



INTERNATIONAL
ACADEMY for
QUALITY

Bled, Slovenia
October
13, 2017
Hotel Golf



2nd IAQ World
Quality Forum

„Future Impact of Quality”

„Future Impact of Quality”



Dear Colleagues and Friends,

The International Academy for Quality (IAQ) is an independent, self-supported, non-profit, non-governmental organization that is administered by a collegial assembly of individuals who have been elected by their peers from among the most respected, active and experienced protagonists of quality in the world. In 1966 the IAQ was founded jointly by the three leading quality organizations of that time: the American Society for Quality (ASQ), European Organization for Quality (EOQ) and the Union of Japanese Scientists and Engineers (JUSE). The purpose of the IAQ is to promote the world-wide of quality philosophy, methods, and practice as a means to address and resolve issues facing governments and organizations, especially those problems that globally affect mankind. IAQ maintains relationships with major regional, not-for-profit quality organizations in the world. IAQ supports these organizations by: conducting dedicated topical research projects, providing keynote speakers for conferences, delivering symposia on focused topics of quality interest, and facilitating forums that encourage open dialog on quality-related subjects.

The 1st World Quality Forum (WQF) 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 IAQ. The 1st WQF Forum of IAQ provided a unique and invaluable input for the almost 300 participants from 55 countries and influenced the quality development in the whole world. The 1st WQF of IAQ could deliver a product that is worthy and has enduring value to the global quality community also for the coming IAQ events which are planned for every two years.

In 2017 the 61th EOQ Congress “SUCCESS IN THE DIGITAL ERA - QUALITY AS A KEY DRIVER” will be a joint effort of European Organization for Quality (EOQ) and the Slovenian Quality and Excellence Association as well as International Academy for Quality (IAQ) which will be held in Bled, Slovenia on October 11-12, 2017. One day after the Congress, on 13th October 2017 the **2nd World IAQ Quality Forum** will be held at the same place.

The International Academy for Quality welcomes you to the 2nd IAQ World Quality Forum "Future Impact of Quality" which program includes a keynote speech by **Noriaki Kano**, Japan and a keynote speech by **Gregory H. Watson**, USA/Finland as well as 3 Panel Discussions. In addition, 6 Streams (Sessions) including 24 high-level papers will be presented and discussed there.

Welcome in Bled at this interesting and unique event.

Best regards,

Prof. Dr. Pal Molnar
IAQ President

Draft Program of the 2nd IAQ World Quality Forum

Bled, Slovenia, October 13, 2017

OPENING PLENARY SESSION

08:15 **Opening and Welcome**

Janak Mehta, India, Chair of IAQ



08:30 **Feigenbaum Memorial Lecture**

Intergalactic Quality: Reaching for the Stars Beyond our Imagination

Gregory H. Watson, Honorary Member of IAQ, USA/Finland



09:15 **Coffee Break**

<http://eoq.hu/iaq/opening.pdf>

STREAM A

A1 IAQ PANEL: FUTURE OF QUALITY PROFESSION

Chair: *Mohamed Zairi*, United Kingdom

09:30 **Chair's Introduction**

09:40 **A. "Parsu" Parasuraman**, USA: **The New Face of Quality Management in an Era of Rapid Technology-Service Convergence**



09:50 **Paulo Sampaio**, Portugal: **Giving Quality a New Meaning Fit for 21st Century Requirements**

10:00 **Harnek Singh**, Singapore: **Quality Managers Riding the Wave of Digital Transformation for Sustainability**

10:10 **Liz Keim**, USA: **Changing Competencies for the Quality Professional to Succeed in the Future**

10:20 **Panel and Open Discussion**

<http://eoq.hu/iaq/panel-1.pdf>

A2 IAQ PANEL: QUALITY IN EDUCATION

Chair: *Pedro Saraiva*, Portugal

11:30 Chair's Introduction

11:40 *Elizabeth Cudney*, USA: Perspectives and Challenges for Quality in Education

11:50 *Zhen He*, China: Large Scale Training of Quality Professionals: China Perspective

12:00 *Bo Bergman*, Sweden: Continuing Education on Quality Improvement for Healthcare Professionals

12:10 *Paul Harding*, South Africa: Inclusive Quality of Education

12:20 Panel and Open Discussion

<http://eoq.hu/iaq/panel-2.pdf>



A3 IAQ PANEL: QUALITY MANAGEMENT IN THE SERVICE OF PLANET EARTH

Chair: *N. Ramanathan*, India

14:00 Chair's Introduction

14:10 *Blanton A. Godfrey*, USA: Quality, Efficiency and Planet Earth

14:25 *Lars Sörqvist*, Sweden:
Exploring the Links between Quality and Sustainability

14:40 *Willy Vandenbrande*, Belgium:
Sustainable Quality Management: From Tool to Goal

14:55 Panel and Open Discussion

<http://eoq.hu/iaq/panel-3.pdf>



STREAM B

B1 INDUSTRY 4.0 AND BIG DATA

Chair: *Istvan Lepsenyi*, Hungary

09:30 *Thomas Prefi*, Germany: **Quality 4.0 – What Will Matter!**

09:45 *Kwai-Sang Chin*, Hong Kong: **Quality Analytics: Analytics for Quality and Performance Improvement**

10:00 *Shentu Jun*, China: **Intelligent Digitalized Design with Effective Quality Improves Efficiency**

