

# 16TH APQO INTERNATIONAL CONFERENCE ON QUALITY

Dhulikhel, Kavre, Nepal; September 18-20, 2010

## Programme Schedule

Friday, 17 September 2010						Dhulikhel, Kavre, Nepal			
8:30-9:00am	9:00-11:00am		11:00am-1:00pm	1:00-4:00pm	5:00-5:30pm	5:30-8:30pm			
	APQO Executive Committee members assemble at Hotel Mirabel, Dhulikhel (Langtang Hall)		APQO Executive Meeting (Langtang Hall)	APQO Core Council Meeting (Langtang Hall)	Registration of international participants, awardees, guests at Kathmandu University (Conference Secretariat in Mini Auditorium)	Welcome Reception (Introduction, Award function, Cultural programme, Welcome dinner) in KU Auditorium			
	APQO Core Council members assemble at Hotel Mirabel, Dhulikhel (Langtang Hall)								
	Arrival of international participants, paper presenters, awardees at Dhulikhel and Checking-in to respective resorts								
Saturday, 18 September 2010						Kathmandu University, Dhulikhel			
8:00-8:30am	8:30-10:30am	10:30-11:00am	11:00am-1:00pm	1:00-2:00pm	2:00-4:00pm	4:00-4:30pm	5:00-6:00pm		
Assemble in KU Auditorium	Conference Opening Ceremony including Keynote Address – 1 (Auditorium)	Hi-tea break (KU Dining Hall)	Technical Session – 1	Lunch break (KU Dining Hall)	Technical Session – 4	Tea break (KU Dining Hall)	Evening programme in KU Auditorium		
Registration of national participants & paper presenters (Conference Secretariat in Mini Auditorium)			Technical Session – 2		Technical Session – 5				
			Technical Session – 3		Technical Session – 6				
Sunday, 19 September 2010						Kathmandu University, Dhulikhel			
8:30-8:45am	8:45-9:30am	9:30-10:30am	10:30-11:00am	11:00am-1:00pm	1:00-2:00pm	2:00-4:00pm	4:00-4:30pm	4:30-5:00pm	5:00-6:00pm
Assemble in KU Auditorium	Keynote Address – 2 (Auditorium)	Panel Discussion (Auditorium)	Tea break (KU Dining Hall)	Technical Session – 7	Lunch break (KU Dining Hall)	Technical Session – 10	APQO flag turnover (Auditorium)	Tea break (KU Dining Hall)	Evening programme in KU Auditorium
				Technical Session – 8		Technical Session – 11			
				Technical Session – 9		Technical Session – 12			
Monday, 20 September 2010						Kathmandu University, Dhulikhel			
8:30-8:45am	8:45-9:30am	9:30-10:15am	10:30-11:00am	11:00am-1:00pm	1:00-2:00pm	2:00-4:00pm	4:00-4:30pm	4:30-6:00pm	6:30-9:00pm
Assemble in KU Auditorium	Keynote Address – 3 (Auditorium)	Keynote Address – 4 (Auditorium)	Tea break (KU Dining Hall)	Technical Session – 13	Lunch break (KU Dining Hall)	Technical Session – 16	Tea break (KU Dining Hall)	Conference Closing ceremony in KU Auditorium	International Cultural Evening followed by farewell dinner in KU Auditorium
				Technical Session – 14		Technical Session – 17			
				Technical Session – 15		Technical Session – 18			

