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INTERNATIONAL
ACADEMY for
QUALITY



December 31, 2013

Volume 30

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NEWSLETTER OF THE IAQ

“Quality for Humanity”

FOUNDED 1966

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Chair's Message to the Academy

The past year of 2013 was a busy and productive year for the Academy. We were privileged to honor several Members for their Leadership, as well as approve new Associates, and upgrade others to Academicians. The introductory presentations by the new members gives credence to the fact that the Academy is very fortunate to continue to attract highly skilled and talented people whose commitment to quality is evidenced in the many ways they serve, whether in Academe, in Consulting, or in the life of Corporations. Further, this service benefits the global community, as is our goal, and offers many more opportunities to achieve that goal.

As we are all aware, the IAQ has a substantial debt owed to ASQ that has been accruing for several years. President Mehta, and Sec'y/Treas. Glenn Mazur, have made significant efforts to reduce expenses, and encourage timely dues payment; thanks to them, these efforts have had positive results. In addition, an increase in Dues after many years of no increases, as well as generous donations by members have served to improve the financial

situation. My most sincere appreciation to all for working to correct this long-standing debt problem.

This past year was also a year where we recognized that the General Meeting was not well attended for a variety of reasons, such as conflicts with meeting presentations, travel problems, etc. As we looked honestly at the Agenda for these General Meetings, however, we had to ask ourselves about the “value proposition” of the meeting. To that end, President Mehta has developed agendas that do provide greater value for members. That includes more time for opportunities for learning not only from new members, but also from one another, and from other Leaders in quality, with less time on routine Academy business. We have much to learn from one another, and I believe the General Meetings are a very important venue for these learnings.

Finally, I offer my sincere appreciation to all members of the Academy for the inspiration you are to “stay in the struggle” as we seek to achieve global quality in every aspect of life; there is no higher calling.

Sister Mary Jean Ryan

President's Message

One of the key challenges for the Academy was to enhance involvement of the Academicians in the activities of the Academy and thereby fulfill its purpose "By our mutual contributions IAQ advances quality throughout the world for the benefit of humanity."

Providing more time for interactions during the General Meetings from within and from outside, has been well received and got a good response. At the meeting in Tallinn one of the Honorary Member present mentioned it was one of the best meetings he has attended.

Building on that experiment the General Meetings in 2014 are designed to provide interaction with one of the National Award winning organizations in Dallas, visit to Toyota a world leader in quality revolution in Nagoya and invitation to the Academicians to share their latest experiences with others and collectively find new knowledge in Stenungsund, Sweden. May I invite all Academicians to attend, share and learn?

Another concern has been many new Academicians over the last 3 to 4 years have not been able to make introductory presentations and hence unable to complete their induction process. We were able to get five of them to come forward and present in 2103 and these were outstanding. We have 7 more confirmed and 5 tentative introductory presentations in 2014 looking forward to a rich learning experience.

My compliments to the Chairs and the members of the Think Tanks on Quality in Education, Governance, Innovation and Healthcare have been very active and made useful contribution to the goal of the Academy. Five Academicians and two Associate Members have joined the Academy in 2013.

I take this opportunity to thank all the members for their support to the Academy and look forward to their participation in the various meetings in 2014 as per the schedule given in this newsletter.

Janak Mehta

Memorium

Honorary Member George Box

(18 October 1919 – 28 March 2013)

Box served as President of the American Statistical Association in 1978 and of the Institute of Mathematical Statistics in 1979. He received the Shewhart Medal from the American Society for Quality Control in 1968, the Wilks Memorial Award from the American Statistical Association in 1972, the R. A. Fisher Lectureship in 1974, and the Guy Medal in Gold from the Royal Statistical Society in 1993. Box was elected a member of the American Academy of Arts and Sciences in 1974 and a Fellow of the Royal Society in 1979.



Box died on 28 March 2013. He was 93 years old.

Emeritus Member Shoichi Shimizu

Dr. Shoichi Shimizu, Professor Emeritus at Nagoya University and Academician Emeritus at International Academy for Quality, passed away on November 17, 2013. He was 87. A wake was held on the 19th and the funeral on the 20th at Kita Bright Hall in Kyoto. The funeral was held in the Buddhist tradition and attended by family only, in accordance with the professor's wishes. Attendees commented "the ceremony was welcoming and warm while being solemn."



