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December 31, 2014



INTERNATIONAL
ACADEMY for
QUALITY



Volume 31

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NEWSLETTER OF THE IAQ

"Quality for Humanity"

FOUNDED 1966

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Memoriam for Dr. Armand Val Feigenbaum

1922-2014



Dr. A. V. Feigenbaum, one of the founders of the International Academy for Quality (IAQ) passed away peacefully on November 12, 2014. He was the last of the great ones to leave us.

Many of us that had the privilege of knowing Val personally and learning from his depth of experience and insight are going to feel a deep sense of loss for a long time. He was a world renowned quality guru and author of the multi-edition book on "Total Quality Control" first published in 1961. Now in its fourth edition, it describes the tenets of total quality, has been translated into numerous major languages and is the cornerstone of Feigenbaum's career contributions. He had been active in promoting quality as a vehicle for achieving performance excellence in businesses and industry by advocating the practice of "Total Quality Control" (TQC), later known as "Total Quality Management" (TQM). Amongst his numerous involvements in professional bodies, he served as President of ASQ for two consecutive terms in years 1961 to 1963.

Using financial performance as an indicator of poor quality, Feigenbaum was one of the first engineers to speak management's language. He was also one of the world's first true quality professionals. In 1937, he began his carrier with General Electric (GE) as an apprentice toolmaker and management intern in the turbine, engine and transformer group. He worked at GE as Corporate Executive until his retirement in 1968. While at GE, Feigenbaum earned an undergraduate degree in engineering from Union College in Schenectady, NY, and later a master's degree in engineering and a doctorate in economics from the Massachusetts Institute of Technology.

In 1968, after 25 years of applying quality techniques at GE, Feigenbaum established General Systems Co. (GSC) to conduct further research on technology management and expand the outreach of his ideasto other organizations. GSC was one of the first engineering organizations dedicated to business improvement through use of quality management and statistics methods.

In addition to having an ASQ medal named for him, Feigenbaum has received numerous awards and medals for his quality efforts. The latest was bestowed in 2008, when he was named a laureate of the National Medal of Technology and Innovation, and was recognized for establishing the total quality discipline and for its impact on society.

Message from the President Janak Mehta to the members

We concluded the year 2014 and entered the new year 2015. I take this opportunity to thank all members of the Academy for their support to me as President in conducting the affairs of the Academy for the last triennial from 2012 to 2014. It has been a privilege for me to have such an opportunity to serve the Academy. I hope I have been able to meet your expectations. There may have been times when some of us differed but that is only to be expected. My endeavor was to act in a manner that will serve the purpose and objectives of the Academy as enshrined in the IAQ Way while complying with the IAQ Bylaws and practices established over a long period. It has been a memorable three year period for me to serve the Academy. Of particular significance is the reform of the financial structure, leading to financial stability and laying a foundation for fiscal consolidation of the Academy. Increased participation by the members in various activities including clearing bulk of the backlog of introductory presentations has been another significant achievement.

I thank the members of the Board of Trustees, the executive committee members and members of various committees for their contribution to the cause of the Academy. Special thanks to the Chair Sr. Mary Jean Ryan for guiding the Academy with her fair, compassionate and simple way. Academician Pal Molnar has taken over as President from January 1, 2015 for the current triennial. I look forward to your continued support to Pal. List of new executives who have been elected for the triennial 2015 to 2017 and will manage the functioning of the Academy from January 1, 2015 is given later in the Contact Newsletter. I wish them all the best in their chosen task.

I wish you and your families all the very best in the year 2015 with good health, joy and cheer.

Kind regards, Janak Mehta

IAQ Membership Development

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

Distribution of IAQ Academicians Region Wise



Special Thanks to Donors Contributing to Financial Stability of IAQ

- | | |
|-------------------------|------------------------|
| 1. Mansoor Al Awar | 14. Glenn Mazur |
| 2. Juhani Anttila | 15. Janak Mehta |
| 3. Jitendra Agrawal | 16. Pal Molnar |
| 4. Yasir Al Naqbi | 17. Vladimir Okrepilov |
| 5. Charles A. Aubrey II | 18. Hiroshi Osada |
| 6. Marcos Bertin | 19. Thomas Prefi |
| 7. Zigmund Bluvband | 20. Sr. Mary Jean Ryan |
| 8. Kenneth Case | 21. Lars Sörqvist |
| 9. Kristin Case | 22. Janos Takacs |
| 10. Camille de Young: | 23. Xiaofen Tang |
| 11. Noriaki Kano | 24. Joal Teitelbaum |
| 12. Bob King | 25. Greg Watson |
| 13. Zhouhui Liu | |

