

2017 INTERNATIONAL QUALITY CONFERENCE



PHILIPPINE SOCIETY FOR QUALITY, INC.



Global Benchmarking Network

MESSAGES

My warmest greetings to the Philippine Society for Quality, Inc. (PSQ) as it holds the 2017 International Quality Conference, in collaboration with the Asia Pacific Quality Organization and Global Benchmarking Network.

I trust PSQ and its members for raising the standards of business practices to effectively cope with the ever-changing needs of the market. Through the years, these organizations have strived for excellence as they face the challenges brought by globalization. Indeed, their initiatives have contributed to the government's goal of a vibrant and competitive economy.

It is fitting that strategic players converge in discussing relevant issues and key topics that will transform various sectors in the Philippines. On our part, the government has taken measures to digitize services to ease the way we do business in the economy.

May this gathering inspire others to make innovations that will help businesses grow and increase their potentials. I ask the participants to advance their respective pursuits and make meaningful changes in their communities. Together, we shall realize a more comfortable and productive life for all.

I wish you an insightful event.



RODRIGO ROA DUTERTE
 President, Republic of the Philippines

Greetings to the Philippine Society for Quality, Inc. as you hold your 2017 International Quality Conference.

We are witnesses to the continued evolution of technology and how it affects our country. While the unstoppable development promises a brighter future, we must be diligent in ensuring that our society copes and thrives. It is through events like this that we are able to understand how we can put to good use the progress in technology that we have today.

This event is an opportunity to discuss how we can take advantage of technology as a tool to push our nation towards progress. I urge you to encourage cooperation among your colleagues so that together, we can bring sustainable development to our shores and improve the quality of life of our fellow Filipinos. Mabuhay kayong lahat!



LENI RODRIGUEZ
 President, Republic of the Philippines

Warmest greetings to all the participants of this year's International Quality Conference!

First, I would like to commend the Philippine Society for Quality for organizing an event that empowers organizations to flourish in our rapidly changing world.

Technological change waits for no one and so we must make sure the Philippines is not left behind!

We must work together to adapt, evolve, and utilize technology, not just to grow our businesses and organizations, but to provide more opportunities for Filipinos living in the fringes of society.

As the Senate Chairman for the Committee on the Science and Technology, I offer my support to the Philippine Society for Quality and other organizations who wish to harness technology for the inclusive growth and development of the Philippines.

Together, I am hopeful that we can build a more prosperous nation, and better world for all.

Meaning salamat po! In the spirit of building the nation.



BAM AQUINO
 Senator, Republic of the Philippines

The importance of the conference theme "Quality Transformation in the Digital World" and the emergence of the digital revolution and how it is transforming the work environment as we know is riding the wave of digital transformation for sustainability. Top executives and professionals' mindsets should spur organizations to leverage on upcoming trends and solutions to address future challenges in the digital era. Leading enterprises who embrace disruption for sustainability, do not take transformation as a project or program but as a way of life, a new approach to managing quality to meet customer needs and of working in the future.



HARNEK SINGH
 President, Asia Pacific Quality Organization

Malgayang Pagdating & Magandang Umaga!

I am delighted to be part of the 23rd Asia Pacific Quality Conference 2017 in Manila.

We are fortunate to have the gurus in both Digital transformation and Quality with us to share their knowledge and experiences over the next 3 days.

The conference offers great opportunities for everyone to learn, share and contribute on their journey to excellence. While you are here at APQO 2017, I hope all of you take the opportunity to enjoy this fantastic city of Manila has to offer and you take back home fond memories of a great conference, new friendships and an equally great experience of Philippines!

My congratulations and sincere thanks to the Philippine Society for Quality for organizing this mega event.



ADRAHIM FENN
 President (Elect), Asia Pacific Quality Organization

In the last few years we have seen the popularity and use of benchmarking grow around the world. Benchmarking, according to most studies, is now at least "a top five tool" with some studies positioning it as "the No.1 tool for helping organizations to become more productive and better at what they do". Many organizations understand that, to remain competitive or efficient, they need to continually learn from the best.

The "Quality Transformation in a Digital World" conference will be a vibrant platform for exchanging views, ideas, experiences and techniques on the current and future challenges and raise organizational performance. This is a unique opportunity to learn from some of the world's top speakers on quality, benchmarking and the digital world. Wishing you all a memorable and knowledge rich conference. Best regards.



DR. ROBIN MANN
 Chairman, Global Benchmarking Network
 www.globalbenchmarking.org

Welcome Guests and Delegates!

Times and conditions change so rapidly. Changes cause disruptions that are sort of closed off from the world. In response to the challenge, the Philippine Society for Quality as host for this year's International Quality Conference in collaboration with Asia Pacific Quality Organization and Global Benchmarking Network is now taking it's next big step from quality to excellence and now to digitalization with our theme "Quality Transformation in the Digital World".

