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December 31, 2015



Volume 32

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“Quality for Humanity”

NEWSLETTER OF THE IAQ

FOUNDED 1966

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Chair’s Message to the Academy



As we take stock of your Academy’s operations in the year 2015 it provides a sense of satisfaction having achieved various objectives. In particular your Academy covered three key milestones in 2015.

First Dr. Shoichiro Toyoda, Honorary Chairman of Toyota Motor Corporation was elected as the first Councilor of the Academy. Councilor is the latest addition to category of membership of the Academy intended for the world leaders in business community who on their own and through their respective organizations have demonstrated personal leadership in development and application of concepts and approaches of quality for the sustainable development that contributes to the wellbeing of world citizens. The Academy is indeed grateful to Dr. Shoichiro Toyota to have accepted the invitation and enhanced the stature of the Academy.

Second the Academy for the first time in its history held a symposium in the form of World Quality Forum (WQF) on its own in Budapest, Hungary in October 2015. It was quite successful and enhanced the visibility

of the Academy while ensuring largest ever participation of Academicians at a given time. I compliment President Pal Molnar and the Hungarian National Committee for EOQ for supporting and organizing this WQF.

Third, it was the fourth successive year of financial surplus resulting in clearing the debt in 2014 and now in 2015 generation of financial corpus as per plan. This has provided a degree of stability in our operations.

As we move from UN Millennium Development Goals 2015 to UN Sustainable Development Goals 2030, the role of quality professional is being redefined. There is a need for finding new ways to meet the requirements of the world community to provide for those in the developing world while assuring sustainability of the Ecosystem using current and new quality methodologies. On the other hand organizations of professionals from the field of quality have been losing membership for many years. Challenge for the Academy is to lead the way and I am sure collectively we shall be able to contribute.

In this context may I request all members to individually and collectively contribute to this challenging task in the spirit of sacrifice to make the life’s of the have-nots a little happier, joyous, meaningful and peaceful. Thereby we feel the joy in giving in the year ahead.

Janak Mehta

President's Message



The first World Quality Forum of the International Academy for Quality which was held in Budapest on October 26-27, 2015 could contribute very well to the "Corporate Identity" of the Academy. Many thanks to all who took part at the Panels, presented papers,

chaired Sessions or participated at this unique event. From the several highlights of the World Quality Forum should be emphasized the following three lectures:

The Ishikawa Lecture presented by Noriaki Kano which focused on developing ideas about the future of quality based on the ideas, principles and teaching of Kaoru Ishikawa.

The Feigenbaum Lecture presented by Tang Xiaofen focused on developing ideas about the systematic approach to quality as recommended by Armand V. Feigenbaum.

The Masing Lecture presented by Greg Watson focused on the developing ideas about the integration of business principles, applications and integration to honor Walter E. Masing.

The three lectures could deliver a product that is worthy and has enduring value to the global quality community also for the coming WQF events which are planned for every two years.

The 60th EOQ Congress "Quality Enables Growth and Competitiveness" in 2016 will be a joint effort of European Organization for Quality, International Academy for Quality and Finnish Quality Association which will be held in Helsinki, Finland on May 30 to June 2, 2016. On this International Quality Conference will be celebrated the 60th anniversary of EOQ, 50th of IAQ and 50th of the Finnish Quality Association. I hope on valuable contributions by IAQ Members also to this event to fulfill the purpose of the Academy and to increase its image and prestige.

I wish all of you a Prosperous and Successful New Year 2016!

Dr. Pal Molnar

Councilor to the Academy: Honorable Dr. Shoichiro Toyoda



Honorable Dr. Shoichiro Toyoda, Honorary Chairman, Toyota Motor Corporation received the Certificate as First Councilor to the IAQ

Born: February 17, 1925, in Nagoya, Japan.

Education: Nagoya University, BS, 1947; Tohoku University, PhD, 1955.

Career: Toyota Japan Motor Company, 1952-1961, director; 1961-1967, managing director, corporate planning office; 1967-1972, senior managing director; 1972-1981, executive vice president; 1981-1982, president; Toyota Motor Sales Company; 1982-1992, president, Toyota Motor Corporation; 1992-1999, chairman; 1999-, honorary chairman; Keidanren, chairman, 1994-1998.

Awards: Blue Ribbon, government of Japan, 1972, 1984; Deming Prize, 1980; Honorary Doctorate, Asian Institute of Technology, 2003.

Address: Toyota Motor Corporation, 1 Toyota-cho, Toyota, Aichi 471, Japan.

Shoichiro Toyoda was president of the Toyota Motor Corporation from 1982 to 1992.