In Memorium

Takanori Yoneyama

IAQ Academician Emeritus

Born: 1930 in Japan

Died: February 16, 2014 at
Age 84

Fields: Management and
Quality

Institutions: Chairman, Konica
Minolta Ltd., Chairman,
JSQC; President, JUSE



Known for Built in flash & Auto focus in Cameras

Notable awards: Order of the Sacred Treasure, Gold
Rays with Neck Ribbon by Emperor; Deming Prize;
ASQ Distinguish Service Medal & Ishikawa Medal

Honorary Chairman of Konica-Minolta Holdings

Akira Harada

IAQ Academician Emeritus

Born: 1920 in Japan

Died: February 26, 2014



Liu Yuanzhang

IAQ Honorary Member

Born: 1925 in Qingdao,
Shandong, China

Died: April 3, 2014

Citizenship: China

Fields: Quality management &
Operations research

Institutions: China Academy of
Science; President APQO;
VP - CAQ



Alma mater: Kyoto University - 1949, University of
California, Berkeley - 1955

Known for: Country wide promotion of TQM in China

Notable awards: China Quality Award; APQO
Feigenbaum Life Time Achievement & Harrington-
Kano Award; ANQ Ishikawa-Kano Award; ASQ
Lancaster Award

Recognitions for IAQ Members in 2014

Recognition by Others

Awards by ASQ



IAQ Academician Douglas C. Montgomery,
ASQ Honorary Member

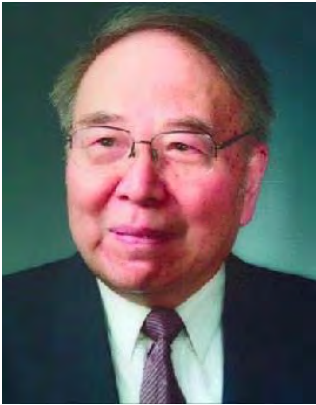
IAQ Academician Emeritus Kenneth E. Case,
Distinguished Service Medal



IAQ Academician Robert E. Cole,
Grant Medal



IAQ Honorary Member Gregory H. Watson,
Ishikawa Medal



IAQ Honorary Member Liu Yuanzhang,
Lancaster Medal



IAQ Honorary Member Noriaki Kano,
ASQ Honorary Member



IAQ Academician Mansoor Al Awar
appointed as new Governing
Board Member of UNESCO's Institute
for Information Technologies

Bertin Quality in Governance Medal 2012-2014

Executive Category

Masahro Sakane, Chairman of Komatsu Ltd., Japan
Rattan Tata, Chairman Emeritus of Tata Group, India
Pekka Ala-Pietilä, Chairman of Solidium OY, Finland

Professional Category

Philip Armstrong, Head of Global Corporate
Governance Forum, USA

John & Miriam Carver, Carver Governance Design,
Inc., USA

Chris Pierce, CEO and Founder of Global Governance
Services Ltd., UK



Janak Mehta and Chris Pierce in Stenungsund 2014

Recognition by IAQ

Honorary Member



IAQ Honorary Member Tito Conti



IAQ Honorary Member Noriaki Kano



IAQ Honorary Member Liu Yuanzhang

The Founders Medal



Academician Roland Jahnke, Chair of QIETT



Academician Glenn Mazur, Secretary & Treasurer



Academician Lars Sörqvist,
Chair of Examining Committee

Masing Book Prize for 2013



Academician Chao-Ton Su for his book "Quality Engineering: Off-Line Methods and Applicationa"

Best Paper Awards



Academician Ronald Does for presentation entitled "A Lean Six Sigma Transformation at a Financial Service Provider" at EOQ Congress 2013 in Tallinn, Estonia



Academician Makoto Nakao for keynote speech entitled "The Realization of a Healthy Long-living Society through Continuous Efforts for Promotion of Quality Management" at ANQ Congress 2013 in Bangkok, Thailand



