



monitor

A Quarterly Newsletter of the Asia Pacific Quality Organization (APQO)

Please
Deliver to

Secretariat: P.O. Box 116, U.P. Campus, Diliman, Quezon City, Philippines, D-1121
Office Address: # 11 Barrion St. BF Homes, Quezon City, PHILIPPINES
Tel. (632) 931-9696; Fax (632) 932-4148; E-mail: <apqo@mydestiny.net>
Web site [Http://www.qil.com/apqo/](http://www.qil.com/apqo/)

Volume XIV No. 1

January to March, 2002

ALL ROADS MUST LEAD TO BEIJING, CHINA

GOOD NEWS! Deadline for abstracts was extended to May 31, 2002. This should give us more time to convince more friends and quality people to join the happy trail to Beijing for the **8th APQO Conference**. All Core Council Representatives made commitments to organize a good delegation from each of their countries. It may be recalled that China had always been supportive of all APQO Country hosts. They brought more than 20 participants in practically all APQO Biennial Conferences. It is time to reciprocate! **HAVE YOU DONE WHAT A QUALITY PERSON SHOULD DO?** Your country's level of participation at the Conference will be a supreme test. **A unique pre-conference CEO-Forum on September 15, 2002 will be led by top CEOs of the Fortune 500 and top China Companies.** This is a CEO dialogue session that allows for very good interaction. Any CEO worthy of his position must participate in this APQO first! Be sure to make your early reservations. **There will also be awarding of the Walt Hurd Executive Medal; Harrington-Ishikawa Executive Medal and International Asia Pacific Quality Award for companies!**

HOSTS FOR SUCCEEDING APQO CONFERENCES

At the 11th APQO Core Council meeting held in Scottsdale Arizona, it was agreed that after China, the next APQO Conference will already be done yearly as predicted by the late **General Walter L. Hurd**. Four Core Council country members won the bid to host the forthcoming Conferences. Each is expected to present their plans at the 13th Annual Core Council meeting on the second day of the China Conference. The country representatives expected to present their proposals include: for 2003 – **Dr. Srilal de Silva** of Sri Lanka Association for Quality (SLAQ); 2004- **Dr. Nguyen Huu Thien and Dr. Bui Quy Long**, Directorate for Quality, Vietnam (STAMEQ); 2005 – **Engineer Jose Gonzalez Prado**, Instituto Mexicano de Control de Calidad (IMECCA); 2006 – **Mr. Lou Magritzer**, Australian Organization for Quality, New South Wales.

13th ANNUAL APQO MEETING AND WORKSHOPS

APQO President, **Mr. Charles Aubrey** welcomes suggestions and proposals for inclusion in the meeting agenda, from all APQO members. Those interested to participate in the workshops are enjoined to inform the APQO Secretariat through the email. Your ideas will be most needed in concretizing APQO directions in the short and long term. Results from the 12th APQO Core Council meeting in Malaysia will be discussed in greater detail and implementation plans will be finalized. Your valuable participation will surely strengthen the APQO network. Please come!!

APQO CORE COUNCIL OFFICERS AND MEMBERS (2002)

OFFICERS OF THE CORE COUNCIL:

PRESIDENT: *Mr. Charles Aubrey* , American Society for Quality (ASQ)

VICE PRESIDENT FOR:

- Ø EXTERNAL AFFAIRS: **Ms. Mary Kim**, Korean Standards Association (KSA)
- Ø CONFERENCES: **Ms. Ma Lin** , China Association for Quality (CAQ)
- Ø FINANCE: **Ms. Zenaida Veloso**, Philippine Society for Quality (PSQ)
- Ø COMMITTEES: **Dr. Srilal de Silva**, Sri Lanka Association for Quality (SLAQ)
- Ø MEMBERSHIP: **Dato Aziz Mat**, Institute of Quality Malaysia (IQM)
- Ø PUBLICATIONS/COMMUNICATIONS: **Mr. Lou Magritzer**, Australian Organization for Quality (AOQ-NSW)

OTHER MEMBERS OF THE CORE COUNCIL

- Ø **Bui Quy Long**, Directorate for Standards and Quality, Vietnam (STAMEQ)
- Ø **Admiral Sudomo**, Indonesian Quality Management Association (IQMA)
- Ø **Jose Gonzales Prado**, Instituto Mexicano de Control de Calidad (IMECCA)
- Ø **N.S. Nanavati**, National Centre for Quality Management (NCQM)
- Ø **Dr. Bryan Wenmoth**, New Zealand Organization for Quality (NZOQ)
- Ø **Mr. Freddy Soon** , Singapore Productivity Association (SPA)