In the early 1960s he was influential in instituting total quality control in all company operations. He approved and furthered the expansion of Toyota's production system into the United States, and he approved the development of the Lexus and the Prius hybrid. He was Toyota's first genuinely global manager. Deferential and reserved on the outside, Shoichiro ran the company with a stronger hand than his cousin and predecessor, Eiji Toyoda. After retiring in 1992 Shoichiro became chairman of Toyota in 1992 and later honorary chairman of the company. Between 1994 and 1998 he served as chairman of the Keidanren. In the early 2000s he was considered Japan's leading voice on international cooperation and globalization.

Memorium

Honorary Member John Hromi (1 May 1921 - 3 May 2015)

Dr. John Hromi was Professor Emeritus at the Rochester Institute of Technology RIT whose campus held the John D. Hromi Center for Quality and Applied Statistics at RIT. Dr. John D. Hromi came to RIT in 1981 as the Frederick H. Minnett



Distinguished Professor and established the Center for Quality and Applied Statistics in 1983. The Center for Quality and Applied Statistics achieved international recognition for excellence in the fields of quality management and applied statistics. The graduate statistics program began in the 1950's with a series of summer workshops and continued to expand until 1966, when the graduate degree program was established. Today the Center is also known for its graduate-level, non-degree courses in quality management, quality engineering and industrial statistics and for its quality and productivity seminars and contract training programs.

The Center was named in recognition of Dr. Hromi's accomplishments and a new building was dedicated in 1992 with the presence of Dr. Joseph M. Juran, celebrated international authority in industrial statistics and quality control. Dr. Hromi had a well established reputation as an international authority in industrial statistics and quality control and had addressed conferences around the world. He coached and mentored students and professionals and making an indelible contribution to the establishment of a world-wide quality community and the sponsorship of a new generation of quality leaders. Dr. Hromi has also been recognized for Excellence in Quality and Reliability by the Institute of Industrial Engineers.

IAQ Posthumous Honorary Members:

Honorary Member Tetsuichi Asaka, Japan



Honorary Member Dr. Armand V. Feigenbaum, USA



Honorary Member Dr. Kaoru Ishikawa, Japan



Honorary Member Dr. Walter E. Masing, Germany

Honorary Member E. Jack Lancaster, USA
and

Honorary Member Shiperu Mizuno, Japan

IAQ Current Honorary Members:



Honorary Member Sr. Mary Jean Ryan



Honorary Member Dr. Noriaki Kano

Bertin Quality in Governance Medal 2015

Executive Category



Sr. Mary Jean Ryan, IAQ Honorary Member

Professional Category



Gregory H. Watson, IAQ Honorary Member

Recognition for IAQ Members

Recognition by Others

Awards by ASQ



IAQ Honorary Member Dr. Noriaki Kano
ASQ Honorary Member



IAQ Honorary Member Sr. Mary Jean Ryan
ASQ Honorary Member



IAQ Academician Elizabeth M. Keim
Distinguished Service Medal

IAQ Academician David B. Luther
Distinguished Service Medal



IAQ Academician Dr. Hiroshi Osada
Shainin Medal

IAQ Academician Dr. Hiroshi Osada
Shainin Medal

Awards by APQO



IAQ Chair Janak Mehta Harrington-Ishikawa Medal for
Quality Promotion in Asia-Pacific Region

Recognition by IAQ

Emeritus Member



Emeritus Member Miflora M. Gatchalian

Upgraded Associated Academicians to Academicians in 2014



Academician Grace Brannan



Academician Kwai Sang Chin

Upgraded Associated Academicians to Academicians in 2015



Academician Kristin L. Case, USA



Academician Elizabeth Cudney, USA



Academician Paula Friedman, USA



Academician Jamison V. Kovach



Academician Raul Molteni, Argentina

Best Paper Awards



Academician Jamison V. Kovach for presentation entitled "Making Quality Personal" and "Facilitating Problem-Solving Using Action Learning" at ASQ WCQI Conference 2015 in Nashville, USA



Academician Glenn H. Mazur for presentation entitled "Innovate to Make a Difference" at ASQ WCQI Conference 2015 in Nashville, USA



Academician Juhani Anttila for presentation entitled "Striving for the Quality Society through High Quality Education and Lifelong Learning" at EOQ Congress 2015 in Athens, Greece

New IAQ Academicians who delivered their introductory speech in 2015



Academician Azat Abdrakhmanov, Kazakhstan



Academician Zhen He, China



Associate Academician Pedro Saraiva, Portugal



Associate Academician Harnek Singh, Singapore

Changes of IAQ Membership Status in 2015

Christopher Brendon, Australia - Membership status changed from Academician to Corresponding Member

Adries De Wet, South Africa - Membership status changed from Academician to Corresponding Member

Jens Dahlgaard, Sweden - Membership status changed from Academician to no Membership

Anton Lauber, Switzerland - Membership status changed from Academician to no Membership