Companion Shan Ruprai for presentation entitled "Guarantee of Profits through Risk based Quality Strategy" at APQO Conference 2013 in Bali, Indonesia



Associate Academician Beth Cudney for presentation entitled "Using Hoshin Kanri to Accelerate Lean and Six Sigma" at ASQ WCQI Conference 2014 in Dallas



Academician Glenn Mazur for presentation entitled "Design for Customer Satisfaction using QFD and ISO 16355" at EOQ Congress 2014 in Gothenburg, Sweden

New Academicians of IAQ in 2014



Academician Yukihiro Ando



Academician Mats Deleryd



Academician Kazuyuki Suzuki

Upgraded Associate Academicians to Academicians of IAQ in 2014



Academician Grace Brannan



Academician Kwai Sang Chin

New Associated Members of IAQ in 2014



Associate Academician Thomas Prefi



Associate Academician Anil Sachdev



Associate Academician Paulo Sampaio



Associate Academician J. Ravikant

The following IAQ Meetings were held in 2014

May 2, 2014 in Dallas, USA IAQ Board of Trustees Meeting

Key Points:

1. World Partner Agreement with ASQ
2. Consent to accord IAQ endorsement of the following conferences:
 - Israel Society for Quality Conference, November 2014
 - International Conference on Quality Improvement in Pakistan, November 2014

Following tasks should be solved in the future:

- Conferences must be aligned with the strategic goal of IAQ.

- IAQ must have some visibility.

- Conferences should bring incentives for IAQ and IAQ members.

3. Membership

New IAQ Members approved by the Examining Committee and the Trustees:

- Anil Sachdev, India - Region: Asia & Oceania, as Associate Member

- Kwai-Sang Chin, Hong Kong - Region: Asia & Oceania; as Academician upgraded from Associate Member

- Paulo Sampaio, Portugal-Region: Europe & Africa; as Associate Member

May 3, 2014 in Dallas, USA IAQ General Meeting



Key Points:

1. IAQ President Janak Mehta presented the report for the work done since last meeting in Bangkok on October 18, 2014. The report can be found at IAQ President Report 20140503 Dallas.pdf
2. Presentation of quality system at City of Irving TX, the second U.S. municipality to win the Malcolm Baldrige National Quality Award (won on first attempt). Presentation by Lean Six Sigma Green

Belts Brad Kearney and Chris Sanchez on using Lean Six Sigma to capture the voice of the customer and performance management.

3. Introductory Presentations

- Acn. Doug Montgomery. How to address 2-factor interactions in design of experiments. Examples from award winning wine-making presented.

- Acn. Dr. Liu Zhohhui. Improvements in market surveillance and product and food quality and safety.

4. Presentation of Honorary Member certificate to Academician Gregory Watson

Early History of the Modern Quality Movement (1880-1840) by Honorary Member Greg Watson. Presentation of early thought leaders in science and philosophy who have shaped modern quality thinking.



June 8, 2014 Stenungsund, Sweden IAQ Board of Trustees Meeting

Key Points:

- President Janak Mehta reported that 28 members have failed to attend meetings regularly in the current and past triennial.
- Academician and Associate Member Triennial Report format in Administrative Manual requests only IAQ related activities. Some non-IAQ efforts in books, conferences, etc. could be included.

- At present the IAQ has 22 Associated Members. Policy Manual section 4.4.3 states „Associated Members may serve for no more than a 6-year period.” The Associated Members has to initiate their upgrading to Academicians by support of their sponsors („Godfathers”) and by endorsement letters of 2 other Academicians.
- Collection of dues in arrears since 2009 is proceeding with some success. The Net Assets of IAQ could be reduced by the Higher Membership fees as well as by donations and other contributions.

June 8 and 9, 2014 in Stenungsund, Sweden IAQ General Meeting



Key Points:

- The activity and financial report was given by President Janak Mehta including the Balance Sheet as of April 30, 2014 and the Income Statement for April 2014. Further efforts are necessary relating payment of dues Membership fee to get a positive balance of IAQ finances in the following years.
- Paper on „Sharing contribution to quality fraternity” by Past President Tito Conti. The Honorary Member certificate was presented to Acn. Tito Conti.



