



Iranian Society of Quality Managers



Asia Pacific Quality Organization

## 9<sup>th</sup> ICQM / 14<sup>th</sup> APQO International Conference Close-out Report

September 06, 2008

It is our pleasure to report 9<sup>th</sup> International Conference of Quality Managers and 14<sup>th</sup> Asia Pacific Quality Organization International Conference organized by **Iranian Society of Quality Managers (ISQM)** held at IRIB Int'l Conference Center in **Tehran-Iran on August 23- 25, 2008** with the central theme "**New Quality Roles and Global Community**" under the Honorary Chairmanship of world's quality guru, **Dr. H. James Harrington**. The Conference program was enthusiastically followed by its large audience of **1365** quality managers and experts, involved in quality and related activities in different fields from **27 countries**. ( ISQM has had about 5,000 participants attending its international conference every year since 2004). In addition to the Opening Ceremony and Plenary Sessions, Closing Plenary Session and Ceremony, there were 16 technical sessions, in four parallel streams, covering a variety of sub-themes and elaborating the main theme of the Conference and exploring vital issues related to quality and quality management in the new business environment. At the Opening Ceremony, **Dr. H. James Harrington was conferred upon the Honorary Fellow of Iranian Society of Quality Managers** for his outstanding support and contribution to the Iranain Quality Movement since 2005.

**The Distinguished Keynoters, Dr. Charles A. Aubrey II ( APQO Chairman ), Dr. H. James Harrington ( APQO Official Advisor and WLH Foundation Chairman ) and Dr. Gregory H. Watson ( International Academy for Quality President ) from USA / Finland and Dr. Miflora M. Gatchalian ( APQO Secretary General Emeritus) from Philippines** delivered their keynote addresses in the opening, plenary and closing sessions which were greatly appreciated by the participants. The Conference enjoyed invaluable contribution of **Eminent Invited Speakers: Professor Bo Bergman ( Sweden ), Professor Dr. Pal Molnar ( Hungary ), Jean-Claude Savard ( Canada ), David Hutchins ( UK ), Dr. Robin Mann ( New Zealand ), Steven Unwin ( UK ), Dr. Jose Gatchalian ( Philippines ), Dr. R. H. G. Rau ( India ), Paul Steel ( USA ), Shan Ruprai ( Australia ), Feredrico Concepcion ( Philippines ), Abdul Khader Shaik ( India ), Mahshid Yazdanpanah , Vafa Ghaffarian, Abbas Shaary Moghaddam and Hesam Aref Kashfi ( Iran )**. There were in total 107 papers among which 60 of the best were selected for presentation. Professors and professionals involved in quality from **27 countries: Australia, Azerbaijan, Canada, China, Finland, Hungary, India, Indonesia, Japan, Kuwait, Lebanon, Nepal, Netherlands, New Zealand, Norway, Malaysia, Pakistan, Philippines, Saudi Arabia, Singapore, Sri Lanka, Sweden, United Arab Emirates, United Kingdom, United States, Vietnam and Iran**, contributed to the Conference and shared their knowledge and experience. All attendees were able to hear the presentations through the head sets either in English or Persian language by the simultaneous translation facilities provided by the organizer. The Conference proceedings appeared as two volumes of books published with ISBN code as hard copy accompanied by a CD. The Conference concluded with the Recognitions, the Resolution emphasizing on vital challenges ahead both at national and regional level.

It is worth noting that the organizers could have the best and the most impressive and exciting performance in the world as main part of the Conference program in tribute to Dr. Joseph M. Juran. In fact, the Conference was flavored with Dr. Juran's memory from the beginning to the end.

At the opening at the best special time slot for 25 minutes a short presentation about Dr. Juran's outstanding life and tireless work in quality field was delivered then the short video prepared by

ASQ named "In Tribute to Dr. Juran" was played and finally, message of **Joseph De Feo, CEO and President of Juran Institute** was read and conveyed to attendees.

At the closing plenary, again, the participants enjoyed very much Dr. Juran's historic speech in May 2004 at his centenary which was continued with highlights of his life and outstanding contribution to world quality movement as "Father" of quality and quality management, emphasizing on his great recent saying "**My job of contributing to the welfare of my fellow man - is the great unfinished business.**" Finally, Dr. Juran's Commemorative Pin, contributed by Juran Institute, was presented to attendees who promised to continue that "**great unfinished business**" with Dr. Juran's tireless spirit and deep belief in his thoughts towards serving people and society in their quality journey.

Dr. Juran's full portrait, when delivering his speech on May 6, 2004, decorated the front page of the Conference abstracts' booklet and also, his supporting message to the 5th Quality Conference in Iran in 2004 followed with **Juran Institute** recent message enriched the "**Quality Managers' Year Book**" at the beginning which comprised all messages received to annual events since 2004 to date.