## Schedule of Plenary and Technical Sessions

DAY 1: Saturday, 18 September 2010				Kathmandu University, Khulikhel			
<b>Keynote Address - 1</b> (9:15am – 10:00am); Hall 1 (Auditorium)		Topic: <b>Five Pillars of Organizational Excellence</b> Distinguished Speaker: <b>Dr. James H. Harrington (USA)</b>		<b>Note:</b> Keynote Address-1 is part of the Conference Opening Ceremony which starts at 8:30 AM.			
(11:00am – 1:00pm)				(2:00pm – 4:00pm)			
<b>Session 1</b> (KU Auditorium)		Co-chairs: Prof. Jacob Eskildsen (Denmark) Dr. Hemant Dawadi (Nepal)		<b>Session 4</b> (KU Auditorium)		Co-chairs: Prof. Dr. hab. Robert Karaszewski (Poland) Dr. Bim Prasad Shrestha (Nepal)	
1	<b>Best Practice presentation</b> Universiti Tenaga Nasional, MALAYSIA [Awarded the International Asia Pacific Quality Award (IAPQA 2010) World Class in Education category]		BP-01	12	<b>Best Practice presentation</b> Colombo International Nautical and Engineering College, SRI LANKA [Awarded the International Asia Pacific Quality Award (IAPQA 2010) Best in Class in Education category]		BP-02
2	Topic: <b>Influence of Local Culture in Development of Quality Models in an Organization</b> Presenter: Dr. M. Shahid Khalil, Waqas Anwar (Pakistan)		LS-05	13	Topic: <b>Innovative Business Management System for Successful Organizations</b> Presenter: Mr. Shan Ruprai (Australia)		IQ-06
3	Topic: <b>Evaluation of the Importance of Leadership Traits - Leadership in the Global Business Environment</b> Presenter: Prof. Dr. hab. Robert Karaszewski (Poland)		LS-06	14	Topic: <b>Implementing OD Model – A Case Study</b> Presenter: Mr. Ahmed Ali Qureshi, S. Afzal, M. Ahmed (Pakistan)		IQ-08
4	Topic: <b>Quality Culture in Construction Organizations A Step towards TQM</b> Presenter: Mr. Rizwan U. Farooqui, Md Saqib, Syed M. Ahmed (USA)		LS-07	15	Topic: <b>Quality Leads to 'Peace of Mind'</b> Presenter: Mr. Rabi Bhattarai (Nepal)		IQ-05
<b>Session 2</b> Hall 2		Co-chairs: Mr. Ranganathan Mulvadi R (India) Mr. Binod Krishna Shrestha (Nepal)		<b>Session 5</b> Hall 2		Co-chairs: Dr. Geeta Bhardwaj (India) Mr. Ek Narayan Sapkota (Nepal)	
5	Topic: <b>Strategic Road Maps through Competitiveness Modelling</b> Presenter: Mr. S. A. Khadar (India)		LS-02	16	Topic: <b>Balancing Quality and Innovation to create Sustainable Value</b> Presenter: Mr. Anil Kumar S (India)		IQ-01
6	Topic: <b>Assessing Process Performance for Supply: Investigating Your Own Operations First</b> Presenter: Mr. Daryl Martin (Australia)		LS-03	17	Topic: <b>Interactive Information Technology for Quality Management and Quality Assurance</b> Presenter: Mr. Juhani Anttila (Finland)		IQ-02
7	Topic: <b>Growth through Quality Culture</b> Presenter: Dr. S. M. Naqi (Pakistan)		LS-10	18	Topic: <b>The Relationship between Membership Satisfaction and the Cost of Membership</b> Presenter: Prof. Jacob Eskildsen, K. Kristensen (Denmark)		IQ-07
				19	Topic: <b>Preparation and Quality Evaluation of Mozzarella Cheese from Different Milk Sources</b> Presenter: Mr. Rewati Raman Bhattarai (Nepal)		IQ-10
<b>Session 3</b> Hall 3		Co-chairs: Mr. Muhammad Asim (Pakistan) Mr. Rewati Raman Bhattarai (Nepal)		<b>Session 6</b> Hall 3		Co-chairs: Mr. Vu Phan Nguyen (Vietnam) Mr. Khagendra N. Khanal (Nepal)	
8	Topic: <b>The Human Side of Total Quality Management</b> Presenter: Dr. Fermin G. Castillo Jr. (UAE)		TQ-02	20	Topic: <b>Industry-HEI linkage: A Quality Imperative</b> Presenter: Mr. Salman Saeed Qureshi (Pakistan)		QE-05
9	Topic: <b>TQM and Road to Quality</b> Presenter: Mr. Ranganathan Mulvadi R (India)		TQ-03	21	Topic: <b>IQE – Indicators of Quality in Education</b> Presenter: Ms. Arati Mhate, Mr. B.G. Shenoy (Singapore)		QE-06
10	Topic: <b>Introduction to 5S</b> Presenter: Mr. Kalyan Sashank (India)		TQ-04	22	Topic: <b>TQM in Higher Education: A Culture for Academic Excellence</b> Presenter: Dr. Fermin G. Castillo Jr. (UAE)		QE-08
11	Topic: <b>Quality Management Practices in BSP</b> Presenter: Mr. Khagendra N. Khanal (Nepal)		TQ-07	23	Topic: <b>Perceptions of Differences in Quality of Graduates: Employers versus Students</b> Presenter: Mr. Binod Krishna Shrestha (Nepal)		QE-11
				24	Topic: <b>Quality Assurance in Higher Education in Nepal</b> Presenter: Dr. Sunity Shrestha, Govinda Tamang (Nepal)		QE-12