- Acn. Pal Molnar reported on the Data Sheets collected including important data and information from 56% of Academicians and from 48% of Associated Members so far.
- Introductory Presentations were held and IAQ pins were awarded to following IAQ Members:



Companion Azat Abrakhmanov



Academician Zhang Gang



Academician "Parsu" Parasuraman



Academician Vladimir Okrepilov



Academician Istvan Lepsenyi



Associate Member Markku T. Nieminen

- Exploring New Knowledge workshops and presentation of summary reports
- QFD Group presented by Acn. Ramanathan: Grouped worked on discovering high priority needs of IAQ members. Key need was „Help me collectively influence quality world wide“. Agree to extend study to all IAQ.



- Education Group presented by Acn. Roland Jahnke: Global Quality based education program, with UN University (UNU) to develop sustainable solutions for all current and future problems of mankind.
- Holistic Continual Improvement in Healthcare presented by Acn. Bo Bergman: Improvement in medical education, as part of QiHCTT.
- Sustainability of Quality Activities reported by Acn. Lars Sorqvist and Acn. Chuck Aubrey Explored many reasons for failure of quality activities in organizations, including lack of strategy and not tailoring to the culture of the organization. Family owned businesses tend to do better.



- Invitation for October meeting in Nagoya by Acn. Noriaki Kano
 - 19-21 October in conjunction with ICQ in Tokyo.
 - 22 October Toyota plant tour, followed by Toyota TQM department special session, highlighting Mr. Sasaki (former Vice President of quality at Toyota, current President of JUSE).
 - 23 October IAQ General Meeting of Members.
 - 24 October company visit to Advics (optional).
- Presentation of “Marcos E. Bertin” Medal for Quality in Governance to Chris Pierce. Focused on developing professional training for corporate directors.
- The IAQ Dinner was presented on a boat trip in the evening



**October 22, 2014 in Nagoya, Japan
Visit of Toyota Motors Corporation**

The participants of the Triennial Meeting visited the Toyota Motor Corporation and the Toyota Museum. Before the visit off Toyota Museum the IAQ Members had an interesting discussion with Toyota Promotion Department Chief and with Mr. Shimichi Sasalai, former Executive Vice President Toyota Motor Corporation.



**October 23, 2014 in Nagoya, Japan
IAQ Board of Trustees Meeting**

Key Points:

1. Decision on the new IAQ Members approved by the Examining Committee and the Trustees
2. Final agreement on the election of the President, the Trustees and Executive for the next triennial 2015-2017

3. Approved the Founders Medal to the Academicians Glenn Mazur, Roland Jahnke and Lars Sörqvist
4. To obtain consent to proposed changes in the bylaws. Refer circular of proposed changes sent to all members for vote
5. Status of IAQ finances
6. Proposal for IAQ Meetings schedule 2015
7. Preparation of the IAQ Triennial Meeting

**October 23, 2014 in Nagoya, Japan
IAQ Triennial Meeting**

Key Points:

1. Triennial Report of the IAQ President, Janak Mehta includes among many other items following important statements:

- Financial status of the Academy could be improved by increasing the membership fee and by donation of the IAQ Members.



- Initiatives taken in this triennial for making meetings more effective and useful knowledge sharing.
 - 17 new IAQ Members and upgrading 2 Associate Members to Academician contributed to the enlargement of IAQ Membership.
 - The Introductory Presentations of the new IAQ Members could be held except two new IAQ Member within 1 year after joining.
 - The IAQ promoted Quality World Wide through the established Think Tanks, IAQ Symposiums, IAQ Pre-Conferences and IAQ Sessions in framework of the International and Regional Quality Conferences and Congresses.
 - The IAQ has been continuing the collaborative work with the Regional Quality Organizations: ASQ, ANQ, JUSE, EOQ, MEQA, APQO.
 - Several IAQ Members were invited from regional and national organizations to their Quality Events as keynote and plenary speakers or honorary participants.
2. Academician Noriaki Kano has been nominated for election as Honorary Member and the nomination was approved by the Board of Trustees and by the IAQ Triennial Meeting unanimously.



