



International Academy for Quality

FOUNDED – 1966

CONTACT

Newsletter of the IAQ

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Contact Newsletter is published two times a year by the International Academy for Quality. For questions or to provide input of news or articles, please send all correspondence to the office of the IAQ:

Editor, Contact Newsletter
IAQ Administrative Office
c/o American Society for Quality
600 North Plankinton Avenue
Milwaukee, WI 53202 USA

Current Issues and Concerns

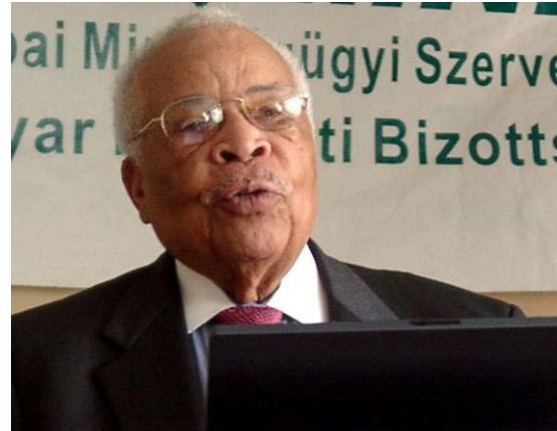
Chairman Spence Hutchens

I'd like to begin this column by wishing you all the joy, peace and blessings for the New Year! In this Contact Newsletter, I'd like to talk about three things: current events, news and a quick moment of recognition.

First Item: Current Events

I'd like to thank all of the Academicians who have presented their ideas in response to the action that we were forced to take regarding the Sanctions imposed by the United States government on Iran. The Academy is a law-

abiding organization and as a leadership team we sought legal council to determine how we should respond to this issue. We followed the same guidance as the American Society for Quality in our actions (both organizations are incorporated under the same laws). However, both ASQ and IAQ are not pleased with this way of working and President Conti has opened up a dialog for us to present our ideas about how to proceed. We are moving forward and considering our options (see comments by President Conti below). However, I do want to pause at this time and observe, that the way we are working together on this issue marks exactly the type of organization as defined in our By-Laws – a collegial body seeking to find a way forward for quality despite all of external issues and pressures in the world. This makes me pleased – we are being consistent with our mission which is the sign of a truly authentic organization! Well done! More on this issue is presented by President Conti in his column.



IAQ Chairman Spencer Hutchens

Second Item: News

A nomination committee has begun the search for candidates for officers and board members of the Academy. The Academicians who have been appointed to this search committee are: David Luther, Hans Dieter Serghezzi, Marcos Bertin, and Matabee Maeda. As Chairman, it is my duty to head this committee. This spring the Academy will elect a new leadership team for the next IAQ Triennial period (2009-2011).

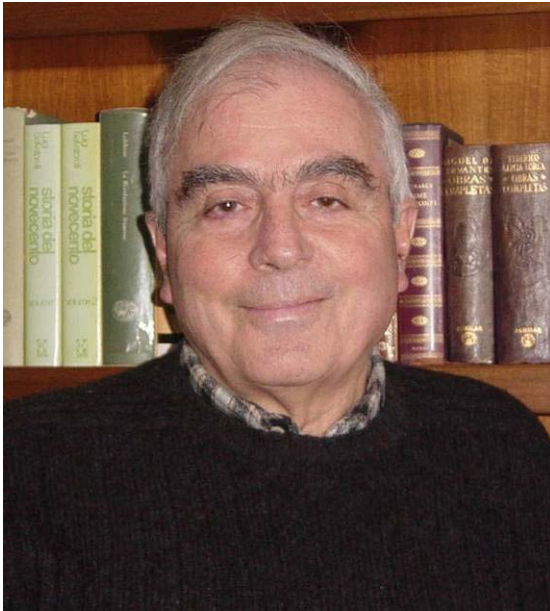
If you believe that one of our members is a particularly good candidate for a position as an officer or member of the Board of Directors, I would be very pleased to hear your ideas and recommendations so we can get the very best and most interested people who are willing to serve in these voluntary capacities.