Su Mi Park, Sweden - Membership status changed from Academician to no Membership

Niyasi Akdas, Turkey - Membership status changed from Companion to no Membership

Gennady Voronin, Russia - Membership status changed from Companion to no Membership

Cornelia Butnaru, Romania - Membership status changed from Ass. Academician to no Membership

IAQ Membership Development

Category	2003 - 2005	2006 - 2008	2009 - 2011	2012 - 2014	2015
Academician	55	54	63	70	68
Associate Academician	3	6	20	21	17
Companion	0	1	6	6	5
Active Members, total	58	61	90	97	90
Honorary	4	7	10	12	11
Emeritus	9	15	15	14	15
Corresponding	7	10	9	9	14
Special Members, total	20	32	34	35	40
All Members, total	78	93	124	132	130

Following IAQ Meetings were held in 2015

IAQ Board of Trustees Meeting (2015/1)

May 2, 2015 in Nashville, USA

Key points:

1. Regions Representatives have been nominated.
2. Reports on Membership development, IAQ Task Force and ASQ relations as well as on IAQ sponsorship for Global State of Quality.
3. Status of IAQ Finances (IAQ Budget 2015).
4. Preparation of IAQ World Quality Forum.

IAQ General Meeting (2015/2)

May 2, 2015 in Nashville, USA



Key points:

1. Sr. Mary Jean Ryan was unanimously elected as Honorary Member of IAQ.
2. Reports on United Nations and UNESCO relationship status by Roland Jahnke, Mansoor Al-Awar, Greg Watson and Bob King.
3. Presentations by Honorary Member Greg Watson on „Future of Quality for Corporate Governance” and by Honorary Member Noriaki Kano on „Advanced TQM” as well as by Acn. Geoff Vining on the „Clean Water” project.



4. Reports from the Think Tanks „Quality in Education” and „Structured Improvement” as well as by the Education Committee.
5. Detailed information on the Program proposals of first IAQ World Quality Forum and on the possible participants including financing of the Forum by IAQ President Pal Molnar.



IAQ Informal Meeting (2015/3)

June 12, 2015 in Athens, Greece

Key points:

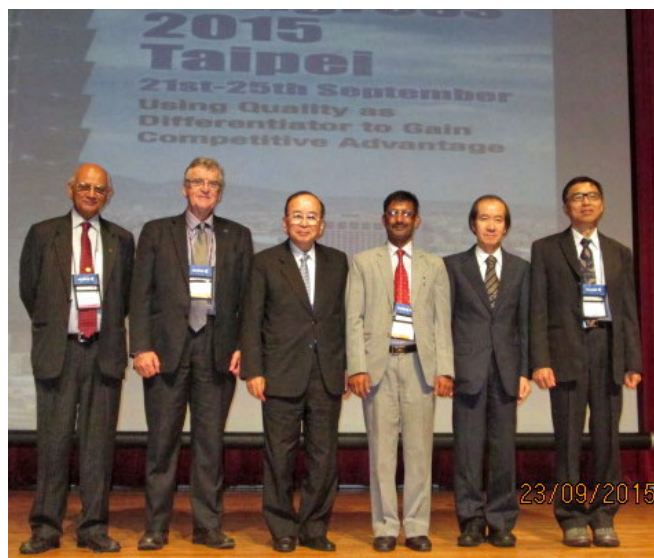
1. Report on the IAQ Session at the 59th EOQ Congress in Athens chaired by President Pal Molnar with lectures by Academicians Roland Jahnke, Juhani Anttila and Janos Takacs.
2. Information on the IAQ Finances and IAQ Budget 2015.
3. Discussion the Draft Program of the first IAQ World Quality Forum in Budapest including proposals for its development.

IAQ Informal Meeting (2015/4)

September 23, 2015 in Taipei, Taiwan

Key points:

1. Memoriam to Honorary Member John D. Hromi by Chair Janek Mehta and Honorary Member Gregory H. Watson.
2. Information on the election of the first IAQ Councilor, Dr. Shoichiro Toyoda.
3. Information on the IAQ Membership development.
4. Report on the IAQ Financial status.
5. Information on the first IAQ World Quality Forum in Budapest.



Lecturers of IAQ Session at the ANQ Congress in Taipei

IAQ Board of Trustees Meeting (2015/5)

October 25, 2015 in Budapest, Hungary



Key points:

1. Record of new IAQ Members and promotions recommended by the Examining Committee and approved by the Trustees: 3 upgraded Academicians, 2 new Academicians; 1 new Companion and 2 new Associated Academicians.
2. Approval of special recommendations for correcting historical perspective and due recognition about founding Academicians as Honorary Members (4).
3. Proposal for new IAQ Awards by Honorary Member Gregory H. Watson: „Laureate Award”, „Agnes Zaludova Medal” and „Philanthropic Award”.
4. Approval of the recommendation of the Examining Committee for change in status of some IAQ Members who have not been active: 2 Academicians moved to Corresponding Members and the Membership of 6 IAQ Members was terminated.
5. ITC of UN develops a new global platform for quality at small and medium enterprises (SME). IAQ should take over the knowledge management for this project. The prepared MOU will need approval of the Board of Trustees.