The journey to quality is a blast and endless. It is full of learnings, changes, and challenges. To make this event more meaningful, we have invited sought after experts from around the globe to share with us their learnings, experiences, implementation and execution of strategies, techniques, and the future of Quality in the Digital world such as internet of things (IoT), Artificial Intelligence (AI), Augmented reality to name a few. Mabuhay!



CORAZON C. TAN
 Vice President for Finance, Asia Pacific Quality Organization

Mabuhay Colleagues!

In the prediction released by Gartner in 2016, "by 2018, more than 3 million workers will be supervised by a 'robot boss'" and "45% of the fastest growing companies will have fewer employees than instances of smart machines." How can organizations foster quality and process transformation through digitalization, taking into account that most of the business problems are still solved through the traditional kaizen, lean, six sigma, and the like?

In response to this challenge, the Philippine Society for Quality, Inc. (PSQ), the Asia Pacific Quality Organization (APQO) and the Global Benchmarking Network (GBN) are presenting this year's International Quality Conference, with its theme "Quality Transformation in the Digital World". We are bringing with you sought after Quality leaders and experts from around the globe, highlighting successful case studies, insightful application of the new methodologies and techniques, interactive discussion groups and topical workshops.

This is truly an opportunity you cannot miss if you want to take a leap into the future with your strategy and execution. We look forward to meeting you in this exciting event in October 2017!

Meaning salamat po!



DR. REY B. FREMISTA, III, FRIBA, FRIRAS
 Vice President Internal, Philippine Society for Quality, Inc.
 Vice President International Conference, Asia Pacific Quality Organization



Participating ACE Teams

- SMILE to Excellence**
 Global Centre for Education Excellence (GCEE), Singapore
- Nurturing Kindness**
 GIS, Queenstown Campus, Singapore
- Water Warriors**
 GIS, East Coast Campus, Singapore
- HappiLife**
 GIS, Balestier Campus, Singapore
- Excelling in Excellence** - through our "Nine Gems" - A Holistic Education Framework
 GIS, Kuala Lumpur Campus, Malaysia
- Falcon team - Encouraging Entrepreneurship**
 GIS, Singapore Campus, India
- Heartless Intervention for Student Betterment**
 GIS, Abu Dhabi Campus, UAE
- SEWA, Serving Education With Agility**
 GIS, Tokyo Campus, Japan
- Creating Leaders for Life**
 GIS, Malaysia
- Rhinoceros**
 Fiji Electricity Authority, Fiji
- QCC RAKIT**
 PT ANJAM (Persero) Tbk
- SS RAMP**
 PT ANJAM (Persero) Tbk
- QCC JALU**
 PT YUTAKA MANUFACTURING INDONESIA
- GEN SEM TEAM**
 PT SEMEN PADANG
- PACKER TEAM**
 PT SEMEN PADANG
- ECO ZAK**
 PT SEMEN INDONESIA (PERSERO) Tbk
- BULLWHIP EFFECT**
 PT SEMEN INDONESIA (PERSERO) Tbk
- ONE SILENT TALK**
 PT SEMEN GRESIK, PT SEMEN INDONESIA GROUP
- TMM SEVEN UP**
 PT SEMEN GRESIK, PT SEMEN INDONESIA GROUP
- SE MERRILL**
 PT SEMEN GRESIK, PT SEMEN INDONESIA GROUP
- SS AKM**
 PT KRANKALI TIRTA INDUSTRI
- FT Frow Leahab Haid**
 PT Pertamina (Persero)
- PC PROVE HI-Five**
 PT Pertamina (Persero)
- PC PROVE FIVE**
 PT Pertamina (Persero)
- PC PROVE 7 Way**
 PT Pertamina (Persero)
- FT FROW RIB**
 PT Pertamina (Persero)
- FT PROVE FLARE**
 PT Pertamina (Persero)

ACE Team Awards Competition

The Awards for Contributing to Excellence or ACEs is the only international program of its kind recognizing the best of the best teams arising from various national team engagement activities at a global platform, introduced in 2016. The competition provides an outstanding opportunity for teams from diverse organizations around the world to come together and share their knowledge using a variety of continuous process improvements, innovation and productivity enhancement efforts. Participation provides an excellent opportunity to:

- Learn & Share
- Benchmark and Leap
- Recognize & Celebrate

"...this competition process creates a "best-practice" sharing environment and fosters a healthy spirit of enterprise encouraging and rewarding excellence."

Dr. Charles Aubrey, Chairman, APQO

"... it is an outstanding opportunity for teams from diverse organizations around the world to come together and share their knowledge of their innovation and productivity enhancement efforts."

Dr. ReyFremista, Chairman, 23rd APQO International Quality Conference

"... this unique platform enables the adoption of best practices and leading towards excellence"

Harnek Singh, President, APQO

"... a perfect venue to promote excellence by challenging and encouraging teams to compete, share and be recognized for fruits of exemplary innovative ideas and efforts around the globe."

Ms. Corazon Tan, President, PSQ

There are 23 teams from the following Private and Public sector organizations from eight countries participating in the competition.