Everybody could feel that all participants were highly inspired and motivated when leaving the Conference and wearing the Pin shining on their collars. The organizers got very delighted finding out having been able to convey the main message of the Conference not only to the audience and participants but much more and above that level. **Sincere special thanks and gratitude to Juran Institute generally and to Joe De Feo specifically for the invaluable support and provision.**

In addition to the above, the Conference was characterized with many unique and distinctive features such as:

- The theme of the Conference which was quite challenging invited all to think new and act new, and awakened passion and motivation of participants to influence the future much more than before with reinforcing their efforts in quality improvement projects.
- The Conference has been receiving support from 54 quality organizations from 46 countries which is the broadest network of quality organizations of the world who follow the same general objectives. It is really exciting and highly encouraging that quality is unifying the world in which the societies are suffering from many economical, social and political problems and discrepancies. It is sure that quality professionals can influence these unfavorable conditions by enhancing and expanding their role and with more effective collaboration in future.
- Last year, ISQM has been honored by delighting contribution of the President of The International Academy for Quality, Dr. Tito Conti to its 8<sup>th</sup> International Conference. Now, again this year the organizers received the same through enthusiastic participation and support of the new President of The Academy, Dr. Gregory Watson. Dr. Watson brought to the Conference the best of the best and latest of his researches which has been recognized and awarded at the highest level by The International Academy for Quality and the American Society for Quality. The organizers were really proud in hosting two Presidents of The Academy in two successive years.
- Due to importance given to this Conference, The International Academy for Quality allocated one of its recent awards, called "Yoshio Kondo Academic Research Prize" to this international quality event to be presented to the best paper of the Academicians contributing to the Conference. The Conference had the honor of eight Academicians in the program and apart from four distinguished keynoters, who are all top members of The Academy, there were other four scheduled for their presentation at a special session. This was a high recognition for the Conference and the organizers would like to express their deep hearty thanks to The Academy for giving us such an honor. Contribution of the Academicians to this historic event was quite

visible either as Keynoter, Invited Speaker or Session Chairs which collectively gave a high exposure to their active participation to the event.

The APQO Awarding Session, combined with traditional and classical Persian music performances, recognized IAPQA Winners for 2008 from India, Malaysia and Sri Lanka ( World-Class Awards ), Vietnam, Philippines and India ( Best-in-Class Awards ) and India ( Quest for Excellence Award ). The Individual Awards were presented to **Yuan Xing from China** ( WLH Executive Medal ), **Professor Tang Xiaofen from China** ( HI- Medal ) and Mahshid **Yazdanpanah from Iran** ( MMG – Medal ). President's dedicated Award for 2008 was presented to **Dr. Charles A. Aubrey II from USA**, APQO Chairman.

During the Conference, each participant had the opportunity to feedback 5 times, in the plenary and each of the 4 parallel technical sessions through separate questionnaires. As a result, the organizers received **5682 completed questionnaires** which were automatically summed up, analyzed and reflected to the audience at the Closing Ceremony as **the report of simultaneous computerized survey of the Conference regarding participants' satisfaction. In addition to this overall feedback and report, each speaker could have the complete echo of the audience for his or her presentation few hours after the presentation. This Conference feature was found quite innovative and unique in the world which greatly impressed those participating at ICQM for the first time. According to the survey results based on the latest data, the top three presenters were evaluated as Dr. James Harrington, Steven Unwin and Dr. Miflora Gatchalian, respectively and also the top three Session Chairs, Dr. Gregory Watson, Hesam Aref kashfi and Professor Dr. Pal Molnar respectively, and finally, the best sessions were those in which the Academicians, Dr. Harrington, Dr. Gatchalian and Dr. Watson presented their addresses and papers.**

Based on the feedbacks received, the Conference was evaluated as a successful Conference which improved the related standards and practice not only at the national level, but also at the regional or even at the international level due to its unique and outstanding features as well as presenting fresh views in quality and quality management. Through the completed questionnaires received from the local and international contributors, they also evaluated the Conference very successful and ranked it with **overall grade A**, as excellent, and one of the best ever held which greatly increased the expectations for future quality events. Some expressed that the Conference left a benchmark for all international quality events which are conventionally held in different countries and regions. The quality of presentations and papers, with interesting and new topics, were found high and the large audience were impressed and delighted and showed their appreciation in different forms. The Conference was a considerable success both for ISQM and APQO towards realization of their visions, missions and objectives. It has been quite effective in dissemination of quality culture, in promotion of quality objectives and in encouraging the quality professionals for taking more active role in enhancing their quality improvement projects in organizations, in society and in the regional community. As such, it is sure that every participant, either speaker or attendee, has found himself or herself handful and more motivated and equipped to put into practice the learned issues for quality improvement at individual, organizational or social level. Having explored new horizons for quality, everybody found there are a huge amount of work to be done which demands appropriate effective initiatives and endeavors. The organizers are greatly proud for these achievements.