IAQ General Meeting (2015/6)

October 25, 2015 in Budapest, Hungary



Key points:

1. Resolution to honor of Memory of Honorary Member John D. Hromi.
2. Honorable Dr. Shoichiro Toyoda, Honorary Chairman of Toyota Motor Corporation was elected as First Councilor to the Academy.
3. First IAQ report has been submitted to UN Global Compact and no dues are to be paid since IAQ is a non business member.
4. Membership recognition through presentation of certificates to Miflora Gatchalian, Grace Brannan, K.S. Chin and Jamison Kovach.
5. „Best Paper” Awards were handed over to Jamison Kovach, Glenn Mazur and Juhani Anttila.
6. Reports from the following Think Tanks:
 - „Structured Improvement” by Honorary Member Greg Watson
 - „Governance” by Honorary Member Marcos Bertin
 - „Innovation and Quality” in form of a written report by Honorary Member Jim Harrington
 - „Quality in Education” by Acn. Roland Jahnke
 - „Quality in Healthcare” by Acn. Bob King
7. Honorary Member Noriaki Kano reviewed the commemoration project of birth centenary of Dr. Kaoru Ishikawa.
8. Introductory presentation by Acn. Azat Abrakhmanov, Acn. Zhen He, Associate Acn. Pedro Saraiva and Associate Acn. Harnek Singh.
9. Comprehensive information by President Pal Molnar on the first IAQ World Quality Forum in Budapest.
10. Information on IAQ Meetings schedule for 2016 by Acn. Liz Keim.



IAQ Informal Meeting (2015/7)

November 9, 2015 in Shanghai, China

Key points:

1. Information on the IAQ former Meetings in 2015.
2. Report on the first IAQ World Quality Forum in Budapest.
4. Inaugurating IAQ-China Section to Promote interactions amongst Academicians in China
5. Preparatory discussion of the planned IAQ General Meetings 2016 in Milwaukee and Helsinki.



Birth Centenary of Founding Members Dr. Kaoru Ishikawa and Dr. Walter Masing

The year 2015 was the birth centenary year of two founders' viz. Dr. Kaoru Ishikawa and Dr. Walter Masing. Tributes were paid at the World Quality Forum in Budapest.

For Dr. Ishikawa's birth centenary various events were held with participation of many Academicians. The

crown event was held in Tokyo on September 28, 2015 where learning from his contribution was shared by some business leaders and some Academicians. Those sharing their experience included Honorary Members Dr. Noriaki Kano and Gregory Watson, Emeritus Academician Dr. Hitoshi Kume and Academicians Janak Mehta, David Hutchins, Dr. Yoshinori Iizuka, Dr. Hiroshi Osada, Dr. Kazuyuki Suzuki and Yukihiro Ando.



World Quality Forum of the International Academy for Quality (IAQ)

„Quality for Future of the World“

Budapest, October 26 to 27, 2015

Implemented Program

October 26, 2015 Monday

Janak Mehta, India, Chair of IAQ: Opening of the World Quality Forum

Hans Dieter Seghezzi, Liechtenstein: Honorary Member of IAQ Memory on the IAQ Founders: Kaoru Ishikawa, Walter Masing and Val Feigenbaum (introduced by Pal Molnar, Hungary)

Noriaki Kano, Japan, Honorary Member of IAQ and ASQ: Advanced TQM for the New Era, The Premier Memorial Ishikawa Lecture

STREAM A

A0 IAQ PANEL: QUALITY AND CORPORATE MANAGEMENT

Marcos Bertin, Argentina: Chair's Introduction

Makato Nakao, Japan: Promotion of GQM and Increasingly Important Roles of Top Management in the Global Perspective

Willfried Heist, Germany: Excellence and Values - Way to EFQM Prize and Zero Defect

Greg Watson, USA/Finland: The Price of Non-Policy

A1 IAQ PANEL: FUTURE OF QUALITY PROFESSION

Blanton Godfrey, USA: Chair's Introduction

Mohamed Zairi, United Kingdom: The New Face of Quality Philosophy and the New Breed of Quality Professionals

Hiroshi Osada, Japan: From Quality Manager to Quality Innovator

Joe DeFeo, USA: The Chief Quality Officer and Effective Leadership

A2 IAQ PANEL: QUALITY AND INNOVATION

Tilo Pfeifer, Germany: Chair's Introduction

Greg Watson, USA/Finland: Quality in an Age Demanding Innovation

Kwai-Sang Chin, Hong Kong, China: Quality and Innovation: a Partner or a Substitute? Management System vs. Innovation