**Keynote Address - 2**  
(8:45am – 9:30am)  
(KU Auditorium)

Topic: ***Engaging All Employees To Eliminate the Eight Wastes***  
Distinguished Speaker: **Dr. Charles A. Aubrey II (USA)**

**Panel Discussion**  
(9:30am – 10:30am)  
(KU Auditorium)

Topic: ***Creating Value through Quality***

**Panelists**

1. Prof. Jacob Eskildsen (Denmark)
2. Mr. Juhani Anttila (Finland)
3. Prof. Dr. -Ing. Ronald Jochem (Germany)
4. Dr. Shirley Yeung- Mo Ching (Hong Kong)
5. Prof. Dr. (Engg) Vikram G. Nabar (India)
6. Dr. Firdaus Abdullah (Malaysia)
7. Mr. Paul Hoyer (Netherland)
8. Dr. M. Shahid Khalil (Pakistan)
9. Dr. Isagani A.F. Yuzon (Philippines)
10. Prof. Dr. hab. Robert Karaszewski (Poland)

Moderator/Chair: **Mr. Shan Ruprai (Australia), APQO President**

(11:00am – 1:00pm)			(2:00pm – 4:00pm)		
<b>Session 7</b> (KU Auditorium)		Co-chairs: Dr. Jose C. Gatchalian (Philippines) Dr. Srijan L. Shrestha (Nepal)	<b>Session 10</b> (KU Auditorium)		Co-chairs: Prof. Dr. Jamil Hamali (Malaysia) Dr. Bhola Thapa (Nepal)
25	<b>Best Practice presentation</b> Phu Nhuan Jewellery Joint Stock Co., VIETNAM [Awarded the International Asia Pacific Quality Award (IAPQA 2010) Best in Class in Large Service category]	BP-03	37	<b>Best Practice presentation</b> GTL Limited, Mumbai, INDIA [Awarded the International Asia Pacific Quality Award (IAPQA 2010) Best in Class in Large Service category]	BP-04
26	Topic: <b>Role of Quality Awards in Knowledge Management</b> Presenter: Dr. Geeta Bhardwaj (India)	PE-01	38	Topic: <b>Creating Value through Quality based Performance Measurement- A Case Study Approach</b> Presenter: Prof. Dr. -Ing. Ronald Jochem (Germany)	RM-01
27	Topic: <b>Is the Net Promoter Score Really the One Number You Need to Grow?</b> Presenter: Prof. Kai Kristensen, Prof. Jacob Eskildsen (Denmark)	PE-02	39	Topic: <b>Expandable Capacity with Heart</b> Presenter: Ms. Suman Pai, Gopal Ranjan (India)	RM-02
28	Topic: <b>Competitiveness as a Measure of Performance Excellence for Growth of CNG Industry in South Asia</b> Presenter: Mr. S.F. Zaheer, Ramzan, Md Asim (Pakistan)	PE-04	40	Topic: <b>Developing a Road Map for the Application of Cleaner Production in Small and Medium Enterprises in Nepal</b> Presenter: Mr. Dharmendra Thakur, Ramesh Man Singh (Nepal)	RM-07
<b>Session 8</b> Hall 2		Co-chairs: Mr. Mochamad Iqbal (Indonesia) Dr. Devendra B. Chhetri (Nepal)	<b>Session 11</b> Hall 2		Co-chairs: Mr. Paul Hoyer (Netherland) Mr. Govinda Tamang (Nepal)
