

# CO

December 31, 2012



Volume 29

# N EWSLETTER OF THE IAQ

FOUNDED 1966

# TACT

## Preamble

From records it is noticed the last Contact Newsletter Volume-26 was published in December 2009. For some reason the Contact Newsletters Volume 27 for 2010 and Volume 28 for 2011 was not published in the last Triennial.

This Contact Newsletter will briefly cover the key events of 2010 and 2011 in the beginning. Thereafter it would cover the events of 2012 as was normally done in the past. It has been decided to term this Newsletter as Volume 29 as would have been the case in normal course.



## 1. What IAQ is

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.

### 1.1. The IAQ Way: Quality for Humanity

By our mutual contributions IAQ advances quality throughout the world for the benefit of humanity, pursuing excellence through professionalism based on uncompromising fundamental values of respect for individual,

integrity in thought and action and compassion for all living beings.

### 1.2. Purpose

By our mutual contributions IAQ advances quality throughout the world for the benefit of humanity.

#### 1.2.1. Purpose Elaborated

By our mutual contributions We work collaboratively to achieve results, both as individuals and in actual or virtual teams.

### IAQ advances quality

We seek to expand application of the philosophy, principles and methods of quality management, while developing new approaches to address the changing needs, particularly in the context of environment, conservation, healthcare and education.

### Throughout the world

We will focus our priority on the fundamental social and economic needs of developing nations and ageing societies.

### For the benefit of humanity

The benefit we seek is for humanity in terms of physical, emotional and intellectual well-being of people that could lead to peace and harmony with equity and justice for the greater good.



## Report for the Year 2010

### Following meetings were held during the year 2010:

*March 27, 2010 in Dubai, UAE*

Informal Meeting

*May 26, 2010 in St. Louis, MO, USA at ASQ-WCQI*

General Meeting - This was followed by the meetings of Think Tanks on May 27 with a visit to the SSM Healthcare facility

*September 21, 2010 in Kathmandu, Nepal at APQO Conference*

Informal Meeting

*October 22, 2010 in Delhi, India at ANQ Congress*

Informal Meeting

*October 28, 2010 in Izmir, Turkey at EOQ Congress*

General Meeting

### Recognition:

Promotion to Honorary Members: Acn. Yoji Akao and Acn. Hans Dieter Seghezzi

New Honorary Members: Dr. C. Jackson Grayson and Dr. Genichi Taguchi

Promotion to Academician Emeritus: Acn. David B. Luther and Acn. Kenneth S. Stephens

1. IAQ becomes signatory to United Nations Global Compact.

- IAQ approved by the United Nations for support of the UN Global Compact
- Obtains right to display the UN Logo on our Newsletter, Website and Power Point presentations [in compliance with UN guidelines]

- Obligation to inform members and promote UN Global Compact Principles and draft report to the UN on related activities.
- This is a first step toward UN Consultative Status for the Academy.



## United Nations Global Compact Principles

### Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

### Labor

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labor;
- Principle 5: the effective abolition of child labor; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

### Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges;

- Principle 8: undertake initiatives to promote greater environmental responsibility; and  
 Principle 9: encourage development and diffusion of environmentally friendly technologies.

**Anti-Corruption**

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

2. IAQ logo completed. Logo is:



3. IAQ website redesign initiated.
4. Social Networking and Communication pilot technology tested [DICOLE]: Work In Progress (WIP)
5. IAQ By-Laws streamlining initiated with policy revision alignment: Work In Progress
6. Global Recruiting Plan implemented – increase: 87 to 114 members; 22 in process
7. Nominating Committee work completed for Triennial Meeting
8. Publication rights obtained from JUSE for 2 books and 10 articles

**Chairman**

Academician Tito Conti resigned from the position of the Chairman of the Academy for personal reasons half way through the year. Since the former Chairmen could not take up this role due to health reasons, it was decided for President Gregory Watson to take over the role as the Acting Chairman.