3. Election of the President, Board Members and Executive Officers for the next triennial 2015 to 2017.
- The Nominating Committee consisting of Sr. Mary Jean Ryan (Chair), Marcos Bertin, Lennart Sandholm, Hans Dieter Seghezzi and Noriaki Kano

unanimously recommended the list of nominees for various positions. The Board of Trustees unanimously approved the “List of Nominees” recommended by the Nominating Committee. The “List of Nominees” was also unanimously approved by the participants of the Triennial Meeting.

The approved list of the IAQ Officers for the Triennial 2015-2017 is the following:

Board of Trustees of IAQ

Chair	Janak Mehta
President	Pál Molnar
Secretary (Non-Voting)	Glenn Mazur
Member	Charles Aubrey
Member	Tilo Pfeifer
Member	Joal Teitelbaum
Member	Lars Sorqvist
Member	Makoto Nakao
Member	N. Ramanathan

Executives of the Academy

President	Pál Molnar
Vice President – Conferences	Elizabeth Keim
Vice President – Examining	Lars Sorqvist
Vice President – Publications	Robert King
Vice President – Projects	Roland Jahnke
Vice President – Communications	János Takács
Secretary-Treasurer	Glenn Mazur

4. Introductory Presentations by following new IAQ Members were given:



Academician David Hutchins



Companion Shan Ruprai



Associate Academician J. Ravikant



Associate Academician Nasir Al Naqbi



Associate Academician Thomas Prefi



Associate Academician Anil Sacdev



Academician Kazuyuki Suzuki



Academician Yukihiro Ando



Associate Academician Paulo Sampaio



Academician Mats Deleryd



Academician Benson Tendler

5. Triennial Reports due from each IAQ Members by January 31, 2015.
6. Unique IAQ World Quality Forum is scheduled to be held in Budapest, Hungary on October 26 to 27, 2015 with the theme "Quality for the Future of the World". This is a unique experiment to hold an IAQ event for promotion and dissemination of new messages in the field of quality by IAQ Members other Experts in form of oral and poster presentations as well as off discussions in Panels. The IAQ will demonstrate how is the present situation on the different fields of Quality and which are the most important tasks for the quality development in the world.

The 1st draft of the Program first IAQ World Quality Forum is to find on pages 15 and 16.

7. Important International and Regional Quality Conferences in 2015 with IAQ Meetings scheduled for 2015 (Tentative Schedule):
 - May 4-6, 2015: World Conference on Quality Improvement, Nashville, USA
(IAQ General Meeting on May 2 and 3, 2015)
 - June 11-12, 2015: 59th EOQ Congress, Athen, Greece
(Informal IAQ Meeting on June 13, 2015)
 - September 20-21, 2015: ANQ Conference, Taipei, Taiwan
(Informal IAQ Meeting on September 23, 2015)
 - October 26-27, 2015: World Quality Forum of IAQ, Budapest, Hungary
(IAQ General Meeting on October 24 and 25, 2015)

October 24, 2014 in Nagoya, Japan

Some of the participants of the IAQ Triennial Meeting visited ADVICS Co. Ltd., a Deming Prize winning company and learned the Company profile and the great leap forward through Deming Prize.

1st Draft (December 30, 2014)

World Quality Forum of the International Academy for Quality (IAQ) “Quality for Future of the World”

Budapest, October 26 to 27, 2015

October 26, 2015 Monday

Janak Mehta, Chair of IAQ, India (confirmed)
Opening of the World Quality Forum

Hans Dieter Seghezzi, Honorary Member of IAQ,
Liechtenstein (confirmed)
Memory on the IAQ Founders: *Kaoru Ishikawa*,
Walter Masing and *Val Feigenbaum*

CEO or President of a Large European Company

CEO or President of a Large American Company

CEO or President of a Large Japanese or other Asian
Company

Coffee Break

GENERAL MANAGEMENT AND QUALITY

Chair: *Marcos Bertin*, Argentina (confirmed)

Panel Discussion of the 3 CEO's or Presidents of the
Large European, American and Asian Companies

Lunch

October 26, 2015 Monday, Afternoon October 27, 2015 Tuesday, Morning

STREAM A IAQ Panels

1. IAQ PANEL: FUTURE OF QUALITY PROFESSION

Chair: *Blanton Godfrey*, USA (confirmed)

3 Panel Speakers (to be determined)

Coffee Break

2. IAQ PANEL: QUALITY AND INNOVATION

Chair: *Tilo Pfeifer*, Germany (confirmed)

