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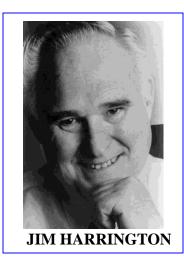
MEET YOUR APQO OFFICERS AND MEMBERS (Cont'd.)



CHARLES AUBRY

Mr. Charles Aubrey, Director of Quality and Process Management at Sears Roebuck and past President of the American Society for Quality, is the current President of the APQO. Together with the officers and members of the APQO Core Council, APQO individual/life members and international advisers, Chuck actively participated at the planning workshop during its 11th annual meeting held in conjunction with the 7th APQO Conference in Scottsdale, Arizona, USA last September, 2000. The APQO holds its annual meeting, hosted by a Core Council member country or in Conjunction with the biennial APQO Conferences. **Mr. Aubrey** officially announced his agenda for the 12th APQO Annual meeting which will be held in Kuala Lumpur, Malaysia on October 14 with the Institute of Quality Malaysia (IQM) as host. This is in conjunction with the IQM Asia Pacific Quality Conference on October 15-17 under the leadership of **Dato Aziz Mat**. The 12th APQO meeting agenda includes: Status reports of Core Council Members, Secretariat report, President's program and reports from APQO Core Council officers/members.

Dr. H. James Harrington is the current President of the APQO-Walt Hurd Foundation, the Official Adviser of the APQO and Life Member Number 0001. He now serves as the Chief Operating Officer for Systemcorp A.L.G. Ltd. and Systemcorp USA. Systemcorp is the leading supplier of Enterprise Portfolio Management (EPM) solutions for global and national organizations seeking to gain maximum financial value from the alignment of IT and business projects with their organization's strategies. He also serves as chairman on a number of Board of Directors for many national and international companies. He is an "A" level member of ISO's T.C. 176 that wrote the ISO 9000 Quality System standards and T.C. 207 that wrote the ISO 14000 environmental standards. He is a member of the Board of Directors of the 14000 Environmental Management Foundation. It may be recalled that from the conception of APQO in 1981, Jim with the late General Walter L. Hurd supported the organization of APQO. As an honor to General Hurd, Jim promoted the organization of the Walt L. Hurd Foundation which, among others grants international quality awards for Excellence to deserving quality executives and gurus.





FREDDY SOON

Freddy SOON Hock Choong, PPA (P) is the Official Representative of Singapore Quality Institute (SQI) to the APQO Core Council. Currently, he is the Deputy Chief Executive of the Singapore Productivity and Standards Board (PSB). His many positions include leadership in PSB's corporate planning and development, steering the formulation of productivity policies and strategies and the establishment of major national programmes including Benchmarking and the Singapore Quality Award for Business Excellence. He has more than 25 years of professional experience in productivity and competitiveness policy and strategy formulation, industrial design, quality assurance and standardization, total quality management and business excellence management. For his efforts in making the Productivity Movement a mass movement, drawing widespread support and participation, **Freddy Soon** was nationally honoured by the President of Singapore with the Public Administration Medal (Silver) in the 1990 National Day Honours Award.

Ms. Tang Xiaofen is APQO Life Member Number 0004 and the Official Representative to the APQO Core Council from Shanghai Quality Control Association (SQCA), an Associate Member of the APQO Core Council. Ms. Tang is a very accomplished woman with several leadership positions in organizations in Shanghai. Currently, Ms. Tang is the Deputy Director of the Shanghai Bureau of Technical Supervision; Deputy Board Chairman, Director of the Shanghai Audit Center of Quality System; President of the Shanghai Academy of Quality Management and Deputy President, General Secretary of SQCA. Presently, she leads the forthcoming Shanghai International Symposium on Quality (SISQ'2001) which will be held in Shanghai on November 1-3. She invites all quality people to join this big affair. Ms. Tang travels to various parts of the world promoting quality ideas while identifying people who can share expertise in quality programs touch with SQCA visit APQO web at in Shanghai. To get in <http://www.gil.com/apgo>



