previously Persia) and its significant role in evolution of human civilization and observed that Herity can not be successful without Iran.



President Khatami greets President Conti

Dr. Khatami commended Herity for its activity toward bringing peace and prosperity to the global community. Dr. Khatami will support the Herity and the Academy's project.

Prior to these meetings, Acn. Conti met on July 8, 2007 with top authorities of National UNESCO Commission in Tehran. UNESCO has decided to plan for more practical projects with objectives common to Herity and will take

an active part in the National Committee for Herity.

Acn. Hesam Aref Kashfi, President of Iranian Society of Quality Managers organized these meetings for Acn. Conti.

Corporate Governance Project

Completion of the second stage of the IAQ Corporate Governance project was signaled by submission of an IAQ book for publication by GOAL/QPC. The book, co-edited by Acns. Bertin and Watson, has been titled **Corporate Governance: Quality at the Top** and it is expected to be in print in September 2007.



**IAQ Corporate Governance Project Leader
Honorary Member Marcos Bertin**

This book represents the conclusion of an IAQ project and provides a public record of the research and investigations of our IAQ team. The efforts of the project team focused on three areas: understanding the relationship of quality and governance; developing and testing a prototype assessment methodology for a Board of Directors; and investigating issues related to governance of family-owned businesses, which comprise the majority of the world's enterprises.

A draft of the book was reviewed by Dr. Ira Millstein and experts of the Global Corporate Governance Forum of the World Bank. They found it excellent and have provided us an

authorization to include an endorsement from their organization.

The Academicians who participated in this project included: Bjørn Anderson, Marcos Bertin, Tito Conti, Val Feigenbaum, Sergio Foguel, Hugo Strachan Hugo Strachan, Gregory Watson, and Mohamed Zairi. Finally, we wish to thank Dr. Armand V. Feigenbaum who contributed his guidance and support throughout this project as well as the foreword and an endorsement for the book.

Examining Process Improvements Completed



IAQ Examining Chair, Acn. Sandholm

The Examining Committee has completed a process overhaul of the IAQ nomination and examining process. The results are now in and the performance improvement is most exceptional!

Previously, nominees had to wait exceptionally long periods of time (some over a year!) and with the new, improved process the median waiting time has been reduced to just 45 days over the past year and the range is 36 days!

Not only has the performance increased, but also the capability of our new members is also

most impressive: judge for yourself by the profiles of the newly elected Academicians and Associate Members. Welcome to our new colleagues.

Congratulations

~ New Faces of the Academy ~

To celebrate the news of ten new members in the Academy we present some photographs of the induction of new members at the Orlando, Florida general meeting of the Academy.



Academician Keim is welcomed!



Academician Al Awar Receives Certificate!



Academician Park saluted as colleague!



Associate Member Black Nembhard joins!

Ten NEW Members of IAQ!
~ Profiles of Quality ~

**Profiles of the newly elected Academicians
and Associate Members of the IAQ:**



Dr. Mansoor M. Al Awar

Acn. Al Awar is Vice President of the e-TQM College in Dubai and also Director General for Total Quality for the Dubai Police. Dr. Al Awar serves as the Chairman and Founder of the Middle East Quality Association (MEQA). He has a PhD degree from the University of Wales in Applied Mathematics.

Acn. Sören Bisgaard is Eugene M. Isenberg Professor of Technology Management at the Isenberg School of Management in the University of Massachusetts at Amherst. He also holds an appointment as Professor of

Industrial Statistics at The University of Amsterdam in The Netherlands. Dr. Bisgaard was also the founding Chairman of the European Network for Business and Industrial Statistics (ENBIS). He holds a PhD degree from the University of Wisconsin in Statistics.



Dr. Sören Bisgaard



Elizabeth M. Keim

Acn. Keim is President of Integrated Quality Resource Solutions, Inc. Acn. Keim is a Past-

President and Fellow of the American Society for Quality.