Third Item: Recognition

During the International Congress for Quality Management at Porto Alegre Academicians Val Feigenbaum, Marcos Bertin, Tito Conti, Sergio Foguel and Greg Watson were awarded the Medal of Merit for their personal contributions to furthering quality in South America. Prior to this event, only six of these medals had been awarded by the PGQP. My heartiest congratulations to each of you for achieving this recognition!

Approach of the Academy

President Tito Conti



IAQ President Tito Conti

I wish first to thank all the Academicians who participated with their comments and suggestions to the debate stimulated by my letter on "An issue that requires Academician involvement". I am pleased that we are united in wanting to solve this present problem while guaranteeing the Academy's independence in pursuing its mission.

All the proposals will be discussed and possibilities explored with the aim of getting,

before the Houston and Vienna Meetings, to a clear picture of the alternatives and their feasibility. In particular, I have asked that Acns. Greg Watson and David Luther explore the possibility of obtaining a status comparable to that of the United Nations from the US government. Also, I have asked Acns. Dieter Seghezzi and Enrique Sierra to explore an alternative headquarters for the Academy in a neutral territory (Switzerland in particular) while Acn. Mohamed Zairi will explore the alternative of developing Regional Offices (in particular: if they can really release the IAQ from the present constrains of the US Law, while preserving a global and unitary character of the Academy, which are values that we must always support).

I encourage all Academicians to contribute their suggestions to our colleagues so they may have the richest possible dialog of ideas from which to recommend our way forward. In the near future we will directly report on the activities of these ad-hoc groups.

IAQ Advancing Quality at the ICQ South America – 2007

President Tito Conti

I wish to share with you the strong impressions and feelings from participating in the International Quality Congress held in Buenos Aires, Argentina (1-2 October), and Porto Alegre, Brazil (3-5 October), with the title "The Secrets of the Future". The reason for my need of sharing, is the strong impression that I got of a high quality event and the conviction that it is through the active participation to such type on initiatives that the Academy fully realizes its mission, while at the same time fostering its image and increasing its visibility. I am sure that all the Academicians who had the opportunity to attend the event share my feelings and the wish to communicate them.

It took our colleagues from FUNDECE/IPACE and Qualidade RS more than one year of hard work to realize a Congress that was extraordinary for its structure, its rich contents and the wide participation: more than two thousand people. Extraordinary was also the involvement of representatives from government, business, sister quality

organizations. A fundamental role in the organization was played by the newly elected Academicians.



The Academy was represented by Honorary Members Val Armand Feigenbaum (who received a special award at both of the opening ceremonies) and Marcos Bertin, and by Academicians Sergio Foguel, Gregory Watson and myself.

Particularly significant was the proclamation of the new Academicians - Alfredo Rodriguez from Argentina and Jorge Gerdau Johannperter and Joal Teitelbaum from Brazil - in the context of the Congresses. On behalf of the Academy and its Chairman, together with Marcos Bertin and Sergio Foguel, I warmly welcomed the new Academicians, outstanding figures of entrepreneurs and top executives in their countries, who, together with the existing South-American Academicians, will greatly contribute to keep the image of the IAQ in Argentina and Brazil at the highest levels.



Book Signing for Academy Publications

This event, together with the meetings and Conference we had in Dubai last March, are for sure the most significant IAQ events of the year. I think that you agree with me that this kind of events keep the Academy alive and prolific. For that reason I wish all of us a

constant increase of our willingness and ability to be creative also in relation to our Academy. No doubt that these events cost a lot in terms of energy and time. But some of our colleagues showed that it can be done. Let us take these as typical examples of initiatives that allow the Academy to fully meet its mission and vision, by both keeping a constant dialogue with top executives of different kinds of organizations and staying in touch with the evolving needs and expectations of different socioeconomic systems and different cultures.

I wish to conclude this letter by warmly thanking all the Argentinean and Brazilian colleagues and friends for what they have done and for their warm hospitality.