Prof. Shimizu was appointed Academician of the International Academy for Quality (IAQ) and proudly performed his duties as the IAQ Academician for more than 30 years.



Preamble

This Contact Newsletter will briefly cover the key events of 2013. It has been decided to term this Newsletter as Volume 30 as would have been the case in normal course.

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.

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.

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

Purpose

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

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.

New Members of IAQ



Jianjian Shi



Makoto Nakao



Tzyy-Jang Tseng



Deng Ji

New Associate Members of IAQ



Robert Schmitt



Jitendra Agarwal

Awards to IAQ members at WCQs

- ASQ Distinguished Service Medal presented to Academicians Chuck Aubrey and Doug Montgomery.



ASQ Distinguished Service Medals for Acn. Charles Aubrey



ASQ Distinguished Service Medals for Acn. Douglas C Montgomery

- IAQ BqiGM Award for Quality in Governance for 2013 received Ratan Tata, Chairman Emeritus of Tata Group in the Executive Role Model as well as John and Miriam Carver in the Personal Contribution Category.



BqiGM to Mr Ratan Tata, Chairman Emeritus, Tata Sons in Executive model Category for 2013 with President



BQiGM for John and Miriam Carver in Personal Contribution Category for 2013

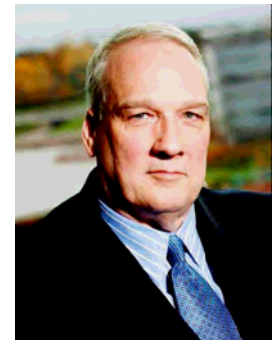
- Saudi Arabia Quality Council announced Zairi Best Practice Benchmarking Award in the name IAQ Emeritus Member Mohamed Zairi.

- Australia Organization presented a Medal for Promoting Global Quality to IAQ Emeritus Member Mohamed Zairi.
- Honorary Member H. James Harrington awarded the Armand V. Feigenbaum Life Achievement Medal by Asian Pacific Quality Organization.



Greg Watson awarded by George Borel Medal from EOQ in Tallinn in 2013

Gregory H. Watson is a past-President and Honorary Member of the International Academy for Quality (IAQ) and Past-President and Fellow of the American Society for Quality (ASQ). He has served on the Board of Trustees for the Institute of Industrial Engineers and elected as a Fellow. Mr. Watson holds advanced degrees in engineering, law and management and is a registered European Engineer (EUIng) in both systems and industrial engineering. He is Chairman of BES Business Excellence Solutions, Ltd., a Finland-based management consulting company and previously held executive positions with Xerox Corporation, Compaq Computer Corporation and the Hewlett-Packard Company. He is the author of ten books. Strategic Benchmarking (John Wiley, 1993) was chosen by Fortune Magazine as a Book-of-the-Month selection and named by Library Journal as one of the twelve best business books of 1993. Among the awards he has received, Mr. Watson is the first non-Japanese recipient of the Deming Medal from the Union of Japanese Scientists and Engineers. In addition, he has received the Distinguished Service Medal from ASQ, the Founders Medal from IAQ, the Borel Medal from the European Organization for Quality, the Grayson Medal from the American Productivity & Quality Center, the Ilyin Medal from the Russian Organization for Quality, the Harrington-Ishikawa Medal from the Asia-Pacific Quality Organization, the Magnolia Quality Contribution Award from the Shanghai Association for Quality (twice) and the Gold Medal of the Finnish Society for Quality.