TANG ZIAOFEN



Prof. S. P. Mukherjee

Prof. Shyamaprasad Mukherjee is the Official Representative to the APQO Core Council from the Indian Association for Productivity, Quality and Reliability (IAPQR), which is an Associate Member of the APQO Core Council. Prof. Mukherjee took his MSc and PhD degrees from the Calcutta University. He has been Centenary Professor of Statistics in the Calcutta University since 1982 and was Head, Department of Statistics during (1983-85) and Dean of the Faculty of Science (1987-91). He was a member of the National Advisory Board on Statistics (Govt. of India) and Programme Advisory Committee on Mathematical Sciences (Dept. of Science and Technology, Govt. of India). He has published more than 70 research papers, besides many expository, review and popular articles. Among major honors was his from the National Academy of Sciences, India Fellowship award (1992). Currently, he is the Chairman of the Sectional Committee on Statistical Methods for Quality and Reliability of the Bureau of Indian Standards and the President of the Indian Association for Productivity, Quality and Reliability.



MARCOS BERTIN

Dr. Marcos E.J. Bertin is APQO Life Member Number 0008 and current President of the International Academy for Quality (IAQ), a prestigious organization composed only of 70 world leading gurus and experts on Quality. Among his major awards were his membership in the National (Argentina) Association for Corporate Directors, Fellow Status of the American Society for Quality (1969); Georges Borel Medal from Mouvement Francais Pour La Qualite` (1987) and the Jack Lancaster Award of the ASQ (1989). Among many past positions held include: President of the FUNDECE (Business Foundation for Quality and Excellence); Chairman of the Governance Committee and President of the Swiss Argentina Chamber of Commerce. He has been invited to speak on "Quality in the Board Room" and "New Tendencies in Governance" in international Conferences organized by the Japanese Union of Scientists and Engineers, Yokohama, Japan; the National confederation of Industries in Sao Paolo, Brazil; the Israeli Quality Society, Jerusalem; the ASQ in Anaheim and FUNDECE in Buenos Aires. .

Mr. David Baillie, APQO Life Member Number 0005, has a career which included 10 years as a lecturer in statistics, 21 years as a government statistician in the UK Ministry of Defense (MoD) and the last six years as a freelance statistical consultant. He has been heavily involved in the development of national and international statistical standards for 20 years, the last 10 as chairman of the ISO subcommittee on acceptance sampling, ISO/TC 69/SC 5. He was awarded the OBE by Her Majesty the Queen in the New Year Honours in 1993, for statistical services to the MoD. He is a Senior Member of the American Society for Quality, a member of the Committee for Quality Improvement of the Royal Statistical Society, an Honorary Member of the Philippine Society for Quality Control and a member of the Scientific Programme Committee of the International Workshop on Statistical Quality Control. He has presented around a dozen papers on acceptance sampling at international conferences, including the APQO conferences in New Delhi (1989), Auckland (1992) and Kuala Lumpur (1994).



DAVID BAILEY



NAVIN S. DEDHIA

Navin S. Dedhia (APQO Founding Member Number 0010) has been with IBM Corporation in the United States for the past 33 years, holding various positions in quality, subsystems logistics and manufacturing organizations at facilities in California and New York states. A holder of B.E. (EE), M.S. (EE) engineering and MBA degrees, Dedhia is a Registrar Accreditation Board (RAB) certified Quality Management Systems Lead Auditor. He is also ASQ Certified Quality and Reliability Engineer, Quality Auditor and Quality Manager. An elected Fellow of ASQ and recipient of the ASQ E. Jack Lancaster Award and many Testimonial Awards, Dedhia has numerous publications and presentations to his credit, among them two books, *Quality From Many Perspectives, Part I and Part II* (D. L. Shah Trust Publications, Mumbai, India). He currently Chairs the ASQ International Section.

WE WILL MISS OUR LIFE MEMBER NO. 0002



PHILIP CROSBY +

Philip Crosby APOO LMN 0002 is best known as the conceptual force behind what everyone calls the "quality revolution" which he refers to as a "reformation". He passed away last August 18 after a bout of esophageal cancer. His family Peggy, Phil Jr., Phylis and Leyla were all at his bedside and they "released him to go home to Jesus late Friday night. Saturday afternoon, he entered his eternal home to rejoicing in heaven. Although we grieve our loss, we have peace knowing he is with our Heavenly Father - finally achieving Zero Defects." Condolences from all over the world reached the grieving family. This is a clear acknowledgment of how he has touched so many lives on a global scale. There were also expressions of sympathy from the APQO Core Council members, such as those from: Dato Aziz Mat, President of Institute of Quality Malaysia;Lou Magritzer, past President of Australian Organization for Quality; Srilal de Silva, President Sri Lanka Association for Quality (SLAQ) and Nguyen Huu Thien, Director General, STAMEQ-Vietnam.