IAQ Nordic Meeting

IAQ Nordic is a regional association of IAQ Academicians from Denmark, Finland, Norway and Sweden. The group has met annually since the mid 1990's to discuss international trends and developments in the quality field in the light of the experience of the Nordic region of Europe. This year's meeting was held in Stockholm on September 10 and 11. The meeting was attended by Acns. Juhani Anttila, Asbjørn Aune, Jens Dahlgaard, Ove Hartz, Su Mi Park and Lennart Sandholm. The host of the meeting was Acn. Sandholm. Among topics discussed were new principles and tools for modern business environment, future of the quality profession, business excellence models, performance improvements, and Six Sigma training.



In photograph from left to right: Acns. Jens Dahlgaard, Juhani Antilla, Asbjørn Aune, Lennart Sandholm, Ove Hartz and Su Mi Park at the Stockholm Nordic Meeting.

Reporting News from the IAQ Awards Committee

President Tito Conti appointed an Ad-Hoc IAQ Awards Committee under the chairmanship of Acn. Watson. The members of this committee include: Academicians Søren Bisgaard, Thong Ngee Goh and Mohamed Zairi.

The Awards Committee has completed the first phase of its work. It has proposed to the Board of directors three items to consider: the first is a revision to the Masing Medal criteria that makes the criteria more specific; second is a proposal for a new award called the IAQ Founders Medal to recognize exceptionally meritorious service by Academicians during a Triennial period; and finally a proposed new award called the Ricardo Dell'Anna Doctoral Dissertation Prize to recognize an exceptional doctoral dissertation on the subject of quality. Funding for development of artwork for these two medals has been donated by the AICQ Piemontese (North Western federation of the Italian Association for Quality Control) and by Business Excellence Solutions.

The next phase of work by this Awards team will be the creation of a "best paper" award and development of proposals for external, high-level awards recognizing personal quality leadership (e.g., similar to the Nobel Peace Prize, only for quality contributions), publications (e.g., similar to Pulitzer Prize for literature but open to external competition, but the nominator must be an Academician) and development of a award promotion program to position the IAQ awards relative to the other quality awards that are issued globally and to establish their relative precedence.

The IAQ By-Laws Committee is Formed

President Tito Conti has appointed an Ad-Hoc IAQ By-Laws Committee to review thirteen proposed changes to the By-Laws that should be evaluated with recommendations made to the Board of Directors for consideration and vote on approved changes by the Membership prior to the Triennial Meeting. Chairman of this committee is Acn. Chuck Aubrey (also our Secretary-Treasurer) and participating on this

committee are Acns. Hans Dieter Seghezzi, Greg Watson and Mohamed Zairi.

Eight NEW Members of IAQ! ~ Profiles of Quality ~

Profiles of the newly elected Academicians and Associate Members of the IAQ (all of the Academicians are listed in alphabetical order, followed by Associates who are also listed in alphabetical order:



Dr. Ronald J. M. M. Does

Acn. Does is Professor of Industrial Statistics at the University of Amsterdam and General Manager for the Institute of Business and Industrial Statistics which is associated with the University and conducts consulting with industry on quality and statistical subjects. He holds a PhD in Mathematical Statistics from the University of Leiden in The Netherlands.

Acn. Hoerl is the Manager of the Applied Statistics Laboratory of the General Electric Global Research organization. He holds a PhD in Statistics from the University of Delaware and is a Fellow of both ASQ and the American Statistical Association and he has been named a Coolidge Fellow by General Electric.



Dr. Roger H. Hoerl



Jorge Gerdau Johannpeter

Acn. Gerdau is Chairman of the Board of Gerdau S.A. He holds a degree in Law from the Federal University of Rio Grande do Sul. He is also the Founder and President of the Programa Gaúcho da Qualidade e Produtividade in Porto Alegre, Brazil. The Gerdau Group is the largest producer of long steel in the Americas and it has mills in Brazil,

Argentina, Chile Canada, the United States, and Uruguay.