Winners of the Global Performance Excellence Awards 2017

Best Performance Excellence Organizations in the World

World Class Award:

- Highest Award:
 - Jenipus Asewikang Pharmaceutical Co., Ltd., China
 - Keiani Cabales PLC, Sri Lanka
 - Manico Linnet, Uthi Baddi, Himachal Pradesh, India
 - Nanning Haining Pharmaceutical Co., Ltd., Yerguo River Pharmaceutical Group, China
 - Shanghai Zhenhua Heavy Industries Co., Ltd., China
 - Don Tong A Corporation, Vietnam
 - Hangzhou Hengfeng Marine Cable Systems Co., Ltd., China
 - Khanh Hoa Saraganes Nest Company, Vietnam
 - Shanghai International Airport Co., Ltd., China
 - Wudongfeng Fig Limited, Fig
 - Global Indian International School, Balestier Campus, Singapore
 - Global Indian International School, Queenstown Campus, Singapore
 - Lycium of the Philippines University Batangas, Inc.

Best in Class Award:

Second Highest Award:

- 1. Finsar Malaysia SDN BHD, Malaysia
- 2. Unilever Caytha Factory, Sri Lanka
- 3. Vietnam Germany Saet Mill Joint Stock Company, Vietnam
- 4. Aditya Birla Capital Ltd., India
- 5. Shanghai Macro Home Property Management Co., Ltd., China
- 6. Global Indian International School, East Coast Campus, Singapore
- 7. Global Indian International School, Kuala Lumpur, Malaysia
- 8. Registro Nacional De Identificacion Y Estado Civil-Revic, Peru
- 9. Sharjah Police Head Quarters, United Arab Emirates

APQO AWARDS

APQO LIFETIME DISTINGUISHED SERVICE AWARD

Dr. James H. Harrington

Walter L. Hurd Foundation Awards 2017

- Walter L. Hurd Executive Medal**
 Mr. Li Xiyong, Chairman, Yunshou Coal Mining Company Limited
- Frederick L. Hurd Lifetime Achievement Medal**
 Dr. A. Brandon Godfrey
- Harrington/Isikawa Medal**
 Mr. Shenyu Bakunjo Gokulnanda, Director, Global Centre for Excellence, GIS
- Walter H. Gathalian Medal**
 Ms. Yu Lihua, Director, Shanghai Quality Association

APQO International Individual Awards 2017

- APQO Woman of the Year Award**
 Ms. Danyang Head, International Relations Section, IQMA, Indonesia
- APQO President's Award for Excellence**
 Ms. Corazon C. Tan, Vice President Finance & Treasurer, APQO
- APQO Special Recognition**
 Prof. Liu Yuanhang Frontline Worker Quality Contribution Award
 Mr. Ratuhi Mananika ST, PT Semen Indonesia
- APQO Special Recognition**
 Ms. Pathman Mangalika de Silva, Vice President, External Affairs & Membership, APQO
- APQO Special Recognition**
 President, Sri Lanka Association for Quality
- APQO Special Recognition**
 Dr. Rey B. Fremista, Chairman, International Conference & 23rd APQO
- APQO Special Recognition**
 Vice President Internal, Philippine Society for Quality, Inc.
 Ms. Anglica C. Fraginal, Secretary General/General Manager, APQO
- APQO Special Recognition**
 Mr. Warren Estera, Vice President External, Philippine Society for Quality, Inc.
- APQO Special Recognition**
 Mr. Abraham Ferns, President (Elect 2017) APQO
- APQO Special Recognition**
 President, The New Zealand Organisation for Quality, Inc.

PSQ and GBN Awards

JURAN MEDAL

Dr. Ma. Cecilia D. Padolina, President, Centro Escolar University

HALL OF FAME AWARD

Ioly T. Cayabyab, 2017 Awardee

GLOBAL BENCHMARKING NETWORK (GBN) AWARDS WINNERS

Benchmarking Award Winners

- 2014 City Government of Tansuan**
 Runner-up, 3rd International Benchmarking Award from GBN in Abu Dhabi
- 2015 City of Marikina**
 2015 The Medical City Top Proc. 5th [IE] Benchmarking Award from GBN in Dubai, UAE
- 2017 Republic Cement Services, Inc.**

Best Practice Award Winners

- 2014 Texas Instruments, Clark**
 Runner-up, 1st Best Practice Award from GBN in Dubai, UAE
- 2015 Land Bank of the Philippines**
 2015 Wipro (BPO - Service)
- 2017 Jollibee Foods Corporation**

QUALITY MANAGER OF THE YEAR

- 2013 Anthony San Mateo**
 San Miguel Yamamura Packaging Corporation
- 2014 Eusebio Yambura**
 Jollibee Foods Corporation
- Rey Fremista**
 Starline
- 2016 Dr. Esmañla Jauler**
 Lycium of the Philippines University - Batangas
- 2017 Prof. Nestor Raneses**
 University of the Philippines