Navin Dedhia sent a very sad news that on August 30, Dr. Hans Bajaria left this world for a heavenly abode. Hans was 58 (1943-2001). He is known to members of the American Society for Quality as a person full of beautiful humor and very interesting presentations especially during the AQC quality conferences. Hans is a friend to many APQO members. In the last 5-6 weeks, he was diagnosed with a pancreatic cancer and there was no hope even with a surgery. Hans is survived by his wife and two daughters Seema and Sona. The funeral will take place on Friday, August 31, 2001, 1:00AM - 1:00PM at John N. Santeiu Funeral Home 1139 Inkster Road Garden City, MI 734-427-3800

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BRIEF QUALITY UPDATES FROM CORE COUNCIL MEMBERS

The APQO secretariat is kept abreast of the Core Council members and the individual membership through emails and copies of their publications. For this issue, most of the excerpts were drawn from the latest country publications received.

AMERICAN SOCIETY FOR QUALITY (ASQ) - has recently completed another successful annual quality conference (AQC' 2001) held in Charlotte, North Carolina on May 7-9, 2001. The ASQ has many Divisions and one of them, the Quality Management Division regularly sends "The Quality Management Forum" which reports various developments in Quality Management. A major focus of their attention is the the fact that "senior leadership must start by understanding and agreeing with the concept of a measurement-managed organization." A comparison between measurement-managed and non-measurement-managed organizations (Grace Duffy, 2001) is shown below:

Description of organizational performance	Meas. Managed Org.	Non-Meas Managed Org.
1.Clear agreement on strategy among senior management	93%	37%
2. Effective communication of strategy to organization	60%	8 %
3.Open sharing of information	71%	30%
4. High level of teamwork among management	85 %	38%
5. High levels of self-monitoring of performance by employe	es 42%	16%
6.Willingness by employees to take risks	52%	22%

AUSTRALIAN ORGANIZATION FOR QUALITY (AOQ)- Current President, **Mr. Ross McDonald** has written the APQO Secretariat that the AOQ Official representative to AOQ is **Mr. Mario Pennisi** who is also the Editor of *Quality Australia*. AOQ has many projects, notable of which is the Quality Conference on November 25-27, 2001 and the QUALCON 2002 in Western Australia. Highlights of these affairs would be the presentations of the AOQ Gold Award for Quality. This year the award will include the category for "micro" organizations (those with fewer than five full-time employees). Criteria for this award is based on the eight quality management principles of ISO 9000 and this provides an opportunity for certified companies to demonstrate they are head and shoulders above their Competitors. **Mr. McDonald** hopes that AOQ's Journal, *Quality Australia* will serve as the vehicle for sharing "quality fundamentals" and "IT service management". He called for volunteers to serve in the various activities that AOQ had mapped out. The AOQ President challenged volunteers that "if you want to change things get involved". He further said that "AOQ can only thrive through the efforts of members who are prepared to contribute some of their time towards making AOQ even Stronger".

CHINA QUALITY CONTROL ASSOCIATION (CQCA)- The latest communication received from **Mr. Yu Keyang** was that CQCA is still finalizing preparations for the 8th APQO Conference which will be held in Beijing, China on September 2002. **Ms. Ma Lin,** CQCA Official Representative to the APQO Core Council will be presenting their final plans during the Kuala Lumpur meeting on October 14. It may be recalled that the APQO Charter was approved in Beijing, China on October, 1985. Please find below a picture of the Beijing organizers (CQCA President and Vice President) at that time plus some APQO officials. Can you recognize them? Please email to the Secretariat the names of persons you can identify in this picture. Your kind response will be awaited.