10:15 *Deng Ji*, China: **Quality and Modern City**

B2 QUALITY TOOLS, TECHNIQUES AND METHODS

Chair: *Tilo Pfeifer*, Germany

11:30 *Matthew Barsalou*, Germany: **Root Cause Analysis for Human Error**

11:45 *Kristin Case*, USA: **Transitioning to ISO 9001:2015 in a Non-Profit Manufacturing Facility**

12:00 *Balazs Nemeth*, Hungary: **Kaizen System Implementation**

12:15 *Ivan C. Ng*, Hong Kong: **An Analysis of the Impact of Chinese Cultural Factors to Quality Management by Six Sigma**

B3 QUALITY STRATEGIES FOR GLOBAL COMPETITIVENESS

Chair: *David Hutchins*, United Kingdom

14:00 *Miroslav Drljača*, Croatia: **Quality as a Global Strategy**

14:20 *Pedro Saraiva, Paulo Sampaio, Catarina Cubo, Marco Reis and Joao Orey*, Portugal: **World State of Quality: 2016 European Quality Scoreboard Results**

14:40 *Paulo Sampaio, André M. Carvalho, Pedro Saraiva*, Portugal, *Eric Rebentisch*, USA: **From Quality to Excellence to Agility: Organizational Transformation to Deal with the Digital Era**

15:00 *Ayed Alamri*, Saudi Arabia: **The Leadership Role of Saudi Quality Council**

STREAM C

C1 QUALITY IMPROVEMENT

Chair: *Bob King*, USA

- 09:30 *Grace Brannan, Dallas Kemper, Cynthia Condrey and Larry R. Bonasso*, USA: A Multi-pronged, Multi-Year Approach to Member Engagement in a Geographically-Challenged Quality Improvement Volunteer Organization
- 09:45 *Vadim Lapidus, Alexander Grachev and Alexei Olukhov*, Russia: Approaches to Integration of Quality and Lean Management
- 10:00 *Dawn Ringrose*, Canada: First Global Assessment on the Current State of Organizational Excellence
- 10:15 *Ansi Harding*, South Africa: Improving Quality of Large Group Teaching

C2 INNOVATION AND SUSTAINABILITY

Chair: *Hans-Dieter Seghezzi*, Liechtenstein

- 11:30 *A. Blanton Godfrey and Samaneh Pourmojib*, USA: Driving Innovation and Entrepreneurship
- 11:45 *N. Ramanathan*, India: Redefining Organizational Performance
- 12:00 *Janos Takacs*, Hungary: CSR and Sustainability – From Milton Friedman to Michael Porter and beyond
- 12:15 *Lotto, Kim Hung LAI*, Hong Kong: Quality Innovation: Extensics Employed in Quality Startup Management System

C3 FUTURE OF QUALITY MANAGEMENT

Chair: *A. "Parsu" Parasuraman*, USA

- 14:00 *Juhani Anttila and Kari Jussila*, Finland: Out of the Crisis of the Quality Profession: The New Renaissance in the Quality Discipline
- 14:20 *Benson Tendler*, Canada: Looking backwards in History to Look Better Further in the Future
- 14:40 *Glenn Mazur*, USA: Prioritization Methodology for Quality Professionals using ISO 16355 Guidance
- 15.00 *Elizabeth Cudney*, USA: Integrating the Voice of the Student in Curriculum Design through QFD

CLOSING PLENARY SESSION

Chair: **Pal Molnar**, IAQ President, Hungary

16:00 **Ishikawa Memorial Lecture**

**Intranet of Qualities (IoQ) for Quality Assurance in the
DIGITAL ERA**

Noriaki Kano, Japan, Honorary Member of IAQ and ASQ

16:45 **Closing Remarks**

<http://eoq.hu/iaq/closing.pdf>



IAQ World Quality Forum Information

**Program Organizer: International Academy for Quality
Hungarian National Committee for EOQ
Slovenian Quality and Excellence Association**

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**Website: <http://www.eoqcongress2017.com/iaq/>
(including Registration & Hotel Booking form)**

Forum Dates

2nd IAQ World Quality Forum: October 13, 2017

Official Congress Language

English

Programme Changes

The organizers cannot assume liability for any changes in the program due to external or unforeseen circumstances.

Registration Fees

Registration Type	Regular Registration	On-Site
Forum Participant	390 EUR	450 EUR
1 st Speaker of an accepted Paper	190 EUR	-
EOQ Congress registered Participant	290 EUR	390 EUR
EOQ Congress Registration for IAQ registered Participant	600 EUR	600 EUR

In addition 22%VAT

Forum registration fees include

- Forum Bag
- Welcome Reception on October 12 from 19:00 to 21:00
- Attendance to all Forum Sessions
- Lunches and Coffee Breaks on October 13
- Protected availability off the Forum Proceedings by internet link

Program and Registration Fees for Accompanying Person

- October 10 from 9:00 to 18:00
Trip to Postojna cave and to Lipica Stud farm
Entrance fees included in the price 100 EUR
- October 11 from 10:00 to 16:00
Sightseeing of Ljubljana 50 EUR
- October 13 from 9:00 to 18:00
Trip to Postojna cave and to Lipica Stud farm
Entrance fees included in the price 100 EUR

2nd IAQ Quality Forum Venue

Grand Golf

Address:

Cankarjeva cesta 4
4260 Bled, Slovenia



Sponsor and Exhibitor:
Silver Category

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