Robert Schmitt, Germany: The Role of Quality Management in Future Innovation Processes for Smart Products

October 27, 2015 Tuesday

STREAM A

A3 IAQ PANEL: QUALITY STRATEGIES FOR GLOBAL COMPETITIVENESS

Björn Andersen, Norway, Chair's Introduction

Shan Ruprai, Australien: Cradle to Success: Ups, Downs & Best Practice QMS

Thomas Prefi, Germany: Quality Culture - How to Set up a Framework for Quality Oriented Thinking and Behavior

Glenn Mazur, USA: Quality Function Deployment (QFD) for Global Competitiveness in Product Development Using ISO 16355

A4 IAQ PANEL: QUALITY IN SERVICE

"Parsu" Parasuraman, USA: Chair's Introduction

Paul Lillrank, Finland: The Ontology and Epistemology of Service Quality

Jamison Kovach, USA: Application and Benefit of Quality Improvement Efforts in Service Operations

Anil Sachdev, India: Improving Service Quality - Key Challenges and Approach

A5 IAQ PANEL: QUALITY IN HEALTH CARE

Robert King, USA, Chair's Introduction

Yoshinori Iizuka, Japan: Quality Management Approach to Healthcare - Its Meaning and Significance

Ronald Does, Netherlands: Operational Excellence in Healthcare

Elizabeth Cudney and Harriet Nembhard, USA: Development of a Bed System to Improve Patient Access to Care

October 26, 2015 Monday

STREAM B

B1 QUALITY TOOLS, TECHNIQUES AND METHODS

Chair: Liz Keim, USA

Thomas Fehlmann and Eberhard Kranich, Germany: The New ISO/WD 16355 Standard, Transfer Functions and the Effect of Ratio Scale in QFD

Kazuyuki Suzuki, Japan: Quality Assurance and Prevention of Problems

Pedro Saraiva, Portugal: Multiscale Quality

B2 LEAN AND DAILY QUALITY MANAGEMENT

Chair: Yoshinori Iizuka, Japan

Yukihiko Ando, Japan: Amazing Power of Daily Quality Management and its Difficulties

Vadim Lapidus, Russia: Design of Quality Management Systems in Vertically Integrated Structures - Effective Management: Quality, Lean, Risks

Jose Gatchalian, Philippines: Workforce Engagement towards Total Quality – Through Workplace Cooperation

Balazs Nemeth, Hungary: Value Stream Improvement – Activities and Results

October 27, 2015 Tuesday **STREAM B**

A6 (B3) IAQ PANEL: SUSTAINABILITY AND QUALITY

Janak Mehta, India: Chair's Introduction

Mats Deleryd, Sweden: On the Relationship between Quality and Sustainability

N. Ramanathan, India: Quality and the Seven Environmental Challenges of the Planet

Lars Sorqvist, Sweden: Joining Efforts to Save the Planet Water

B4 SUPPLY CHAIN MANAGEMENT

Chair: Thomas Prefi, Germany

Janos Takacs, Hungary: Development of Supply Chain Management

Nina Kandler-Schmitt, Germany: Supply Chain Quality Management: A New Risk Orientated Quality Assurance Management for Global Supply Chains to Support the Phase of Start and Ramp-up of Serial Production

Syamrath Suthanukul and Vipaporn Virachanang, Thailand: Export Service Center, Hybrid Logistics Model to Strengthen Export Competitiveness

Attila Vass, Hungary: Quality Service Providers' Added Value in Supply Chain Management

B5 SIX SIGMA, DATA PROCESSING AND DATA ANALYSIS

Chair: Hiroshi Osada, Japan

Lars Sorqvist, Sweden: Integration of Six Sigma and Lean Gives Better Results

Zhen He, Yujia Deng and Min Zhang, China: Six Sigma Implementation in China: Successes and Challenges

Matthew Barsalou, Germany: Practical Statistical Problem Solving Using Minitab to Explore the Problem

Javed Cheema, USA: Developing Predictive Quality Scorecards – A Futuristic Approach to Quality Management

Balint Bedzsula and Jozsef Topar, Hungary: Process Improvement with Measurable Data in Higher Education Institution

October 26, 2015 Monday **STREAM C**

C1 ISO 9001:2015 AND RISK MANAGEMENT

Chair: Shan Ruprai, Australien

Paul Harding, South Africa: Executive Responsibility according to ISO 9001:2015

Juhani Anttila and Kari Jussila, Finland: ISO 9001:2015 – A Questionable Reform

Elizabeth Cudney and Kristin Case, USA: Contributing Hoshin Kanri to Address ISO 9001:2015 Requirements

Andras Tohl, Hungary: Preparatory Steps for Implementation and Auditing against ISO 9001:2015 – Challenges and Opportunities

C2 Corporate Social Responsibility (CSR)

Chair: Bo Bergman, Sweden

Erzsebet Szegedi, Hungary: How Can a Gamified Approach Support CSR Goals, Meeting Europe 2020 Targets?