**Report for the Year 2011**

**In remembrance:**



Acn. Emeritus  
Gopal Kanji



Honorary Member  
Spencer Hutchens



Honorary Member  
Yoshio Kondo

**Work left over from the previous year:**

- Website Redesign was approved and a trial website created
- IAQ Brochure - WIP
- Social Networking and Communication pilot technology tested [DICOLE] - WIP
- IAQ By-Laws streamlining initiated with policy revision alignment - WIP

**The following meetings were held in 2011:**

May 18, 2011 in Pittsburg, USA at ASQ-WCQI  
General Meeting

June 23, 2011 in Budapest, Hungary at EOQ Congress  
Triennial Meeting attended by 37 Academicians

September 30, 2011, Ho-Chi-Minh-City, Vietnam at ANQ  
Congress  
General Meeting

November 1, 2011 in Shanghai, China at SAQ Conference &  
IAQ Forum  
Informal Meeting

**Advance understanding of quality through the following focus areas:**

1. Promote Quality Worldwide – Broaden Outreach
  - Visibility and Impact on Policy Making - WIP
  - Public Awareness and Brand Image: External website developed and approved. Standard

Format for IAQ Business Cards, IAQ Letterhead; IAQ Power Point Presentation Template and IAQ Speech Template were completed

## 2. Engage Academicians in the Cause of Quality – Enhance IAQ Infrastructure

- Membership Growth [Acn. Molnar]: There has been good progress
- Meetings and Conferences [Acn. Aubrey]: While conferences with other organizations like ANQ, APQO and MEQA has improved ASQ WCQI did not provide any opportunity to have a joint panel discussion or session. EOQ Conference at Budapest provided good interface with IAQ.
- Formal meetings were held at ANQ, EOQ [Triennial], MEQA, and ASQ conferences and informal meetings were held at the APQO and SAQ conferences
- Publications and Information [Acn. Iizuka]: There has been little progress in this area.
- Organizational Efficiency [Acn. Keim]: Considerable work has been done in respect of revision of IAQ Bylaws and operation manuals. However it is still work in progress.

## 3. Influence Adoption of Quality in Practice – Following Think Tanks were initiated

- IAQ Healthcare Quality Improvement Think Tank (QiHTT)  
Team Leader: Academician Bob King (USA)  
Target: World Health Organization
- IAQ Education Quality Improvement Think Tank (QiETT)  
Team Leader: Academician Janak Mehta (India)  
Target: United Nations Educational, Scientific, and Cultural Organization
- IAQ Governance Quality Improvement Think Tank (QiGTT)  
Team Leader: Academician Marcos Bertin (Argentina)  
Target: World Bank/Organization for Economic Cooperation and Development
- IAQ Standards and Compliance Quality Think Tank

Team Leader: Academician Yoshinori Iizuka (Japan)

Target: International Standards Organization

- IAQ Applied Statistics Think Tank  
Team Leader: Academician Geoffrey Vining (USA)  
Target: TBD

## 4. Awards and Recognition:

- Japan Order of the Sacred Treasure Acn. Emeritus Shoji Shiba
- Awards to IAQ members at WCQI:
  - i. ASQ Distinguished Service Medal: Acn. Gregory H. Watson
  - ii. ASQ Shewhart Medal Acn. Ronald Geoff Vining
  - iii. ASQ Freund-Marquardt Medal Acn. Yoshinori Iizuka
  - iv. ASQ Lancaster Medal Acn. Charles A. Aubrey
- ANQ Kano-Ishikawa Award Acn. Yoji Akao - 2010
- ANQ Kano-Ishikawa Award presented to Academician Emeritus Liu Yuan Zhang - 2011
- AQPO Harrington-Ishikawa Medal Acn. Thong Ngee Goh
- ROQ Ivan A. Ilyin Medal
  - i. Acn. Vadim Lapidus
  - ii. Acn. Gregory H. Watson
- Announcement of IAQ Medals and Awards: IAQ Founders Medals  
Acn.
  - i. Acn. Juhani Antilla
  - ii. Acn. Charles A. Aubrey
  - iii. Acn. Elizabeth M. Keim
  - iv. Acn. Pal Molnar
  - v. Acn. Gregory H. Watson
- Promotion to Honorary Member: Acn. Emeritus Lennart Sandholm
- Promotion to Academician Emeritus
  - i. Acn. Viktor Seitschek
  - ii. Acn. Mohamed Zairi
- Marcos Bertin Governance Quality Medal
  - i. Dr. Ram Charan
  - ii. Mr. Fred-Henri Firmenrich