29	Topic: <b>Achieving Quality Excellence through Competitiveness in Digital Electronics Industry of Pakistan</b> Presenter: Mr. Kinza Nasrullah, H Ali Jamal, Md Asim (Pakistan)	PE-03	41	Topic: <b>Application of Structured 8 D-Methodologies as a Potential Tool for Sustainable Product Improvement of IR Sensor Cooling System</b> Presenter: Mr. N. Shankarnarayan, AT Shelwatkar, VVRK Saruma, P. Bhattacharya (India)	RM-03
30	Topic: <b>Creating Value through Quality: Performance Excellence</b> Presenter: Mr. Manmohan (India)	PE-05	42	Topic: <b>Reducing Circulation Oil &amp; Bearing Temperature</b> Presenter: Mr. Mochamad Iqbal (Indonesia)	RM-05
31	Topic: <b>Quality Evolution in SMEs - The Way to Sustainable Growth</b> Presenter: Dr. R. Balakrishnan (India)	PE-06	43	Topic: <b>Utilizing Wasted Steam of Condensate Stripper Unit 2103-E Outlet</b> Presenter: Mr. Mochamad Iqbal (Indonesia)	RM-06
32	Topic: <b>Improving Business Success among Entrepreneurs with the Framework of Performance Excellence</b> Presenter: Prof. Dr. Jamil Hamali, Dr. Firdaus Abdullah (Malaysia)	PE-07	44	Topic: <b>Best Manufacturing Practices Applied by Food Industries in Nepal</b> Presenter: Mr. Desh Raj Sharma (Nepal)	RM-08
<b>Session 9</b> Hall 3		Co-chairs: Ms. Arati Mhate (Singapore) Mr. Sunil Manandhar (Nepal)	<b>Session 12</b> Hall 3		Co-chairs: Mr. Kinza Nasrullah (Pakistan) Mr. Hari Bhakta Sharma (Nepal)
33	Topic: <b>ISO 9000 Series: A Step Tool to Total Quality Management</b> Presenter: Mr. Muhammad Midhat Ali (Pakistan)	MS-01	45	Topic: <b>The Relative Efficiency of Commercial Banks in Nepal</b> Presenter: Dr. Devendra B. Chhetri, Dr. Sunity Shrestha, Dr. Srijan L. Shrestha, Govinda Tamang (Nepal)	QS-02
34	Topic: <b>The European REACH Regulation: An Update</b> Presenter: Mr. Paul Hoyer (Netherland)	MS-02	46	Topic: <b>The World Class Orchid</b> Presenter: Mr. Vithal Venkatesh Kamat (Singapore)	QS-03
35	Topic: <b>Business Prosperity by Implementing Quality Management System</b> Presenter: Mr. Arun Dangol (Nepal)	MS-03	74	Topic: <b>Power Quality Control Using Microcontroller-based Control of Inactive Power Compensator</b> Presenter: <b>Mr. Sujan Adhikari (Nepal)</b>	QS-04
36	Topic: <b>Quality Improvement through ISO 22000:2005 (Food Safety Management System)</b> Presenter: Mr. Janardan Ghimire (Nepal)	MS-04	47	Topic: <b>Creating Value through Quality with Focus on Pharma Sector</b> Presenter: Mr. Rakesh Jha (Nepal)	QH-02
			48	Topic: <b>Tilganga Institute of Ophthalmology – Quality Perspective</b> Presenter: Mr. Sunil Manandhar (Nepal)	QH-03