Kwai-Sang Chin, Hong Kong (confirmed)

Robert Schmitt, Germany (confirmed)

1 Panel Speaker (to be determined)

3. IAQ PANEL: QUALITY IN SERVICE

Chair: “*Parsu*” *Parasuraman*, USA (confirmed)

Sung Hyun Park, Korea (confirmed)

2 Panel Speakers (to be determined)

Coffee Break

4. IAQ PANEL: QUALITY IN HEALTH CARE

Chair: *Yoshinori Iizuka*, Japan (confirmed)

Bo Bergman, Sweden:

An Emerging Science of Improvement in
Healthcare (confirmed)

2 Panel Speakers (to be determined)

Lunch

5. IAQ PANEL: SUSTAINABILITY AND QUALITY

Chair: *N. Ramanathan*, India (confirmed)

Mats Deleryd, Sweden:

On the Relationship between Quality and
Sustainability (confirmed)

2 Panel Speakers (to be determined)

Coffee Break

STREAM B “General Topics”

with max. 5 Sessions on October 26 and 27

Proposed Topics indicated at open “Call for Papers”:

- Quality Strategies for Global Competitiveness
- Corporate Social Responsibility (CSR)
- ISO 9001:2015 and Risk Management
- Current Development of Quality Tools, Techniques and Methods
- Applied Statistics and Six Sigma
- Quality of Education – Education of Quality
- National Quality Policy and National (Regional) Quality Award

STREAM C “Best Practices”

with max. 5 Sessions on October 26 and 27

Proposed Topics indicated at open “Call for Papers”:

- Problem Solutions and Case Studies
- Project Management and Quality
- Lean and Daily Quality Management
- Supply Chain Management
- Branchenspecific Quality Management Approaches (Automotive, Construction, Food and Pharma Industry, Agriculture, Public Sector, etc.)

STREAM D “Quality Development Team Performances” on October 26 and 27

Free Choice of Topics

STREAM C “Tutorial Sessions of PhD Students” on October 26 and 27

Free Choice of Topics

October 27, 2015 Tuesday, Afternoon

CLOSING PLENARY SESSION

- 16:00 Technical and Human Dimensions of Quality**
Greg Watson, Past President and Honorary Member of IAQ, Finland (to be confirmed)
- 16:30 TQM in Practice**
Noriaki Kano, Honorary Member of IAQ, Japan (to be confirmed)
- 17:00 Closing Remarks by *Pal Molnar*,**
 IAQ President, Hungary (confirmed)
-

Important Information for the IAQ Members by the IAQ President

Please study carefully the above introduced framework of the draft program of IAQ World Quality Forum and send comments, remarks, proposals to (molnar@mk.u-szeged.hu or molnar@eoq.hu) before January 31, 2015.

It is also recommended that the already informed Speaker Candidates, especially the Associate Academicians confirm their participation and send at least the title of have to their proposed paper asap, but not later than January 31, 2015. Through presenting a high level oral paper or poster the Associate Academicians have good opportunity to fulfill one important part of the conditions for their expected upgrading to Academicians.

The main General Meeting of IAQ will be held before the IAQ World Quality Forum on October 24 and 25, 2015 (Saturday and Sunday) with important Agenda for further development of IAQ. Please take into consideration that almost all IAQ Members will be expected and welcomed on this IAQ General Meeting.

The open „Call for Papers” will be distributed in February 2015 which will include among others following important information:

- General Procedure
- Objectives
- General Topics
- Important Dates
- Registration Fees
- Welcome Reception on October 25, 2015 (Sunday)
- Gala Dinner on October 26, 2015 (Monday)
- Factory Visits on October 27, 2015 (Wednesday)
- Venue and Hotel Accommodation
- Cultural Programs

The place and date of the traditional IAQ Dinner will be determined later.

As you see at the 1st draft program also posters can be presented which will be collected together with the manuscripts of the oral presentations and team performances for editing a CD as well as to put them on the IAQ public website.

From all IAQ Members are expected to express their commitment to IAQ through strong contributions to the success of the first IAQ World Quality Forum. As the main result the IAQ should be more visible and to achieve higher prestige and recognition of its “Corporate Integrity” including its Members by the whole Quality World.

Kind regards,

Dr. Pal Molnar

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:

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