Hesameddin Aref Kashfi

Acn. Aref Kashfi is Chairman of Continuous Improvement Engineering Consultants, Chairman of the Institute of Quality Engineering, and President of the Iranian Society of Quality Managers.



Dr. Douglas C. Montgomery

Acn. Montgomery is the Regent’s Professor of Engineering at Arizona State University in the Department of Industrial Engineering and Statistics. Acn. Montgomery received his PhD. Degree in Engineering from Virginia Polytechnic Institute and he is the author of eleven textbooks on applied statistics.



Dr. Paul Lillrank

Acn. Lillrank is currently Professor of Industrial Engineering and Management at the Helsinki University of Technology. Acn. Lillrank has received his PhD. from Helsinki University in Social Science and his thesis advisor was Acn. Noriaki Kano.

IAQ Membership Advisors

For any questions about the IAQ membership nomination process or the qualifications for Academician or Associate please contact:

- **Americas Region:**
 - Blanton Godfrey
 - Hugo Strachan
- **European Region:**
 - Dieter Seghezzi
 - Jens Dahlgaard
- **Asia, Australia and Pacific Region:**
 - Noriaki Kano
- **Africa/Middle East Region:**
 - Mohamed Zairi



Dr. Sung Hyun Park

Acn. Park is Professor of Statistics at Seoul National University and Past-President of both the Korean Society for Quality Management and the Korean Statistical Society. Acn. Park holds a PhD. degree from North Carolina State University in Statistics and is the author of 46 books on statistics and quality.



Dr. Yoshinori Iizuka

Acn. Iizuka is Professor of Chemical Systems Engineering at The Tokyo University. He is a Past-President of the Japanese Society for Quality Control and is currently Vice-Chairman of the Asian Network for Quality. Acn. Iizuka holds a DEng. degree from the University of Tokyo in Applied Mathematics.



Dr. Harriet Black Nembard

Associate Member Black Nembard is currently Associate Professor and Emmert H. Bashore Career Professor of Industrial Engineering at The Pennsylvania State University. Associate Acn. Black Nembard holds a PhD. from Michigan State University in Industrial Engineering and Operations Management.

Do you know someone who is qualified to become a member of the Academy? If you do, contact your regional IAQ membership advisor to review their credentials and assess their potential for a successful nomination. The process for nomination requires that you write a letter of invitation (the form is on the IAQ members-only website) and ask them to provide you with a biography, digital photograph and an acceptance letter (all are forms on the website). It is also a good idea to provide any potential candidate with a copy of the By-

laws to review prior to acceptance (see IAQ website for more details).



Dr. Grace Brannan

Associate Member Brannan is a statistician at the Center for Osteopathic Research at Ohio University College of Osteopathic Medicine. Associate Academician Brannan holds a PhD. degree from Kansas State University in Sensory Science and Statistics.

Meetings of the Academy:

MEQA Congress in Dubai, UAE

This meeting of the Academy was hosted jointly by the Middle East Quality Association and the e-TQM College.

News from this session included:

- Acn. Zairi was appointed to chair the Strategic Planning Committee.
- Academy Honorary Member Kondo was recognized by the naming of a Research Grant in his honor by the e-TQM College.
- Financial news for the Academy was bright as Secretary-Treasurer Aubrey reported that 100% of Academicians had paid their dues for 2006 and half had already paid their dues for 2007. At the

beginning of the year the number of members in the Academy was as follows:

Academicians-56
Associate Members- 4
Corresponding Members- 6
Emeritus- 9
Honorary- 4
Total- 79

Introductory speeches were provided by new Academicians Dr. Su Mi Park- Dahlgaard and Dr. Hesam Aref Kashfi.