Report for the year 2013

Following meetings were held during the year:

April 16, 2013 in Jeddah, Saudi Arabia

Informal meeting



May 4, 2013 in Indianapolis, USA IAQ Board of Trustees Meeting

Key points:

1. Resignation of Academician Harriet Black Nembard from the position of Secretary and Treasurer of 31 March 2013, duly accepted by the President and the Board was taken on record. Trustees appreciated the contribution of Acn. Harriet Black Nembard. Trustees took on record the nomination of Acn. Glenn Mazur as Secretary-Treasurer for the remainder of the triennial until 2014.
2. It was unanimously resolved that Academician Pal Molnar and Academician Hiroshi Osada are confirmed as members of the Board of Trustees.
3. Corresponding Member Herbert Schnauber has been recommended for promotion to Academician by President Janak Mehta, and was so approved by the Board.
4. The revision of Bylaws in 2013 covered a few minor cleanup issues. The Bylaws, Policies Manual, and Administrative Manual were voted on by the membership. Trustees approved the result declared by the Secretary and Treasurer.
5. Bylaws and Manuals to be reviewed next during the next Triennial 2015-2017.

6. ASQ reports an IAQ operating deficit of US\$ 27,000. Revenue growth shall be made with additional inflows from increases in member dues as well as other contributions. Expense reduction shall be investigated by the Secretary-Treasurer according to the financial records, including but not limited to meeting expense, awards, etc. It is resolved that the deficit be eliminated in 3-5 years.
7. As the fee has not been revised for over 15 years, it was proposed that annual fee payable by members be changed as follows beginning 1 January 2014: Academicians from US\$ 200 to US\$ 300. Companion from US\$ 200 to \$300. Associate Members from US\$ 100 to \$150. As per the Bylaws member categories of Corresponding, Emeritus and Honorary do not have to pay any fee.

May 4, 2013 in Indianapolis, USA IAQ General Meeting

Key points:

1. The key points and the content of the Trustee's Meeting were introduced to the attendees.
2. Acn. Schnauber has been asked to chair the Masing Book Award Committee. (Members asked to suggest new books.)
3. Acn. Mazur reported on the results of a QFD (quality function deployment) study of member needs.
4. United Nations Consultative Status Application status reported by President Janak Mehta. The new Bylaws that were approved align with UN requirements, and Acn. Roland Jahnke will submit to UNESCO. Applications with other UN agencies will be explored with the goal is to become consultative group to the UN main body.
5. The Decade of Global Quality (2013-2022) initiative was explained by Academician Joal Teitelbaum. He mentioned about the meetings scheduled with various prominent people later this year to promote this initiative in alignment with the Millennium Development Goals of the UN.
6. Short reports were given by the Governance, Health Care and Innovation Think Tanks.

7. Several region reports were presented by Acn. Chuck Aubrey on North America, by Acn. Joal Teitelbaum on South America, by Acn. Hiroshi Osada on Asia, by Acn. Lars Sörqvist on Europe, by Companion Azat Abdrakhmanov on Central Asia and by Acn. Janak Mehta on India.



Academicians at General Meeting in Indianapolis

June 17, 2013 in Tallinn, Estonia

IAQ Trustees Meeting

Key points:

1. New members not having made the inaugural presentations would be required to make the presentation or their membership would be terminated and members would be required to return the lapel pin and the certificates.
2. For regular members, after due communication, encourage them to participate or alternately accept the status of Corresponding Members.
3. Liz Keim, Chair of the Conference Committee to be involved to propose recommendation for attractive General Meetings coordinated with Acn. Lars Sörqvist hosting the next EOQ Congress in 2014
4. For better communication and greater effectiveness it was decided to resume the practice of inviting the Chair of the various Committees to attend the meeting of the Trustees.
5. It was decided to change the criteria of Masing Book Prize whereby even the Emeritus Academicians are entitled to apply for the Prize.

June 19, 2013 in Tallinn, Estonia

IAQ General Meeting

Key points:

1. Up gradation of Emeritus Academician Tetsuichi Asaka to the status of Honorary Member posthumously.
2. All Members of the Academy may be nominated for the Walter E. Masing Book Prize.
3. Clarification in transfer rules amongst different categories of membership: In view of the economic hardship if a member is unable to participate in meetings, on request he/she may be transferred to the status of Corresponding Member. When the situation improves he/she may be transferred back to the original status of an Academician or Companion. This is purely at the discretion of the Examining Committee. This opportunity is not available to the Associate Members. They may resign and get elected again when the situation improves.
4. Concern about members not making inaugural presentations: Those elected members not having made an inaugural presentation are not entitled to stay as member beyond one year. If the certificate and the lapel pin have been given in advance they will be required to return the same. Concession may be made due to accentuating circumstances.
5. Concern about attendance by Academicians: Members not attending regular meetings as per the Bylaws will be provided an opportunity to attend regularly for another six months failing which they will be given an option to be transferred as Corresponding Members or leave the Academy. Those transferred as Corresponding Members need to stop using the title as Academician and use the term Corresponding Academician. Those leaving cannot use the term as Academician.
6. Janak Mehta indicated that introductory presentations should focus on the expertise, contributions, and excellence that were the reasons for electing the member into the Academy so Academicians can have the opportunity to know their expertise. He complimented the presenters for following the guidelines, making it interesting and especially for providing opportunities for potential collaborations.

7. Group Discussions:

Topic 1 – Global State of Quality Research – by American Society for Quality (ASQ) – Discussion led by John Timmerman, Chair – ASQ

Topic 2 – Learning from „Quality journey of a multi location large healthcare system SSM in USA”. Discussion led by Chair Sr. Mary Jean Ryan.

8. Academician Roland Jahnke informed that UNESCO in principle has agreed to take IAQ as its only consulting partner in the field of quality management in education. Formal communication is yet to be received as it is being processed by the UNESCO Administrative Department. In the meantime IAQ has been advised to share this information with others. This will establish a good foundation for achieving the Consultative Status with UN. Trustees complimented Roland for this achievement.

9. Chairs of the following Think Tanks and Committees made brief reports on the basis of papers submitted before the meeting and forwarded to the members. These will be uploaded on the website.

- Quality in Education Think Tank
- Think Tank on Clusters
- Examination Committee
- Communication Committee
- Committee of Companions

Presentations by new members

Introduction presentation by Academician Deng Ji from China.

His areas of interest are quality and economy and analysis of cost of poor quality (COPQ). He suggests a collaborative study on BRICS and its potential to improve the comprehensive nature of quality and for IAQ to set up a BRIC quality organization with an office in China. He also is interested in the theory of service contact. He indicates that quality, knowledge, and practice cannot be separated. He expounded that quality has no national boundaries, knowledge has no ending and practice has no limit.

Induction of Associate Member Robert Schmitt from Germany.

He has a doctorate in Electrical and Electronic Engineering. From 1990-2004 he was with the army and in industry. Since 2004 he is a faculty of Mechanical Engineering at Aachen University. His presentation focused on the idea that classic understanding of quality is not sufficient. To correct this, customer perspective, management perspective, and company perspective must all be taken into consideration. This creates the framework of identifying overlaps and gaps in what should be, what is wanted, and what can be done.

Robert was inducted with lapel pin of the Academy pinned on him.

Induction of Academician Jianjian Shi from USA.

He is a Georgia Institute of Technology Carolyn Stewart Chair and Professor since 2008. He obtained his Ph.D., in Mechanical Engineering for the University of Michigan. His interests are: QI methods integrating statics, control theory, and engineering knowledge. He has implemented research results in real production lines (auto, steel mills, etc.). He is interested in collaboration in the areas of: In-process quality improvements (IPQI) and stream of variation methodologies for multi-stage manufacturing processes (MMPs).

October 18, 2013 in Bangkok, Thailand IAQ Trustees Meeting

Key points:

1. It was unanimously resolved to upgrade former President and Chair Academician Tito Conti to the status of Honorary Member.
2. Academician Emeritus Liu Yuanzhang be upgraded to the status of Honorary Member.
3. Recommendation of the Examining Committee for introduction of Jitendra Agarwal as an Associate Member was approved on the basis of majority vote as one member abstained.
4. There has been variance in the evaluation of the candidates for Associate Members and Academicians. It was agreed to request the Examining Committee to provide more specific guidelines for review of the candidates' application in order to bring consistency in evaluation.