- Walter Masing Book Medal: Mr. Yukhiro Ando and Pankaj Kumar
- Yoshio Kondo Research Medals:
  - i. Acn. Yoshinori Iizuka
  - ii. Acn. Kostas Dervitsiotis

#### IAQ Best Paper Awards – EOQ 2011:

- Acn. Miflora M. Gatchalian: “Sensory Quality Measurement”
- Acn. Kostas N. Dervitsiotis: “Innovation Management as a Core Organizational Competence”
- Acn. Ronald J. M. M. Does: “Process improvement in Healthcare”

#### IAQ Best Paper Awards – SAQ-IAQ Forum 2011:

- Acn. Chao-Ton Su: “Quality Management Training”
- Acn. Fugee Tsung: “Six Sigma Applications in Asia”

#### 5. Election of Officers and the Board:

The IAQ Nominating Committee nominated the following individuals to serve in the specified office during the next Triennial Term. They were unanimously elected at the Triennial Meeting held in Budapest on June 23, 2013

#### Officers of the Academy:

- President Janak Mehta
- Vice President, Projects Ronald J. M. M. Does
- Vice President, Publications Yoshinori Iizuka
- Vice President, Conferences Elizabeth M. Keim
- Vice President, Membership Lars Sorqvist
- Secretary-Treasurer Harriett Black-Nembhard

#### Board Members:

- Chairman Gregory H. Watson
- President Janak Mehta
- Board Member Charles A. Aubrey
- Board Member Juhani Anttila
- Board Member Thong Ngee Goh
- Board Member Sr. Mary Jean Ryan
- Board Member Joal Teitelbaum



## Report of the Year 2012

### Chair's message

#### The Importance of Purpose and Values



**Acn. Sr. Mary Jean Ryan, Chair - IAQ**

Before I address the title of this column, I wish to begin by saying what a privilege it is for me to be part of IAQ. No other Quality organization can boast of the number of prestigious members, who represent countries from around the Globe, and who represent such a breadth of industries all of whom have dramatically improved quality in so many ways. To be a colleague of such esteemed individuals is, indeed, an honor. Also, as you know, Chairman Greg Watson's many health problems prompted him to resign his Chair position shortly after the 2012 annual meeting in Anaheim. Greg contacted me and suggested that I assume the position of Chair until that term would be completed in 2014. Based on the achievements of Greg and all previous Chairs, to say that I was reluctant would be a gross understatement! However, Greg can be very persuasive, and with the approval of the Board, I agreed to serve as Chair to complete his term. This has been a truly gratifying experience, but without the gracious, and generous help of President Janak Mehta, I don't think that I could have said that. So, I wish to thank Janak publicly for all of the help that he has given me, and for serving IAQ so admirably.

Now to Purpose and Values: In midyear of 2011, there was a realization by many members that while there were many (way too many) wonderful things said about IAQ, there was no way to prove that we were faithful to what we said about ourselves. And what we said about ourselves was in a Purpose Statement, a Mission Statement, and a Vision Statement with much overlapping language among the

three. With all of that, it was clear that there was a major disconnect between our actions and our words. So, for instance, we said that one of the goals of the Vision Statement was: "To foster the use of quality philosophies, principles, techniques and tools for the resolution of global conflicts". But we had no way to demonstrate how we were doing that, or any of the other goals. In other words, wasn't this a matter of authenticity? When we looked at Values, there were many identified, but they were scattered throughout the By-Laws, and not clearly identified as Values.