Alfredo Rodriguez

Alfredo Rodriguez is the President of Sika Argentina, a specialty chemicals company in Buenos Aires. This company is a subsidiary of the Switzerland His company was second organization to achieve ISO9000 registration in Argentina and was one of the first to apply the methods of Six Sigma throughout all of Latin America in 1995. Mr. Rodriguez is previously served as Vice President of FUNDECE, an Argentina-based foundation of chief executives that supports quality improvement initiatives throughout the whole business community of Argentina.

Sister Mary Jean Ryan, FSM is President and Chief Executive Officer of SSM Healthcare in St. Louis, Missouri. She has led her team of healthcare professionals to the achievement of winning the Malcolm Baldrige National Quality Award and she has served on the Board of Directors for the Baldrige Foundation. ASQ has just announced that Acn. Ryan will be this year's recipient of the Joseph M. Juran Medal in recognition of her inspiring leadership and the sustained success of SSM Healthcare.



Sister Mary Jean Ryan



Dr. Ronald Snee

Acn. Snee is a principal in Tunnell Consulting and has previously been an executive with both Bell Atlantic and DuPont. He is a Fellow of ASQ, the American Statistical Association and the American Association for the Advancement of Science. He holds a PhD in Applied Mathematics and Statistics from Rutgers University and has received the ASQ Shewhart and Grant Medals.



Joel Tietelbaum

Acn. Tietelbaum is a professional engineer and President of his own civil engineering firm in Porto Alegre, Rio Grande do Sul, Brazil. He has been president of the Brazil-Chile Chamber of Commerce since 1996, and also president of the governing council for PGQP since 2005, member of the National Foundation for Quality (FNQ Brazil provides the managerial oversight for the Brazilian National Quality Award) and associated with the Brazilian Movement for Competitiveness (MBC is the national umbrella organization for regional quality groups). His company has six times been recognized for quality by PGQP and it has received the national quality award. Acn. Tietelbaum has been awarded the Medal of Merit from FNQ as a personal Role Model in Excellence.



Dr. Thomas Friedli

Associate Academician Friedli is an Assistant Professor of management at the University of St. Gallen in Switzerland. He received his doctorate in economics and post-doctorate in management from the University of St. Gallen.

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 web-site) and ask them to provide you with a biography, digital photograph and an acceptance letter (all are forms on the web-site). 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).

Meetings of the Academy:

IAQ participated in IQC-2007 South America hosted by IPACE in Buenos Aires and MQB in Porto Alegre (Brazil)

Academicians that attended this dual-country quality conference included:

- Dr. Val Feigenbaum (Honorary Member)

- Dr. Marcos Bertin (Honorary Member)
• Dr. Tito Conti (President)
• Greg Watson (VP Publications)
• Sergio Foguel
• Jorge Gerdau Johannpeter
• Alfredo Rodriguez
• Joal Tietelbaum

Guests in Attendance:

- Dr. Donald S. Feigenbaum
• Sister Mary Jean Ryan

ACADEMY ANNOUNCEMENT
Triennial Meeting in 2008

The Academy is planning for three general meetings next year (March, May and June). The March Meeting will be in parallel with the annual MEQA Conference in Dubai. The General Meeting in May will coincide with the ASQ WCQI Conference in Houston, Texas and will be a Triennial Meeting of the Academy. The June meeting will be held concurrently with the EOQ Conference in Vienna. Plan to attend these major IAQ events as we elect new officers and board members for the next Triennial period! The conference dates are listed below.

2008 Global Quality Events

Table with 2 columns: Event Name and Date. Rows include MEQA Dubai, UAE (7-9 April 2008), WCQI Houston, Texas (3-7 May 2008), and EOQ Vienna, Austria (4-7 June 2008).

The schedule for IAQ programs and meetings held during these conferences is published on our web-site.

Meeting in Planning Process:

The IAQ is arranging for participation in the Philippine Society for Quality Annual Quality Conference which will be held in Manila, Philippines October 8-10, 2008 and we are tentatively scheduling meetings on the both Monday preceding the conference and on Friday Following the Conference. Details will be finalized soon and announced on 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 June 2008!