October 18, 2013 in Bangkok, Thailand IAQ General Meeting

Key points:

1. The key points and the content of the Trustee's Meeting were introduced to the attendees.
2. Record approval of the Board of Trustees for new IAQ Members
 - A. Parasuraman, Academician
 - Zhang Gang, Companion
 - Markku Tapio Nieminen, Associate Member
3. Consent on proposal to strengthen IAQ finances along with status report by President Janak Mehta
4. January 2014 dues increase as follows
 - Academician and Companion: USD 300
 - Associate Member: USD 150
 - Honorary, Emeritus and Corresponding Member: USD 0
5. Proposals for IAQ Meeting schedule 2014



Following IAQ Members submitted the simplified Data Sheet filled and in a few cases only the CV until March 15, 2014:

Ayed Al Amri
Mansoor Al Awar
Yasir Al Naqbi
Bjorn Andersen
Juhani Anttila

Charles Aubrey
Bo Bergman
Cornelia Butnaru
Kwai Sang Chin
Robert Cole
Tito Conti
Elizabeth Cudney
Jeroen De Mast
Navin Dedhia
Ronald J.M.M. Does
Paula Friedman
Blanton Godfrey
Yury Gusakov
Roger Hoerl
Hitoshi Kume
Vadim Lapidus
Anton Lauber
Paul Lillrank
Glenn Mazur
Janak Mehta
Pal Molnar
Juan Carlos Musi
Tilo Pfeifer
Narayanan Ramanathan
Narayanaswami Ravichandran
Jorge Roman
Mary Jean Ryan
Lennart Sandholm
Hans Dieter Seghezzi
Chao-Ton Su
Janos Takacs
Tzyy-Jang Tseng
Fugee Tsung
Gregory Watson

Board Members and Officers of IAQ

Board Members of the International Academy for Quality

Chair:	Sr. Mary Jean Ryan
President:	Janak Mehta
Trustees:	Charles A. Aubrey
	Juhani Anttila
	Thong Ngee Goh
	Pal Molnar
	Hiroshi Osada
	Joal Teitelbaum

Officers of the International Academy for Quality

President:	Janak Mehta
Vice President, Projects:	Ronald J. M. M. Does
Vice President, Publications:	Robert King
Vice President, Conferences:	Elizabeth M. Keim
Vice President, Membership:	Lars Sörqvist
Vice President, Secretary-Treasurer:	Glenn Mazur

Committees of the International Academy for Quality

Examination Committee

Chair:	Lars Sörqvist VP Membership
Members:	Kenneth Case, Hesam Aref Kashfi, Pal Molnar, N. Ramanathan, Fugee Tsung

Communication Committee

Chair:	Janos Takacs, Academician
Members:	Robert King (ex-officio Member as VP Publication), Vadim Lapidus, Glenn Mazur, Shan Ruprai, Chao-Ton Su, Benson Tendler

Think Tanks

Education – Chair:	Roland Jahnke, Academician
Cluster Approach – Chair:	N. Ravichandran, Academician
Governance – Chair:	Marcos Bertin, Honorary Member
Healthcare – Chair:	Bob King, Academician
Innovation – Chair:	Jim Harrington, Honorary Member

IAQ Meetings and Events – Draft Schedule for 2014

ASQ's World Conference on Quality and Improvement

Dallas, Texas, USA
Preconference none, Conference May 5-7,

IAQ Meetings:

IAQ Dinner: May 7

58th EOQ Conference

Gothenburg, Sweden
Preconference June 10
Conference June 11-12
IAQ Meetings: June 7 & 8

JUSE – International Conference on Quality

Tokyo, Japan
Preconference October 18 & 19
Conference October 20-21
IAQ Meeting: October 23-24



Acn. Roland Jahnke reported on the IAQ/ANQ Symposium 2012

Global QiETT/IAQ Collaboration with UNESCO



QiETT/IAQ and UNESCO have entered into an exciting new collaboration, writes QNewZ columnist Roland K. Jahnke, Chairman of the Quality in Education Think Tank (QiETT) of the International Academy for Quality (IAQ).



IAQ QiETT Chairman Roland K. Jahnke at the UNESCO Headquarters in Paris

On 3 June 2013 Quality in Education Think Tank (QiETT) of the International Academy for Quality (IAQ) agreed on a new global collaboration with UNESCO, making QiETT/IAQ the global interlocutor for UNESCO in the field of quality education.