Following discussion, two issues were decided:

- 1) that Purpose and Vision would be collapsed into a Purpose Statement of one sentence.
- 2) that one-word Values would be developed with a one-sentence descriptor for each.

To accomplish this task, a Team was formed which included Greg Watson, Janak Mehta, Noriaki Kano, Bob King, Hans Dieter Seghezzi, Lars Sorqvist, Tang Xiaofen, and myself. For a time, we tried to work through e-mail, but that proved ineffective. As it happened some members of the Team were planning to be in Russia for other meetings in March, so it was decided that we would meet face-to-face in St. Petersburg, on March 23rd, 2012. Spirited discussion by a fully engaged team of dedicated professionals produced a Statement of Purpose which says: "By our mutual contributions IAQ advances Quality throughout the world for the benefit of humanity". In like fashion we identified Core Values (with one sentence descriptors) for the IAQ, namely: Excellence; Professionalism; Respect; Integrity; and Compassion. While this is a huge step forward, we recognize that, in order to be authentic, we do need to identify measurement tools that will determine our fidelity to what we say about ourselves. Clearly, this is a task for the future.

To conclude my remarks, let me say again what a privilege it is for me to serve with all of you; your commitment to quality truly makes you a gift to the world.



## President's message



**Acn. Janak Mehta**

On the conclusion of the first year of the current triennial it gives me great pleasure to wish all Academicians a happy New Year and thank everyone for their cooperation. I offer my apologies for the delay in publishing this Newsletter as we had to cover the key events of the years 2010 and 2011 also as the Newsletters in those years were not published.

Being relatively new to the Academy having joined in November 2008, I was pleasantly surprised to be elected as the Board Member in 2010 and then as the President in 2011. I accepted this responsibility as a privilege to serve the Academy and through it the quality professionals at large.

It took some time for the realization to sink in that I have been welcomed in the company of such eminent people from the field of quality management from around the world.

Last triennial 2009 to 2011 has been momentous in the Academy's history to reinvent and reinvigorate itself in the context of rapid changes in the global socio-economic environment. Thanks to the effort of the leadership a new direction was given. Some of the key highlights have been covered in the events summarized in the report for 2010 and 2011.

In continuation of that effort the unfinished agenda of the previous triennial is being pursued. While doing so and pursuing the goal of partnership with the United Nations we need to change the way we support organizational and societal requirements for quality of work.

Expectations of the society and the role of the professionals from the field of quality are changing rapidly. There is an

urgent need to adapt to these changes and then to lead such a change process in the community of quality professionals. This is being done by the various Think Tanks. Some of those on Governance, Education and Healthcare have made reasonable progress. Attempt has been made to involve professionals from respective fields who may not be members of the Academy to contribute in this effort. This will create a greater awareness in the society about the role being played by the Academy.

Academicians are encouraged to share their latest contribution through the Academy. If Academicians have developed a new approach, thought, idea or a new application in different fields please let us know. We could upload such contribution on the IAQ website whereby the Academician can share their ideas to professionals around the world providing opportunity to deploy the successful approach elsewhere.

Look forward to interacting with fellow Academicians during the year ahead.



## In Memoriam



**Dr. Genichi Taguchi**  
January 1, 1924 – June 2, 2012

Dr. Genichi Taguchi died in Tokyo on June 2, 2012 at the age of 88. He had risen from humble beginnings to become one of the most influential people in Quality Engineering. He has made pioneering contributions to Japanese and US industry. His Quality Engineering methods consist of both off-line and on-line quality control techniques. In particular, Taguchi's methods for robust parameter design have had a profound impact on the way experimental techniques are used to address the core needs of engineering [Read more]



**Prof. Tetsuichi Asaka**  
(1914 – 2012)

Prof. Tetsuichi Asaka, Professor Emeritus, the University of Tokyo, passed away on December 28, 2012. He was 98 years and died of old age. He was one of the founding members of IAQ; first as Committee Member charged with the responsibility for the formation of the Academy and later he was amongst the first 21 Academicians when the Academy was formed in 1971.