Now is the best time to start planning on your visit to China next year. The 8th APQO Conference will be held in Beijing, China on September, 2002. Since hosted 1985, when China the first APOO Conference, very many changes had taken place, so that perhaps it is timely to find out for yourself how China looks like at this time. For those who had never been to China, it is high time you plan on being there through this wonderful opportunity. It must be remembered that after the Mexico meeting on the proposed APQO constitution in 1983, it was China which volunteered to make the APQO a reality in 1985. That occasion was the first time that China opened its doors to the world! Historic !

INSTITUTE OF QUALITY MALAYSIA (IQM) – Through the efforts of **Dato Aziz Mat**, IQM President and APQO Vice President for Membership, the 12th APQO annual meeting will take place in Malaysia. **Dato Aziz** is requesting all those interested to apply for membership to please contact him or the APQO Secretariat as soon as possible. The 12th APQO annual meeting will be held on October 14, 2001 in Kuala Lumpur, Malaysia with IQM as host. This will be in conjunction with the Asia Pacific Quality Conference organized by IQM on October 15-17 at the Renaissance Hotel. The Conference theme is **"Quality is a Culture"**. The first announcement has been sent out. All those interested to participate is encouraged to get in touch with **Dr. Zainab Hamzah** as soon as possible at email <u>zainab@lgm.gov.my</u>. Deadline for the full text of accepted paper is September 15, 2001.

INSTITUTO MEXICANO DE CONTROL DE CALIDAD (IMECCA) – Immediate past APQO President, **Eng. Jose Gonzales Prado** is currently the Chairman of the Walt L Hurd Foundation "International Asia Pacific Quality Award" (IAPQA). The winners will be awarded during the 8th APQO Biennial Quality Conference which will be held in Beijing, China on September, 2002. Members of his committee include : Ms. Tang Xiaofen (China), Dr. G. Concepcion Garcia (Dominican Republic), Prof. S.P. Mukherjee (India), Dato Aziz Mat (Malaysia) and Michael Harris (USA). Eng. Gonzalez Prado reported the Committee's progress as follows: (1)they have contacted the different national quality award organizations in the Asia Pacific countries to submit their national quality awardees for nomination to IAPQA; (2) committee members and APQO Core Council members are urged to follow-through the application of award-winning companies in their countries; (3)non-English speaking countries are urged to translate the IAPQA brochure into their own language ; and (4) all members of the committee are encouraged to participate at the 11th Mexico Asia Pacific Total Quality Seminar which will take place in Txacala, Mexico on October 3-6, 2001, proceed to KL, Malaysia for the 12th Annual meeting of the APQO CC on Oct 14.

KOREAN STANDARDS ASSOCIATION (KSA) – Mr. Hyun Woo Shin, KSA Representative to the APQO Core Council (which holds the position of Vice President for External Affairs) and KSA CEO, Mr. Seung-Bae Lee proudly announce the QMOD 2002 Pusan Conference. This will be held in Posen, Korea on October 29-32, 2002 at Pusan Exhibition Center. The theme is "Building People and Organizational Excellence". The principal aim of the QMOD Conferences is to provide a unique international forum to exchange knowledge on the multidisciplinary nature of research and practice of business issues related to Quality Management and Motivation for Organizational Development. Conference co-chairs include Dr. Jens J. Dahlgaard, Prof. Linkoping University, Sweden, Mr. Sang-Young Ahn, Mayor, Pusan Metropolitan City, Korea and Mr. Mong-koo Jung, Chairman, KSA. For more information, visit web <http://www.puexco.co.kr>.

NATIONAL CENTRE FOR QUALITY MANAGEMENT (NCQM)- Mr. N.S. Nanavaty is the Official Representative of NCQM to the APQO Core Council. He has been faithfully sending to the Secretariat issues of the NCQM bi-monthly Newsletter. This is one of the ways the Secretariat gets to know the activities of APQO member countries. The NCQM President **Mr. Atul Bhagwati** quoted Lord Brougham as saying that "Education makes a people easy to lead, but difficult to drive; easy to govern, but difficult to enslave". **Mr. Bhagwati** is a great believer of the value of education and proposes that education should become a national movement. He says "when we bring in quality initiative in education, we are actually investing in the country's future-the next generation and thereafter would benefit – with us giving attention today". He further enumerates that the direction of education is: (a) to raise the level of education for women. **Ketna L. Mehta**, Editor of the NCQM newsletter that focused on "education" mentioned in his editorial that *learning* should be a lifetime goal since "learning makes our life more inspiring, stimulating and exciting!" Copies of the NCQM Newsletters are available at the APQO Secretariat