Global Quality Education First will be the challenge over the next decade and two initiatives – “Education for ALL” (UNESCO) and “Education First” (United Nations Secretary General) – highlight the importance of quality education. QiETT has selected Asia Oceania as the pilot region for quality education and at the 2nd IAQ/ANQ Symposium, held in Bangkok on 17 October 2013, a key focus was collaboration with the national quality organisations of the ANQ region. A survey is currently being conducted with quality organisations in the ANQ region to gain additional information about the field of quality education.

General Education Quality Analysis Framework

As a first concrete measure, in terms of collaboration with UNESCO, QiETT has decided to apply the new UNESCO General Education Quality Analysis Framework¹ (GEQAF). GEQAF is a global tool that can be used by Ministries of Education from relevant countries to help analyse their entire educational system so that adequate improvement measures can be identified.

The first pilot projects using the new GEQAF are in two Federal States of India – 1 billion and 200 million inhabitants – the world’s second-largest population. At

the same time pilot projects are being undertaken in the E-9 countries, where more than half of the world’s population lives. The Education (E)-9 countries include: Bangladesh, Brazil, China, Egypt, India, Indonesia, Mexico, Nigeria and Pakistan. In these countries, there are special challenges in terms of global quality education. Nevertheless, it should be noted that poor quality education can be found both in developing countries and in developed countries.



The UNESCO Team at the Seychelles ceremony “National Curriculum Framework”. Photo: Roland K. Jahnke.

First-hand experience in Africa

In order to further strengthen the collaboration between UNESCO and IAQ and to gain first-hand experience I, as the Chairman of IAQ QiETT, was invited by UNESCO to act as an observer at the Seychelles National Workshop on GEQAF, where the Ministry of Education gladly welcomed UNESCO’s request for my participation.



Visiting a school in Seychelles. Photo: Roland K. Jahnke.

Participation in this workshop included employees from the Ministry of Education and other Ministries, enabling an holistic analysis of the educational system. The global tool GEQAF will be used to analyse the entire education system, giving further benefits.

While in the Seychelles I was invited to take part in the ceremony for the handing-over of the new curriculum. This ceremony was not only attended by different Ministers but also by the Vice-President of Seychelles and several stakeholders. Furthermore, I was able to make site visits to several schools, and my experiences will be very helpful for the Asia Oceania region.

For further information please contact

RolandJahnke@t-online.de

2014 IAQ Conference Schedule

ASQ's World Conference on Quality and Improvement

<http://wcqi.asq.org/>

May 5 – 8, 2014

Dallas, TX, USA

Conference and all Meetings will be held at:

Hilton Anatole

2201 N. Stemmons Freeway

Dallas, TX 75207

Reservations: 1-800-445-8667

Hotel Reservations: Make your reservation today!

Group Code: ASQ

Rates: \$189.00 single/double occupancy; \$25.00 for each additional person, plus applicable state and local taxes (currently 13 percent hotel occupancy tax; subject to change). Rooms must be guaranteed with a major credit card and will be charged at the time of the reservation(s). Based on availability, the group rate is valid three days pre- and post-conference. When phoning in your reservation, please identify yourself with the group code of ASQ.

Register for the Conference:

<https://prdweb.asq.org/ecommerce/conference/>

Friday, 2 May 2014

3:00-3:30pm: Board of Trustees Meeting

4:00-5:30pm: Executive Meeting

Saturday, 3 May

9:00am-5:00pm: General Meeting.

11:30-1:00pm Lunch on own.

2 hours for IAQ business.

New member presentations

Douglas Montgomery

David Hutchins

Liu Zhohhui.

Irving TX presentation – Liz will check their availability

6:00-8:00pm IAQ Dinner - Location TBA

Sunday, 4 May

ASQ Awards Ceremony. 5:00-6:30pm

Honorary ASQ Member to Douglas C. Montgomery

Distinguished Service Medal to Kenneth E. Case

Grant Medal presented to Robert E. Cole

Ishikawa Medal presented to Gregory H. Watson

Lancaster Medal presented to Yuanzhang Liu

Annual Business Meeting

Monday, 5 May

Conference – for those who have registered

Tuesday 6, May

9:00-10:30am ASQ-IAQ Future activities meeting

Glenn Mazur, Liz Keim, Sister Mary Jean, Joal Teitelbaum, Janak Mehta, Paul Borawski, John Timmerman

10:30am-12:00pm: Quality in Governance Think Tank

2:00-3:30pm: Quality in Education Think Tank

No Innovation Think Tank.