Prof. Tetsuichi Asaka played an active part as a recognized authority in quality management in Japan. He was awarded the Deming Prize for Individuals in 1952. 41 companies were awarded Deming Prize (former Deming Application Prize) under his positive guidance. He played an important role to establish Japanese Society for Quality Control (Japan's academic society for quality management) in 1970 and was its President [Read more]



**Dr. Tadashi Yoshizawa**  
(1939 – 2012)

Academician Tadashi Yoshizawa, Professor Emeritus of Tsukuba University, who had been ill and under medical care for some time, contracted acute leukemia and passed away on December 17, 2012. He was 73 years old.

Born in Tokyo in 1939, Dr. Yoshizawa studied under Prof. Shigeichi Moriguchi in the area of Mathematical Engineering, Department of Applied Physics, Faculty of Engineering, University of Tokyo [Read more]

## Induction of new associate members at general meeting at Anaheim



**Jamison Kovach**

Jami Kovach is an Assistant Professor in the Organizational Leadership and Supervision Program and the Project Management Program at the University of Houston. Additionally, she is the Director of the UH-Six Sigma Program. Her Research Interests are understanding factors that impact organizational problem solving; identifying how continuous improvement methods affect performance/decision making; exploring innovative methods for improving/designing products, processes, and services.



**Daniel Zrymiak**

Daniel Zrymiak is from Surrey, British Columbia, Canada. Daniel Zrymiak has 20 years in Quality, currently working at Accenture. Daniel's diverse career in Hong Kong, Germany, and Canada combines business services, manufacturing, medical software, and web commerce solutions. Daniel is a Fellow Member in ASQ, received the ASQ's Feigenbaum Medal and Testimonial Award, is certified as a Six Sigma Black Belt, Software Quality Engineer, along with other credentials. Daniel is active in ASQ as an author and

reviewer, member-leader and committee chair, and enjoys ASQ.



**Jorge Roman**

Director at Business Excellence, Chile

Jorge J Roman, Director at Business Excellence, Chile leads a management consultancy firm with strategic expertise in leadership development, customer satisfaction, workforce engagement & process excellence. He has been a speaker at various international conferences.

## Induction of new academician at general meeting in Frankfurt



**Acn. Janos Takacs**

Academician Janos Takacs made a presentation to introduce himself and his contribution in the field of quality management in Hungary and his work at Electrolux in applying the quality principle of interdependency in supply chain and the results. The presentation was appreciated.



## Approval of new academicians

President Janak Mehta announced that 2 new Academicians were approved by the Board of Directors on November 25, 2012:



**Acn. Makoto Nakao**  
President and CEO G. C. Corporation

President and CEO G. C. Corporation. He was awarded the Deming prize for individuals in 2012. Makoto Nakao finished his doctorate in the Department of Studies of Science and Technology at the Graduate School of Waseda University in 1976. In 1974, he had joined G. C. Dental Industrial Corporation.



**Acn. Tzyy-Jang Tseng**

Tzyy JangTseng is the Chairman of Unimicron Technology and Subtron Technology Co., Ltd., a supervisor of United Microelectronics Corp. He is a representative of Hsun Chieh Investment Co. He received a master's degree in physics from the National Tsing Hua University of Taiwan.

## Honors, Awards and Recognition to the Academicians

- ASQ Distinguished Service Medal to Academician Sr. Mary Jean Ryan
- ASQ Ishikawa Medal presented to Honorary Member H. James Harrington
- ASQ Grant Medal presented to Academician Thong Ngee Goh