Miflora Gatchalian, Philippines: Filipino „Sugod” (Move-on Together): Framework for a Sustainable Quality Improvement

Gyorgy Szugyi, Hungary: The Quality of the Working Style of Human Resources

Jitendra Agrawal and Umesh Shetty, India: Business Process Management: A Leap in Insurance Industry

October 27, 2015 Tuesday **STREAM C**

A7 (C3) IAQ PANEL GLOBAL QUALITY EDUCATION FORWARD

Roland Jahnke, Germany: Chair's Introduction

Pedro Saraiva1, Maria Joao Rosa, Portugal: Higher Education Quality

Juhani Anttila and Kari Jussila, Finland: Quality Evaluation of Education and Learning

Ildiko Csoka and Gabor Szabo, Hungary: European Universities Association's Institutional Evaluation Program at University of Szeged, Hungary

Grace Brannan, USA: Quality Improvement Training in Medical School

C4 PROBLEM SOLUTIONS – CASE STUDIES

Chair: Blanton Godfrey, USA

Grace Brannan, USA: Innovation and Stakeholder In a Consortium

Zigmund Bluvband, Izrael: "Restaurant Bill Effect": Concept and some Applications

Tamas Mezey, Hungary: Problem Solving Methods & Tools in the Tourism

Marco Reis and Pedro Saraiva, Portugal: New trends of SPC and Data Analysis in Industry

C5 BRANCHENSPECIFIC QUALITY MANAGEMENT APPROACHES: AGRICULTURE AND FOOD INDUSTRY

Chair: Miflora Gatchalian, Philippines

Evamaria Melcher, Brigitte Petersen, Susanne Lehnert and Judith Kreyenschmidt, Germany: Unannounced Audits in the Food Industry as a New Instrument of Hygiene and Quality Control based on the Example of IFS Food Checks

Zoltan Lakner and Erzsebet Szabo, Hungary: Network and Vulnerability Analysis of International Spice Trade

Geza Marai, Geza Csibor and Balazs Csibor, Hungary: The Agricultural Quality and Environmental Management in the New Certification System "Tájpgazda"

October 26, 2015 Monday **STREAM D**

D1 QUALITY MANAGEMENT DEVELOPMENT (1)

Chair: Robert Schmitt, Germany

Thomas Friedli and Uli Schneider, Switzerland: Global Quality Management

Simon Feary, United Kingdom: Repositioning the Quality Profession

Miroslav Drljača, Croatia: Restructuring of the Management System and the Role of Top Management

D2 QUALITY MANAGEMENT DEVELOPMENT (2)

Chair: Janos Takacs, Hungary

Lotto Lai, Hong Kong, China: Quality Startup Management System Model

David Hutchins, United Kingdom: Quality Mastery by Workplace Agreement

Kari Jussila and Juhani Anttila, Finland: Quality Management for Enhancing the Firm's

Lajos Kovacs, Hungary: Computer System Verification and Validation in the Pharmaceutical Industry

October 27, 2015 Tuesday **STREAM D**

D3 National Quality Policy - National (Regional) Quality Award

Chair: Vadim Lapidus, Russia

Harneek Singh, Singapore: Embracing Business Excellence: Singapore and ST Engineering's Experience - Challenges, Success Factors and Impact

Deng Ji and JiangShudong, China: The monitoring report about East China public service quality in 2014

Ivan Ng, Hongkong, China: An Organization Development Study of the Impact of Cultural Factors on the Implementation of the Six Sigma Methodology in Southern China

D4 QUALITY DEVELOPMENT IN HEALTHCARE

Chair: Ronald Does, Netherlands

Azat Abdrakhmanov, Kazakhstan: Innovation Management in Healthcare System of Kazakhstan is a Way to the International Competitiveness

Harriet Nembhard, USA: The Role of Quality Improvement Methods in Healthcare Delivery Science and Translational Research

Shancheng Jiang and Kwai Sang Chin, Hong Kong, China: Forecasting the Volume of Patient Arrival to an Emergency Department in Hong Kong Using Time Series Regression Method and Artificial Intelligence Method

Rita Dénes, Hungary: Quality Indicators in the Healthcare

D5 BRANCHENSPECIFIC QUALITY MANAGEMENT APPROACHES AUTOMOTIVE AND INSURANCE INDUSTRY

Chair: Istvan Lepsenyi, Hungary

Nina Kandler-Schmitt, Germany: Quality Management Center of the German Automotive Industry Association - Driving Excellence in the Automotive Supply Chain

Agota Dregelyi-Kiss, Hungary: Performance Verification of Dimensional Measuring Instruments in Automotive Industry

Willy Vandenbrande, Belgium: SPC: Should we Keep on Fighting a Lost Battle?