It is very important to emphasize that this historic success could not happen without the invaluable **international supports received from the following Organizations from 46 countries:**

- 1- Asia Pacific Quality Organization
- 2- Asian Network for Quality
- 3- Asian Quality ( Philippines )
- 4- Australian Organization for Quality
- 5- Austrian Association for Quality

- 6- Azerbaijan Quality Association
- 7- Bangladesh Society for Total Quality Management
- 8- Business Performance Improvement Resource ( New Zealand )
- 9- Center for Management Development (Bangladesh)
- 10- Center for Organizational Excellence Research ( New Zealand )
- 11- Chartered Quality Institute (United Kingdom)
- 12- China Association for Quality
- 13- Chinese Society for Quality
- 14- Czech Society for Quality
- 15- Directorate for Standards and Quality ( Vietnam )
- 16- e-TQM College (U.A.E.)
- 17- European Organization for Quality, Hungarian National Committee
- 18- Flemish Quality Management Center
- 19- Hellenic Management Association
- 20- Hong Kong Society for Quality
- 21- Indian Merchant's Chamber
- 22- Indian Society for Quality
- 23- Indonesian Quality Management Association
- 24- Institute of Quality Malaysia,
- 25- International Academy for Quality Certification (Singapore)
- 26- International Association of Quality Managers and Auditors (Republic of Kazakhstan)
- 27- Japanese Society for Quality Control
- 28- Korean Society for Quality Management
- 29- Korean Standard Association
- 30- Latvian Quality Association
- 31- Lithuanian Quality Management Association
- 32- Lebanese Society for Quality
- 33- Libyan Quality Society
- 34- Middle East Quality Association
- 35- Netherlands Network for Quality Management
- 36- National Centre for Quality Management (India)
- 37- National Productivity Corporation (Malaysia)
- 38- Network for Quality, Productivity and Competitiveness of Nepal
- 39- PIQC Institute of Quality (Pakistan)
- 40- Philippine Society for Quality
- 41- Quality and Productivity Society of Pakistan
- 42- Romanian Association for Quality
- 43- Russian Organization for Quality
- 44- Shanghai Association for Quality
- 45- Smart Process International (Singapore)
- 46- Spanish Association for Quality
- 47- Sri Lanka Association for Quality
- 48- Standard and Quality Association of Thailand
- 49- The European Center for Total Quality Management
- 50- The Mexican Institute for Quality Control
- 51- Total Quality Management International (India)
- 52- Turkish Society for Quality

53- Ukrainian Association for Quality Consultants

54- United Association of Serbia for Quality

The Conference was greatly honored for the inspiration and support received from **Professor Yoshio Kondo from Japan, Professor Mohamed Zairi from UK and Professor Vinod Singhal from USA as the Senior Members of the Technical Advisory Board of the Conference.** It is also necessary to mention the effective valuable contribution from the following **Distinguished Members of The International Technical Advisory Board** who took time out of their busy schedule in reviewing the received abstracts and papers and greatly added value to the Conference with their professional deep and precise comments and approval. We should sincerely acknowledge with great humility and respect:

- **Professor Yoji Akao**, Chairman, International Council for QFD ( Japan )
- **Dr. Tariq Al-Dowaisan**, Dean of College of Engineering and Petroleum, Kuwait University,(Kuwait )
- **Dr. Ajitabh Ambastha**, TQM Senior Advisor, Confederation of Indian Industry ( India )
- **Dr. Yukihiro Ando**, Chairman, International Committee, Japanese Society for Quality Control , JSQC, ( Japan )
- **Mr. Hesameddin Aref Kashfi**, Vice President for External Affairs, Asia Pacific Quality Organization, APQO, ( Iran )
- **Dr. Navin Dedhia**, National Director and Member of the Board, American Society for Quality ( USA )
- **Dr. Paul K. M. Hoyer**, Senior Quality Advisor, International Trainer and Consultant, ( Netherlands )
- **Professor Hitoshi Kume**, Chuo University and Deming Prize Committee ( Japan )
- **Professor Iuan-Yuan Lu**, President , Chinese Society for Quality , CSQ, (Taiwan)
- **Dr. John Man**, Vice President for Projects and Committees, Asia Pacific Quality Organization , APQO , ( Australia )
- **Mr. Janak Mehta**, Chairman and CEO, TQM International, TQMI, ( India )
- **Professor Dr. Pal Molnar**, President , Hungarian National Committee for EOQ, HNC for EOQ, (Hungary)
- **Mr. Kamran Moosa**, Board Member, Quality and Productivity Society of Pakistan, QPSP, ( Pakistan)
- **Professor Young-Taek Park**, President, Korean Society for Quality Management, KSQM, ( Korea )
- **Mr. N. Ramanathan**, President, Indian Society for Quality, ISQ, ( India )
- **Mr. Shan Ruprai**, Chairman, Australian Organization for Quality, AOQ- NSW, (Australia )
- **Mr. Steven Unwin**, Director, Access to Excellence Co. Ltd, ( United Kingdom )
- **Professor Chih - Han Wang**, Past Chairman, Asian Network for Quality, ANQ, ( Taiwan )
- **Dr. Fong-Jung Yu**, College of Industrial Engineering, Dayeh University ( Taiwan )

We would like to take this opportunity and extend our most hearty gratitude to all partners involved in realization of such a historic success for ISQM, APQO, quality improvement in Iran, in the region and in this part of our global connected world.

Best hearty regards,



Hesam AREF KASHFI

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