**Acn. Janak Mehta, receiving ASQ Lancaster Medal 2012**

- ASQ Lancaster Medal presented to Academician Janak Mehta "For outstanding contributions to the development, dissemination, and promotion of a holistic approach to quality management encompassing environmental responsibility and conservation of resources with emphasis on increasing mutual prosperity across all social strata; and for perseverance in nurturing the Asian Network for Quality to its 10th anniversary and establishing it as a significant entity in the global quality community"
- APQO Armand V. Feigenbaum Lifetime Achievement Medal presented to Honorary Member H. James Harrington at APQO conference in Colombo, Sri Lanka
- APQO Harrington / Ishikawa Professional Medal presented to Honorary Member Gregory H. Watson at APQO conference in Colombo, Sri Lanka
- Queen's Diamond Jubilee Medal (Canada) to Academician Madhav Sinha in Canada for his more than three decades of outstanding contribution in the field of Total Quality Management and for spearheading many unique initiatives for the never

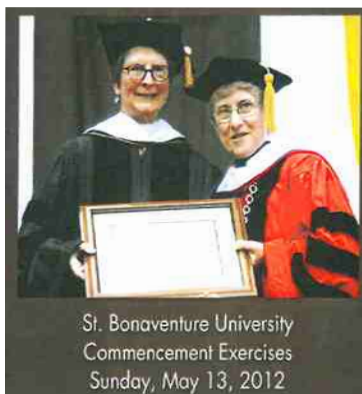
ending task of promoting and elevating quality profession as an important part of society in Canada.

- Padam Shree by the Government of India to Academician Emeritus Shoji Shiba for his contribution to development and conduct of Visionary Leadership programs in India
- Deming Prize for individuals by the Deming Prize Committee, Japan was awarded to Academician Makoto Nakao for his outstanding contribution in the dissemination of Total Quality Management



Acn. Janak Mehta receiving the Deming Distinguished Service Award at JUSE, Japan.

- Deming Distinguished Service Award for Dissemination and Promotion by the Deming Prize Committee, Japan was awarded to Academician Janak Mehta for his great contribution to establish a solid foundation for promotion and dissemination of - Japanese Quality Management, as a pioneer in India and at the same time, contributing to promotion of Quality Management at the global level, through the Asian Network for Quality (ANQ) and the International Academy for Quality (IAQ)



St. Bonaventure University  
Commencement Exercises  
Sunday, May 13, 2012

- Academician Sr. Mary Jean Ryan was awarded Doctor of Humane Letters (Honoris Causa) by St. Bonaventure University 'For being a true heroine as the leader of one of the nation's most remarkable and inspiring healthcare system' [Read more]

**Honors, Awards and Medals by IAQ**

IAQ Marcos Bertin Quality in Governance Medal (BQiGM)



Mr. Sakane, Chairman – Komatsu Ltd. being awarded IAQ BQiGM during the ANQ Congress 2012 in Hong Kong

- IAQ BQiGM for Executive Role Model category was presented to Mr. Masahiro Sakane, Chairman Komatsu Ltd., Japan at the inaugural ceremony of ANQ Congress 2012 in Hong Kong



**Mr. Philip Armstrong**  
Head - Corporate Governance Forum

- IAQ BQiGM for Personal Contribution category was presented to Mr. Philip Armstrong, Head – Corporate Governance Forum, USA at a ceremony of ASQ – WCQI 2012 in Anaheim, Ca, USA

**Best paper awards:**

- Acn. Roland Jahnke at ANQ Congress 2012 in Hong Kong in August 2012 for his paper on education
- Acn. N. Ramanathan was given the best paper award for his presentation at ISQ Conference and IAQ Forum held in Delhi in November 2012 on the subject 'Quality Management and the Global Environmental Crises'

**Up-gradation of Academicians:**

Following Academicians were upgraded.

- Academician to Honorary Member: Gregory Watson in recognition of outstanding contribution to the Academy as President for the triennial 2009 to 2011
- Academician to Academician Emeritus: For their distinguished service to the Academy over a long period
  - Madhav Sinha
  - Miflora Gatchalian
  - Kostas N. Dervitsiotis

**Report by Think Tanks**

- **Governance by Marcos Bertin**

QiGTT has done excellent work with the cooperation of the members. Awards for 2012 have been announced. Mr. Philips Armstrong was awarded the medal during the ANQ Congress. Medal to Mr. Masahiro Sakane Was presented at the opening plenary of ANQ Congress 2012 at Hong Kong.