Ronrapee Leelawong and Atittaya Veerakanjana, Thailand: "TPM Green-Belt": A Comprehensive Development Program for Continuous Improvement Competency of Engineers

CLOSING PLENARY SESSION

Chair: Pal Molnar, IAQ President, Hungary

Posters Introducing and Evaluating by Liz Keim, USA
Structured Improvement for the 21st Century: A New Model from Europe

Bjorn Andersen, Norway, Lars Sorqvist, Sweden, Pedro Saraiva, Portugal and Gregory Watson, USA/Finland

Theory and Practice of Quality Development in China
Tang Xiaofen, China

The Premier Memorial Feigenbaum Lecture

Technical and Human Dimensions of Quality
Gregory Watson, Past President and Honorary Member of IAQ, USA/Finland

The Premier Memorial Masing Lecture

POSTERS

Ildiko Ziegler and Lilla Sugo, Hungary: Implementation of EMA's New Toxicology-based Regulation on Setting Cleaning Limit – Some Practical Aspects of Cross-contamination

Reka Viola, Gyongyver Soos and Ildiko Csokai, Hungary: Quality of Pharmacy-based Care: Development of National Practice Guidelines

Daniel Szendrenyi, Reka Viola and Ildiko Csokai, Hungary: Quality of Pharmacy Services: Evaluation of Patient Satisfaction

Anita Kovacs, Edina Pallagi and Ildiko Csokai, Hungary: Quality by Design Approach in Pharmaceutical and Cosmetic Research and Industry: Strategic Thinking for International Competitiveness

Barbara Gyarmati-Feher and Ildiko Csokai, Hungary: Introduction of Entrepreneurship Course into the Pharmacy Education at University of Szeged

Edina Pallagi, Rita Ambrus, Anita Kovacs and Ildiko Csokai, Hungary: Quality by Design in Nano-Pharmaceutical Development: Presentation of a Software-based Prediction

Sara Felszeghi, Hungary: Quality Control System as a Key Factor for the Efficiency in Health Care

Sandor Godeny and Viktor Dombrádi, Hungary: Quality Assurance and Quality Improvement in Medical Practice by Clinical Audit in Hungary

Zoltan Fabian, Ildiko Csoka and Ivan Kovacs, Hungary: Recent developments in the Quality Management System at Albert Szent-Györgyi Clinical Center: IIASA-Shiba Award 2014

Ildiko Ziegler and Ferenc Billes, Hungary: Evaluating the Polyphenol Content as Quality Attribute in Green Tea by NIR Spectroscopy – Selected Examples

Tamas Szigeti, Hungary: Quality Control Measures for Verification of Validated Performance Criteria of Analytical Methods

Zoltan Szabo and Vilmos Patay, Hungary: Short Food Chain and Quality Assurance

Geza Marai, Hungary: Natura has it's own certification!

Marco Reis and Pedro Saraiva, Portugal: Big Data: what's there for Six Sigma?

Matthew Barsalou, Germany: Using a Catapult as a Minitab Capability Sixpack Training Aid

Vidosav Majstorovic, Jelena Macuzic, Valentina Marinkovic and Tatjana Sibaliija, Serbia: Application of ISO 9001:2015

Gaber Begeš and Janko Drnovsek, Slovenia: Quality Engineering - Case study UL-FE

Sanatan Kulshrestha, India: Need for a Paradigm Shift in Quality Philosophy as Applicable of Nanotechnology

Willy Vandenbrande, Belgium: A New Paradigm: Quality of All Life

Jitendra Agrawal and Preeti Singh, India: Policy Deployment: An Application in Insurance Industry

Tiia Tamaru, Estonia: Customised Use of Excellence Models as Tools for Increasing Competitiveness, Sustainability and Thrivability of Organizations

October 28, 2015 Wednesday

POST-FORUM SEMINAR

Setting Strategic Change Priorities

Gregory Watson, IAQ Honorary Member, USA/Finland
Glenn Mazur, IAQ Academician, USA

FACTORY VISITS

At Grundfos Hungary Ltd. and Audi Hungary Ltd.