APQO ASSOCIATE CORE COUNCIL MEMBERS

- Ø **Ms. Tang Xiaofen**, Representing Shanghai Quality Control Association (SQCA)
- Ø **Prof. S.P. Mukherjee**, Indian Association for Productivity, Quality & Reliability (IAPQR)

ADVISERS AND SECRETARIAT OFFICERS

- Ø **Dr. H. James Harrington**, Official APQO Adviser and President, Walt L. Hurd Foundation (WLHF)
- Ø **Mrs. Ann Hurd**, Official Adviser, Walt L. Hurd Foundation Awards Committee
- Ø **Dr. Miflora M. Gatchalian**, Secretary-General, APQO and Secretary, Walt L. Hurd Foundation
- Ø **Ms. Carmen G. Loot** , APQO Secretariat Treasurer
- Ø **Ms. Zenaida T. Veloso**, Walter L. Hurd Foundation Treasurer
- Ø **Ms. Vicky Vallesterro**, APQO, Deputy Secretary General

DR. WILLIAM “BILL” GOLOMSKI (APQO MN 0057) –A GREAT LOSS TO APQO

Bill's wife, Joan sent the letter below:

We are so sorry to bring you this sad news. William A. J. Golomski - Bill to all of us - passed away on Sunday evening, Feb.17, 2002 after a brief battle with cancer. Bill was a great advocate and pioneer of the quality movement for which he has been recognized with many honors awarded him by you his peers. We know he will be sorely missed by all his close friends and associates and by others who were greatly influenced through his teachings and contributions to education and to the business world. Bill is remembered today by his wife Joan, daughter Gretchen, her sons Zachary and Robie, son William A. Jr, sisters Dorothy and Arlene, his cousins Marcella Kolacke and Angie Coulthurst, and all of you dear friends and relatives.

We will miss you Bill. You had been a great leader, organizer and above all, a friend.

Dr. Srilal de Silva, APQO VP for Committees reports ...

GSM Wins National Quality Award 2001

The Sri Lanka Standards Institute has named Dialog GSM (MTN Networks Pvt. Ltd.) as a National Quality Award winner in the *Large Scale Service Category* for the year 2001. Dialog GSM is the first Telecommunication company in South and South East Asia to win a National Quality Award given for Business Excellence, placing it among an exclusive grouping of large scale service providers in the region. The Selection criteria for the National Quality Award is based on the world-renowned *Malcolm Baldrige Quality Award* programme practiced in the USA. The Sri Lanka National Quality Award is Sri Lanka's highest level of recognition for excellence in Business Management and execution. Awardees are those companies recognised to adopt "World Class" Management, Human Resource and Service Delivery practices.

"Receiving this award is a great honour to everybody within the Dialog family – This award is won by our employees and they will no doubt treasure it as a recognition of many years of hard work – we know this is another beginning and are all aware that this award brings with it an even greater responsibility to continue with our commitment to business excellence." Commented Dr Hans Wijayasuriya Chief Executive Officer of MTN.

Dr. Stanley Marash (APQO MN 0038) sent the report below to share with fellow APQO members:

QUALITY INDUSTRY LEADERS STAT-A-MATRIX AND ORIEL JOIN FORCES; DEAL FORMS GLOBAL SIX SIGMA AND QUALITY MANAGEMENT POWERHOUSE

EDISON, N.J. - Alan S. Marash, President of The SAM Group, which controls STAT-A-MATRIX, Inc., STAT-A-MATRIX Institute, and STAT-A-MATRIX FDA Services, Inc., is pleased to announce that Madison, WI-based Oriel Incorporated will now become a part of the SAM Group. The combination will form one of the world's largest consultancies dedicated to six sigma and quality management, with international offices in the UK, Japan, Brazil, Argentina, and China.

All STAT-A-MATRIX companies will maintain their global headquarters in Edison, N.J. Oriel will remain in Madison as Oriel Incorporated, a SAM Group company. Alan Marash will continue in his role as President, while the company's founder, Dr. Stanley A. Marash, will remain Chairman and CEO. Oriel's President, Patricia Klossner, will retain her title and will serve as Vice President of STAT-A-MATRIX. Founded in 1968, STAT-A-MATRIX is one of the world's leading consulting and training organizations, dedicated to the pursuit of business process improvement, performance excellence, and regulatory compliance. STAT-A-MATRIX offers ongoing consulting and training in every aspect of business process improvement, from the theoretical foundation to the practical tools needed to assure both customer satisfaction and regulatory or standards compliance.