The think tank should work to introduce the ideas of quality in corporate governance. One of the means for spreading the ideas will be a living document called the yellow pages for quality in governance. The yellow pages provide information on organizations and resources that work in the area of governance. Further

details can be read in the report submitted by the team. Names for the Governance award nominees for 2013 are being accepted till the end of September 2012. It should be a CEO who is known for his/her work on governance and a member of academia who has advanced the state of knowledge in this area.

- **Healthcare by Bob King**

The report lists the background of the healthcare crisis and the number one issue in health improvement opportunity which is the chronic illness self-care. The report what constitutes self care and the different statistics related to this issue. A discussion on root causes and on improvement opportunities is followed. The think tank activities include: creating appropriate guidelines and standards for pharmacist coaching and care, using quality function deployment QFD to gather and analyze the voice of the patient and family; the appropriate functions and measures as developed by the world's leaders in pharmacist care; improve patient safety processes for pharmacist care using AFD Advanced Failure Determination (TRIZ); producing the priority outcome and process measures for pharmacist care; participating in and helping develop national pilots for expanding pharmacist care, e.g. the CMS Innovation grant project \$10 million for 250,000 patients in western Pennsylvania over the next three years and the EU healthcare planning project and the European Society for Quality in Health care (ESQH) health futures group. Other work include working with India (through Janak Mehta) to help find the best ways to improve care of diabetics (India has 50% of the world's diabetics) and working with interested parties to update the standards creation processes for pharmacist care as well as setting up appropriate certification and accreditation processes. This is an ambitious think tank with several diverse components. The committee requests additional participation of academicians and their colleagues who are leaders in creating and implementing quality in health care or who want to contribute. Academician Molnar is going to help to solicit members to help in this area from Europe. Please contact Academicians Bob King and Pal Molnar.

- **Education by Roland Jahnke**

Academician Jahnke presented the activities of the think tank on Education. He has been actively involved in discussions with UNESCO for obtaining consultative status. He has personally attended many meetings of UNESCO. The Sustainability in Education Sector is an important agenda of UNESCO as millennium goal. From Bonn 2009 workshop there are activities done but there is no proper assessment methodology established. UN Decade of Education for Sustainable Development is being closely monitored; there was a gap of quality knowledge in this community. There is an opportunity for IAQ as an international body of quality lead experts.



QIETT session held on 3rd August 2012 in Hong Kong

Response from UNESCO has been positive. A meeting with UNESCO was happened on March 2012. Our application has been forwarded to their legal department. A Symposium on Quality in Education has been planned during the ANQ Congress scheduled in Hong Kong on August 3, 2012. Planning is to achieve an UNESCO consultative status by the end of the year 2012.



IAQ Dinner on 24th November 2012, at Hotel Shangrila, New Delhi.



Keynote Speakers at ANQ congress 2012  
Acn. Janak Mehta, President – IAQ; Mr. Masahiro Sakane, Chairman – Komatsu Ltd.; Mr. Qi Weiming, Chairperson - ANQ; Acn. Dr. Noriaki Kano, Honorary Chairperson – ANQ; Acn. Emeritus Prof. Way Kuo, President - City University of Hong Kong



May 19, 2012 at Anaheim, Ca, USA



June 16, 2012 in Frankfurt, Hesse, Germany



## IAQ Board Meetings held in 2012 and the list of Attendees

1. Held on May 19, 2012 at Anaheim, CA, USA and the list of Attendees

Attended by following Academicians:

Chaired by: Gregory Watson – Chair via Skype as he could not be present due to health reasons

President: Janak Mehta

Board Members: Chuck AUBREY, Thong Ngee GOH, Harriet Black NEMBHARD, Joal TEITELBAUM,

Invitees: Marcos Bertin and Elizabeth Keim

2. Held on November 25, 2012 in New Delhi, India

Chaired by: Sr. Mary Jean Ryan – Chair

President: Janak Mehta

Board Members: Via Skype - Juhani Anttila, Harriet Black, Joal Teitelbaum

Invitees: Elizabeth Keim

## IAQ General Meetings held in 2012 and the list of Attendees

1. Held on May 19, 2012 at Anaheim, Ca, USA

Attended by following Academicians:

Chaired by: Marcos Bertin – Honorary Member in absence of Greg Watson.