NEW ZEALAND ORGANIZATION FOR QUALITY (NZOQ) – The NZOQ Executive Director, **Dr. Bryan Wenmoth** is currently their official representative to the APQO Core Council. He keeps in touch with the Secretariat through emails and issues of *Q-NewZ*. This year's President is **Mr. John Kenny** who successfully led the NZOQ 2001 conference which was described as "spectacular – with wonderful programme, hospitable social events, magic atmosphere, great to catch up with so many friends and colleagues, looking forward to Conference, 2002". A major NZOQ activity is the popular "*Accelerated Learning Conference*", an event which has been a sell-out in the past and in the foreseeable future. The New Zealand Accelerated Learning Convention 2001 will be on September 23-25,2001 at Wellington Convention Center, Wellington. The presentation promises to do the content justice through use of "appropriate music to enhance learning – for reflection, for a dramatic presentation to raise the energy level, to metaphorically support what is happening. Methods are used that involve learners in a way that will increase their investment in their own learning and their accountability for the process. When the learner owns the learning, the success rate and degree of transfer increase". For more information, visit website <http://www.nzalc.co.nz>.

PHILIPPINE SOCIETY FOR QUALITY (PSQ) – The official representative of PSQ to APQO is **Ms. Zenaida Veloso**, PSQ past President and currently the APQO Vice President for Finance. President of PSQ is **Mr. Gerardo Cabochan** who has led the organization for the third term. He has successfully encouraged the officers and members of the PSQ Board of Trustees to blend their expertise together to come up with what is now described as "A Dream Conference" what is actually PSQ's 13th National Quality Forum. For this year, the NQF Chair is Ms. Maritess Bagaman, a very energetic young engineer from San Miguel Corporation, who has poured much of her time and effort to realize the plans for "A Dream Conference" which has the theme "Quality Beyond 2000 - Riding the E-wave ". The two-day annual national conference "boasts of a powerhouse group of acclaimed local and international speakers including Asian Institute of Management President Roberto F. Ocampo, Six Sigma Expert, Dr. Gregory Rahn and APQO President Charles A. Aubrey. The 13th NQF will be held on October 18-19, 2001 at Hotel Intercontinental. For more information, please email: cpsq@rp1.net>

VIETNAM DIRECTORATE FOR STANDARDS AND QUALITY (DSQ)- Dr. Bui Quy Long is the official alternate representative of DSQ to the APQO Core Council when Dr. Nguyen Huu Thien, Director of DSQ cannot himself participate in the activities. Both have sent their invitation to all APQO members and friends to participate in their biennial Conference. The first held in 1995 was graced by the APQO C. C. since DSQ hosted the annual Core Council Meeting. The theme of the conference is Quality with Enhancement of Competitiveness of "Made in Vietnam" Product and Services. This will be held on November 28-29, 2001 at Hanoi, Vietnam Capital. During this conference, the Vietnam Quality Award 2001 will be conferred for the first time by the Prime Minister himself. Awards in the last six years were conferred by the Minister (next to the Prime Minister). More than 500 participants are expected to attend the Conference. DSQ is urging international participation especially from members of the ASQ, IAQ and the APQO. For more information, please email Dr. Thien at <khht@fpt.vn>.