Attending from the Academy were:

- Dr. A.V. Feigenbaum (Honorary Member)
- Dr. Yoshio Kondo (Honorary Member)
- Dr. Marcos Bertin (Honorary Member)
- H. J. Harrington (Honorary Member)
- Spencer Hutchens (Chairman)
- Dr. Tito Conti (President)
- Charles Aubrey (Secretary-Treasurer)
- Gopal Kanji (Vice President Conferences)
- Dr. Mansoor Alawar
- Bo Bergman
- Dr. Robert Cole
- Dr. Jens Dahlgaard
- Miflora Gatchalia
- Dr. T. N. Goh
- Dr. Hesam Kashfi
- Dr. SuMi Park Dahlgaard
- Dr. Mohamed Zairi

Guests in Attendance:

- Dr. Rick Edgeman
- D. S. Feigenbaum

WCQI at ASQ in Orlando, Florida

The meeting of the Academy was held in conjunction with the ASQ World Conference on Quality Improvement.

News from this session included:

- Dues for corresponding members were set at \$100/year.
- Acns. Aubrey and Su Mi Park volunteered to re-design the IAQ web-site.
- Completion of a new IAQ book was announced: **Corporate Governance-Quality at the Top** will sell for \$17.95 and is being published by GOAL/QPC. It should be available in Fall 2007.

Attending the conference were the following members of the Academy:

- Dr. Val Feigenbaum (Honorary Member)
- Dr. Marcos Bertin (Honorary Member)
- Spencer Hutchens (Chairman)
- Dr. Tito Conti (President)
- Gopal Kanji (Vice-President Conferences)
- Charles Aubrey (Secretary-Treasurer)
- Mansoor Alawar
- Bjorn Andersen
- Soren Bisgaard
- Chris Brendon
- Ken Case
- Navin Dedhia
- Blan Godfrey
- Liz Keim
- Ken Stephens
- Mohamed Zairi

EOQ Congress in Prague, Czech Republic

May 23-24, 2007 a third Academy meeting was held at the EOQ Congress.

Attending from the Academy were:

- Spencer Hutchens (Chairman)
- Tito Conti (President)
- Gopal Kanji (Vice President Conferences)
- Greg Watson (Vice President, Publications)
- Charles Aubrey (Secretary-Treasurer)
- Harriet Black Nembhard
- Kostas Dervisiotis
- Sergio Foguel
- Miflora Gatchalian
- Blanton Godfrey
- Vadim Lapidus
- Tilo Pfeifer
- Leonard Sandholm
- Dieter Seghezzi
- Enrique Sierra
- Viktor Seitschek

Guests:
Paul Borawski

**ACADEMY ANNOUNCEMENT
Triennial Meeting in 2008**

The Academy is currently planning for two general meetings next year. The General Meeting in May will coincide with the ASQ WCQI Conference in Houston, Texas and will be a Triennial Meeting of the Academy.

Plan to attend this major IAQ event as we elect new officers and board members!

**Congratulations
~ Academicians in the News ~**

ASQ Awards Acn. Akao the Shainin Medal



The Shainin Medal is awarded to an individual for the development and application of unique or creative statistical approaches in the solving of problems relative to the quality of product or service. Dr. Yoji Akao was recognized for his work in Quality Function Deployment (QFD) and hoshin kanri planning.

ASQ Presents Acn. Kano the Grant Medal



The Grant Medal is awarded to the individual who has demonstrated outstanding leadership in development and presentation of a meritorious educational program in quality. Dr. Noriaki Kano was recognized with this award at the occasion of his retirement from an exceptionally distinguished career teaching quality management at Tokyo Science University.

ASQ Gives Acn. Zairi the Lancaster Medal



The E. Jack Lancaster Medal is presented to an individual who is recognized for dedicated and outstanding contributions to the global quality fraternity. Dr. Mohamed Zairi received this award recognizing his long-term quality leadership in Europe and the Middle East.

2007 Global Quality Events

**World Congress on TQM September 27-28
Edinburg, Scotland**

**IPACE/MQB Congress October 1-5
Puerto Alegre, Brazil and Buenos Aires**

**APQO Congress October 18-20
Shanghai, China**

For additional details on these conferences please see the IAQ web-site.

Deadline for the CONTACT:

The deadline for submitting personal news items or articles for the next issue of CONTACT is 15 December 2007!