President: Janak Mehta

Honorary Members:

Academicians:

Companions:

2. Held on June 16, 2012 in Frankfurt, Hesse, Germany

Attended by following Academicians

Chaired by: Janak Mehta - President

Honorary member: Dieter Seghezzi,

Academicians: Cornelia Butnaru, Kwai-Sang Chin, Roland Jahnke, Pal Molnar, Tilo Pfeifer, Viktor Seitschek, Janos Takacs, Benson Tandler and Vadim Zapidus.

Companions: Niyazi Akdas,

3. Held on August 3, 2012 in Hong Kong

Attended by following Academicians

Chaired by: Janak Mehta - President

Honorary Members: Gregory Watson

Academicians: Noriaki Kano, Roland Jahnke, Yoshinori Iizuka, Fugee Tsang

Companions: Azat Abdrakhmanov

Associate Member: Kwai-Sang Chin

4. Held on November 25, 2012 in New Delhi, India

Chair: Sr. Mary Jean Ryan,

President: Janak Mehta,

Academicians: Roland Jahnke, Elizabeth Keim, Robert King, Hiroshi Osada, Narayanan Ramanathan, N. Ravichandran

Companion members: Shan Ruprai, Azat Abdrakhmanov

There were 5 members participating for part of the meeting through Skype or by phone:

Honorary Members: Marcos Bertin

Academicians: Juhani Anttila, Harriet Black, Lars Sorqvist, Joal Teitelbaum

### Key points:

1. Chairman Academician Gregory Watson resigned on health ground.

2. Sr. Mary Jean who was already a member of the Board was unanimously elected to Chair the Academy for the remainder of the term and she graciously accepted.
3. The purpose and values of the Academy were modified in line with the changes in socio-economic environment in the world by the Task Force under the leadership of Chair Sr. Mary Jean Ryan. This was one of the essential steps to prepare for the consultative status with United Nations. This was approved by the Board and the General Meeting on May 19, 2012.
4. The Bylaws have been simplified by keeping the essential aspects while taking the policies and procedures to a separate Policy Manual. The new purpose and values have been incorporated in the revised Bylaws that have been put to vote to the General Assembly of the Academicians. The results are due on February 10, 2013.
5. IAQ Brochure has been made and circulated to the members.
6. IAQ public website was launched as [www.iaqweb.org](http://www.iaqweb.org). Many Academicians made useful contribution in providing information to be uploaded on the website. It has been appreciated by members and non members.
7. Think Tanks have been quite active particularly on Governance, Education and Healthcare.
8. A new Think Tank was setup for Innovation with Honorary Member H. James Harrington as the Chair and Academician A. Blanton Godfrey as the Co-Chair.

## Academy Announcement

### Academy Meetings for 2013

- a. MEQA, 16 - 17 April 2013, Jeddah, Saudi Arabia  
<http://www.meqa.org/>
- b. WCQI, 6 - 8 May 2013, Indianapolis Marriott Downtown. <http://wcqi.asq.org/>  
IAQ meeting - May 3 and 4
- c. EOQ, 17 - 20 June 2013, Swissôtel Tallinn Estonia.  
<http://www.eoq.org/home.html>  
IAQ meeting - June 17 and 19
- d. APQO, 6 - 9 October 2013, 19th Annual Conference in Bali, Indonesia.  
<http://apqo.org/>
- e. ANQ, 16 - 17 October, 2013, Bangkok, Thailand  
<http://anforq.org/>  
IAQ meeting - October 18



**Contact Newsletter is the official publication of record for the International Academy for Quality and is published annually. 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**

© Copyright 2009, International Academy for Quality, All rights reserved