FORTHCOMING QUALITY EVENTS FOR YEAR 2001 and 2002

SEPTEMBER 2001

45th EOQ Congress 2001 – Istanbul, Turkey on September 19-21, 2001. Contact Turkish Standards Institute, EOQ 2001, Nicatibey Caddesi No: 112, 06100, Bakanlikar, ANKARA; Tel. +90 312 4184725; Fax +90 312 4173578; email:eoq2001@tse.org.tr

OCTOBER 2001

11th Mexico Asia Pacific Total Quality Seminar, the 10th IMECCA's ISO 9000 International Forum and the IMECCA's ISO 14000 Intal. Forum that jointly with the XXIX National Quality Congress and 20th Quality Circle Convention, Oct. 3 to 6, 2001; Contact – Instituto Mexicano de Control de Calidad (IMECCA) Tel. (+5) 250 1099; (+5) 250 7390; Fax (+5) 254 1047; 254 7390; Email:<imecca@prodigy.net.mx>

Asia Pacific Quality Conference, October 15-17, 2001 in Kuala Lumpur, Malaysia. Theme "Quality Culture". Sponsored by Institute of Quality Malaysia (IQM) and managed by Malaysian Rubber Board. Contact Dr. Zainab Hamzah at: Tel. 03-4256 7033 Ext. 221; 03-2161 4422 Ext. 213; Fax 03-4257 3512; 03-2162 8172; Email: ,zainab@lgm.gov.my>

13th National Quality Forum, October 18-19, 2001, "Quality Beyond 2000: Riding on the E-Wave"; Philippine Society for Quality (PSQ); Contact: PSQ (632) 899 5925; 896 6246; Fax 8964464; Email :"PSQ" sq@rp1.net>

NOVEMBER 2001

4th Shanghai International Symposium on Quality (SISQ-4), **November 1-3, 2001** in Shanghai, China. The contact person is Mr. Jin Guoqian and Mr. Shi Peking at address Room 206, 74 Tai An Road, Shanghai 200052, China. Email <u>mailto:saqmsqa@online.sh.cn</u>

ASQ's Customer-Supplier Division (CSD), November 5-6, 2001 in Louisville, KY. The conference theme is "Customer-Supplier Relationships: Win, Place or Show." Please send abstract to : Jeff Jaswa, Conference Chair Manager, Supplier Quality Assurance Akzo Nobel Coatings, Inc. P. O. Box 489 Columbus, OH 43216-0489 Phone: 614-298-1811; Fax: 614-421-4372; E-mail: jaswa@columbus.rr.com

Qualcon 2001, Australian Organization Quality Conference on November 25 to 27, 2001 in Brisbane. The call for papers is found in web <u>www.quality_conference.aoq.org.au</u> or contact Mr. Mario S. Pennisi, Penlia and Company, P.O. Box 6198, Upper Mount Gravatt, Brisbane, Australia 4122; Phone + 61 (07 3849 6460; Fax + 61 (07) 41 977 2926; email: <Mariopen@ozemail.com.au>

Fourth Quality Conference in Hanoi Vietnam on November 28-29, 2001. The theme of the conference is Quality with Enhancement of Competitiveness of "Made in Vietnam" Product and Services. Vietnam Quality Award 2001 will be conferred for the first time by the Prime Minister during the Conference. The contact person is Dr. Nguyen Huu Thien at <u>khht@fpt.vn</u>.

QUALITY EVENTS FOR YEAR 2002:

8th APQO Conference, September, 2002 in Beijing, China. All APQO members are encouraged to present a paper and bring delegations. Contact Mr. Yu Keyang, China Quality Control Association Tel. (8610) 66079146; 66021408; Fax (8610) 66021498; 66017824; email<u>cqca@public.bta.net.cn</u> and web <http://www.cqca.org>

QMOD 2002 PUSAN CONFERENCE on October 29-31, 2002. Theme: Building people and organizational excellence at Pusan, Korea. Contact Korean Standards Association, c/o International Cooperation Team; 13-31, Yoido-dong, Youngdungpo-gu, Seoul 150-729, Korea. Tel. 82-2-369-8171-3; Fax 82-2-780-3340; Web: <www.ksa.or.kr>

14th International Conference of the Israel, November 18-21, 2002. Abstracts of 500-700 words should be submitted by March 1, 2002, preferably by email to the secretariat: ISAS International Seminars, Email seminars@isas.co.il, POB 43001, Jerusalem 91340, Israel, Tel. 972-2-6520574; Fax 972-26520558.

PLEASE SEND YOUR PICTURE, BRIEF BIO AND OTHEER CONTRIBUTIONS TO THE SECRETARIAT FOR OUR NEXT ISSUE. THANKS, May M. Gatchalian, Secretary General