Keynote Address - 3 (8:45am – 9:30am); (KU Auditorium)		Topic: <b>Creating Exceptional Value through Quality</b> Distinguished Speaker: <b>Dr. Gregory H. Watson (Finland)</b>			
Keynote Address - 4 (9:30am – 10:15am); (Auditorium)		Topic: <b>Attaining Quality and Productivity through Workplace Cooperation</b> Distinguished Speaker: <b>Dr. Miflora Minoza-Gatchalian (Philippines)</b>			
(11:00am – 1:00pm)			(2:00pm – 4:00pm)		
Session 13 (KU Auditorium)		Co-chairs: Dr. Shirley Yeung- Mo Ching (Hong Kong) Dr. Sita Ram Joshi (Nepal)		Session 16 (KU Auditorium)	
				Co-chairs: Prof. Dr. Jamil Hamali (Pakistan) Mr. Poorna Prasad Manandhar (Nepal)	
49	<b>Best Practice presentation</b> Ms. Xiaofen Tang President, Shanghai Institute of Quality, CHINA	BP-05	61	<b>Best Practice presentation</b> Surya Nepal Pvt. Limited, NEPAL [Awarded the FNCCI National Excellence Award in 2005 in Large Manufacturing category]	BP-06
50	Topic: <b>Evaluation of Quality of Service through SWOT Analysis in Telecom Industry of Pakistan</b> Presenter: Mr. Murtaza Manzoor, Md Asim, K. Rafique (Pakistan)	LS-01	62	Topic: <b>Quality of Education: Nature's way</b> Presenter: Prof. Dr (Engg) Vikram G. Nabar (India)	QE-02
51	Topic: <b>Management of Industrial Real Estate Development Strategy of LHC</b> Presenter: Mr. Pham Quang Sam, Nguen T Quang (Vietnam)	LS-04	63	Topic: <b>Distance Learning Institutions Thailand and Philippines: Lessons for Quality and Accessibility</b> Presenter: Dr. Isagani A.F. Yuzon, Dr. T.V. Atienza (Philippines)	QE-03
52	Topic: <b>Empirical Study to Assess Combined Impact of Quality and Safety on Construction Productivity</b> Presenter: Mr. Rizwan U. Farooqui, Md Saqib, Syed M. Ahmed (USA)	LS-08	64	Topic: <b>LCCI International Qualification's Role in Improving Education Quality</b> Presenter: Mr. Roshan Rathi (Nepal)	QE-09
Session 14 Hall 2		Co-chairs: Ms. France Marie G. Padiz (Philippines) Dr. Sunity Shrestha (Nepal)		Session 17 Hall 2	
				Co-chairs: Prof. Kai Kristensen (Denmark) Dr. Panna Thapa (Nepal)	
53	Topic: <b>Harmonizing Work Relations for Total Quality</b> Presenter: Dr. Jose C. Gatchalian, Ph.D. (Philippines)	TQ-01	65	Topic: <b>TQM Driving QA in New Programme Management</b> Presenter: Dr. Shirley Yeung- Mo Ching (Hong Kong)	QE-01
54	Topic: <b>Quality Has No Choice - Food Safety Solutions for Organized Retail in India</b> Presenter: Mr. Manojit Pal (India)	TQ-05	66	Topic: <b>Teach by Heart to Produce Quality Results!</b> Presenter: Mr. Dheeraj Mehrotra (India)	QE-04
55	Topic: <b>A Journey to Continuous Improvement</b> Presenter: Ms. France Marie G. Padiz (Philippines)	TQ-08	67	Topic: <b>Application of Competitive Framework to Improve Quality of Education in Universities</b> Presenter: Mr. Muhammad Asim, M. Wagas, Saad Hussian (Pakistan)	QE-07
56	Topic: <b>Need for Effective Quality Infrastructure in Nepal – an Overview</b> Presenter: Mr. Poorna Prasad Manandhar (Nepal)	TQ-06	68	Topic: <b>Quality Education in Inequality Society</b> Presenter: Mr. Babu Kaji Shrestha (Nepal)	QE-10
			69	Topic: <b>Quality in Education</b> Presenter: Mr. Ek Narayan Sapkota & Bishnu Kumar Shrestha (Nepal)	QE-13
Session 15 Hall 3		Co-chairs: Mr. Juhani Anttila (Finland) Mr. Prabhakar Shah (Nepal)		Session 18 Hall 3	
				Co-chairs: Mr. Pham Quang Sam (Vietnam) Mr. Prashant L. Shrestha (Nepal)	
57	Topic: <b>Introduction to Six Sigma and Lean Production</b> Presenter: Mr. B. Prabhakar Moorthy (India)	SS-01	70	Topic: <b>Creating Breakthrough Quality and Productivity Value</b> Presenter: Mr. Paul Steel (USA)	IQ-03
58	Topic: <b>Adopting Six Sigma In Smaller Organizations</b> Presenter: Prof. Goh Thong Ngee (Singapore)	SS-02	71	Topic: <b>Improving Reliability of Test Results &amp; Minimizing Health Hazards and Environmental Release</b> Presenter: Mr. Harkishan G. Asnani (India)	IQ-09
59	Topic: <b>Process Optimization for Moulding Process Using Six Sigma Shainin Techniques – A Case Study</b> Presenter: Mr. Abhayraj S. Kute (India)	SS-03	72	Topic: <b>Quality Circle for Life: Can We Inject Quality Circles in All Spheres of Life?</b> Presenter: Mr. Lekhnath Pathak (Nepal)	IQ-04
60	Topic: <b>Students' Quality Circle</b> Presenter: Mr. Himal Gautam (Nepal)	MT-01	73	Topic: <b>European Quality Organization</b> Presenter: Mr. Vicktor Seitschek (Austria)	MT-02

## Schedule of Workshops

Venue: NBSM, Balaju

<b>Tuesday, 21 September, 2010</b>	
<b>Nepal Bureau of Standards and Metrology (NBSM), Balaju, Kathmandu</b>	
9:00am-1:00pm	1:30pm-5:30pm
Workshop – 1: Hall 1 Food Safety (Dr. May Gatchalian)	Workshop – 3: Hall 1 Industrial Relations (Dr. Jose Gatchalian)
Workshop – 2: Hall 2 Six Sigma (Dr. Charles Aubrey)	