Highlights of World Quality Forum



Participants of the IAQ World Quality Forum



Discussion during the IAQ World Quality Forum



Opening the IAQ World Quality Forum by Janak Mehta



Panel "Future of Quality Profession" chaired by Blanton Godfrey



Keynote Opening Speech by Noriaki Kano



Panel "Quality and Innovation" chaired by Tilo Pfeifer



Introduction of the Executive IAQ Panel by Pal Molnar



Panel "Quality in Services" chaired by "Parsu" Parasuraman



Executive IAQ Panel chaired by Marcos Bertin



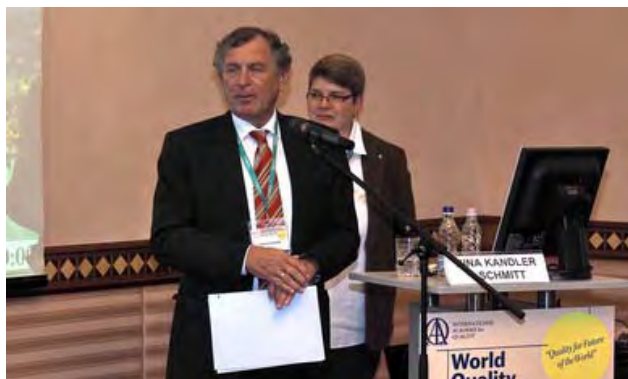
Panel "Quality in Healthcare" chaired by Robert King



Session “Quality Tools, Techniques and Methods” chaired by Liz Keim



Closing Keynote Speech “Technical and Human Dimensions of Quality” by Greg Watson



Session “Quality in the Automotive Industry” chaired by Istvan Lepsenyi



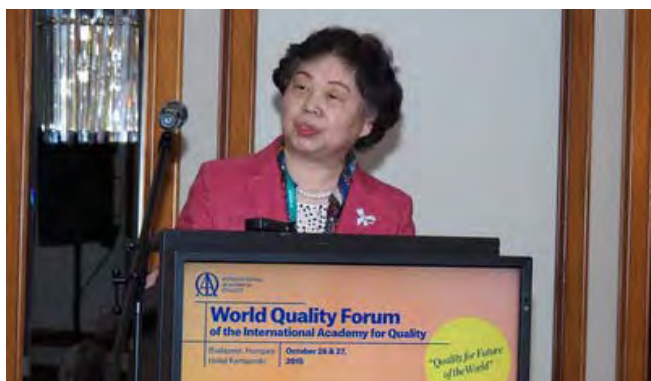
Closing the IAQ World Quality Forum by Pal Molnar



Closing Plenary Speech “A New Model from Europe” by Pedro Saraiva



Gala Dinner in Godollo



Closing Plenary Speech “Theory and Practice of Quality Development in China” by Tang Xiaofen



Exhibition of Selected Hungarian Quality Products “HUNGARIKUM”

Some Data on IAQ WQF

260 Participants from 45 countries covered all continents:

Hungary	121
USA	14
China	9
Finland	9
Germany	9
Japan	9
Lithuania	6
United Kingdom	6
United Arab Emirates	5

86 Papers from 31 countries

59 Papers from IAQ Members

21 Posters

Participant's Evaluation

(5=excellent; 1=poor)*

First 5 Presentations by IAQ Members

Greg Watson: The Price of Non-Policy	4.86
Thomas Prefi: Quality Culture...	4.80
Harnek Singh: Embracing Business Excellence...	4.75
N. Ramanathan: Quality and the Seven...	4.73
Pedro Saraiva: Higher Education Quality	4.50

First 5 Presentations by non IAQ Members

Joe DeFeo: The Chief Quality Officer...	4.67
Evamaria Melcher: Unannounced Audits...	4.60
Andras Tohl: Preparatory Steps...	4.59
Simon Feary: Repositioning Quality Profession	4.50
Erzsebet Szegedi: How Can a Gemified Approach...	4.50

*Opening and Closing Presentations were not evaluated

Schedule IAQ Meetings in Milwaukee, USA 2016

World Conference on Quality and Improvement
May 15-18, 2016

May 14, Saturday

08:00 to 10:00	IAQ Board Meeting
10:00 to 13:00	IAQ General Meeting
13:00 to 14:00	Lunch
14:00 to 17:00	IAQ General Meeting
19:00	IAQ Dinner

May 15, Sunday

Think Tank Meetings

Schedule IAQ Meetings in Helsinki, Finland 2016

60th EOQ Congress

May 30-June 2, 2016

June 3, Friday

08:00 to 10:00	IAQ Board Meeting
10:00 to 13:00	IAQ General Meeting
13:00 to 14:00	Lunch
14:00 to 17:00	IAQ General Meeting
19:00	IAQ Dinner

June 4, Saturday

Think Tank Meetings

Schedule IAQ Meetings in Vladivostok 2016

ANQ Congress

September 21-22, 2016

September 21, Wednesday,
BOT Meeting followed by IAQ Dinner

September 23, Friday

General IAQ Meeting

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Contact Newsletter

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