3:30-5:00pm: Healthcare TT has not yet responded, but could be sequenced

58th EOQ Conference

Gothenburg, Sweden

Preconference June 10

Conference June 11-12

ACTION REQUIRED

Dear IAQ-friends!

11-12 June this year Sweden is hosting the 58th EOQ Congress in Gothenburg. The day before the EOQ Congress we are planning for a public IAQ Conference. There will also be an IAQ meeting 8-9 June in Stenungsund that is situated close to the archipelago just north of Gothenburg. At the IAQ meeting there will be the traditional General Meeting with important discussions and presentations from new members, but we will also introduce a new IAQ initiative that we call Exploring New Knowledge. During this day we will work in parallel session on important topics that hopefully will give us all interesting opportunities to share important information and together create new knowledge. Everyone that is interesting to share their experiences through a presentation during this day should send a mail to lars.sorqvist@sandholm.se. Sessions and workshops will be arranged bases on the topics in the selected presentations.

The Meeting will take place at Stenungsbaden in Stenungsund <http://www.stenungsbaden.se/en>. I have chosen the place as I hope to be able to show you the fantastic archipelago at the Swedish west coast. If you are planning to come to this meeting please send me an mail (lars.sorqvist@sandholm.se) as soon as possible as I need to find out how many rooms we will need. I have negotiated with the hotel and the price per person will be around SEK 3000 (+tax) including rooms (one night), breakfast, lunches, IAQ-dinner, conference, social arrangements and everything (that is cheaper than in central Gothenburg). The IAQ-dinner is planned on a boat taking us around in the beautiful

and famous archipelago of the Swedish west coast. I hope this will be something very special for all of you. The final price will depend on the exact number of participants we will be. If you want to bring your wife/husband or if you want to arrive the day before just tell me and I will talk to the hotel.

Best regards

Lars

Schedule IAQ Meeting in Stenungsund June 8-9 2014

Sunday, 8 June

8.30 IAQ Board Meeting

10.00 General Meeting

12.00 Lunch

13.00 General Meeting (cont.) with presentations by New Academicians

17.00 Social arrangements and IAQ Dinner in the archipelago

Monday, 9 June

08.30 Exploring New Knowledge

Introduction

Presentations and workshops in parallel sessions

12.00 Lunch

13.00 Presentations and workshops in parallel sessions

14.00 Summery and reports in plenum

17.00 End of program

JUSE - International Conference on Quality

Keio Plaza Hotel

Tokyo, Japan

Preconference October 18 & 19

Conference October 20-21

IAQ Meet October 22-23 in Nagoya as follows.

IAQ Triennial General Assembly 2014 as follows:

Tuesday, 21 October 21

18:00 to 20:00 Knock off the ICQ farewell banquet early which is scheduled from and move to Nagoya.

Wednesday, 22 October

Morning: Visit to Toyota Motors for Plant Visit with a chartered bus

Afternoon: Q&A and Discussion with the staff of TQM promotion department including 20 minutes video

presentation for TQM promotion of Toyota Motors. An interpreter will join us to help our communication.

Thursday, 23 October

9:00-10:00 Board Meeting

10:00-12:00 Triennial Meeting at a meeting room outside of the hotel.

12:00-13:00 Lunch

13:00-16:00 Continue the Meeting

CALL FOR PAPERS:

20th International Conference of Israel Society for Quality November 18-20, 2014 in Tel Aviv, Israel

They have invited 4-6 Academicians to speak in two 90 minute sessions. The theme/topics they are requesting are "Customer Centric Culture", emphasizing the different ways that different cultures express, approach or execute the concept of customer centric. Additionally, they would also like papers on Quality in Financial Services. They are offering free registration and social events to speakers. The conference website is <https://www.isas.co.il/quality2014/>. Please contact me at your earliest convenience.

Chuck Aubrey

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