Oriel Incorporated, formerly Joiner Associates, is a management consulting firm dedicated to helping organizations develop, implement, and sustain the methodologies needed to improve business performance. For more information, please contact Robert Montgomery, STAT-A-MATRIX Vice President of Sales and Marketing, at 732-906-6121, or rmontgomery@thesamgroup.com.

MEET APQO OFFICERS AND MEMBERS (A CONTINUING FEATURE...)



Victoria "Vicky" Vallesterio

Ms. Victoria "Vicky" Vallesterio is Deputy Secretary General, Asia Pacific Quality Organization (APQO). She is also the Adviser, Corporate Human Resources Corporate Quality Management of San Miguel Corporation (SMC). She is responsible for the improvement systems, training and assessment of quality programs for the SMC Group, which includes beverages, food and packaging businesses. She chaired the SMC Packaging Division Council on Quality and Productivity for two years in the propagation of International Organization for Standardization, Quality Circle/Teams and Employee Suggestion Systems. She also spearheaded the installation of quality systems and quality improvement teams in two of the plants of SMC.

Vicky holds positions of responsibility such as : (a) President of the Philippines Quality Circle Practitioners Association Inc; (b) Vice President for Luzon of the Productivity Improvement Circle Association of the Philippines (PICAP); (c) Incoming President 2002-2003 of PICAP; and (d) Chairman of the Secretariat and Academic Board Committee of the International Convention for Quality Control Circles in Manila. She actively participates in training programs related to Total Quality Management, locally and internationally. She presented several technical papers on quality control circles in the international conventions in Japan, China, and USA.

Dato' A. Aziz Mat is Vice President of the Asia Pacific Quality Organization (APQO). He holds a Bachelor of Science degree from Pennsylvania State University, USA and a Master's degree from the West Virginia University, USA. He has more than 23 years of working experience in the management of national standardization, quality assurance and accreditation programs. He was the first Director-General of the Department of standards Malaysia. Since the last 10 years, he served as President of the Institute of Quality Malaysia (IQM). Currently, he is a Principal Consultant at SIRIM Bhd. Malaysia, member of panel of judges for the the Prime Minister Quality Award, Vice President of the 'Confederation of Scientific and Technology Association in Malaysia' (COSTAM). In the year 2001 he was appointed Specialist / Consultant on Standardization and Conformity Assessment by the International Trade Centre, Geneva. He had been a member of the ISO Council, Geneva, and the ISO President's Ad hoc Advisory Group. One of the most coveted awards he received was "**Commander of the Order of the Crown of Sultan, State of Perak**" which conferred upon him the title *Dato'* to carry before his name.



Dato' Aziz Mat



Greg H. Watson

Gregory H. Watson (APQO Life Member No. 009) is President and Managing Partner of Business Systems Solutions, Inc., a Florida-based consulting firm that specializes in system-level, quality-focused business improvement initiatives with special emphasis on corporate deployment of Six Sigma. He has worked with companies from the high technology, petroleum and chemical, financial services, automotive, and public sectors. His clients include such big names as Nokia, Motorola Semiconductor Sector, AT&T, Hewlett-Packard, Microsoft, Litton Industries, United Technology Corporation, Toshiba and Xerox, etc. **Mr. Watson** served as vice president of quality for the Xerox copier business and Prior to that, he was vice president for benchmarking at the American Productivity & Quality Center (APQC) where he was instrumental in establishing the International Benchmarking Clearinghouse (IBC). He is Past-President of the American Society for Quality (ASQ) and a member of the Board of Directors for the Florida Sterling Council and the Association for Quality and Participation (AQP). In 2002, he was awarded the **Lancaster Medal by ASQ** in recognition of his leadership within the global quality community. He also received the **AQP President's Leadership Award**. In 2000 *Quality Progress* magazine named Mr. Watson one of the "21 Voice for Quality in the 21st Century." **Mr. Watson** is the author of over seventy

articles and five books on topics related to quality, including *The Benchmarking Workbook* (Productivity Press), *Strategic Benchmarking* (John Wiley & Sons) and *Business Systems Engineering* (John Wiley & Sons). He is presently working on two manuscripts for publication: *Six Sigma Memory Jogger for Business Leader* (GOAL/QPC Press) and *The Technical Foundations of Six Sigma*.

MEET APQO MEMBERS AND SUPPORTERS (A CONTINUING FEATURE...)

Dr. John D. Hromi (APQO member number 0080) is a very well-known quality guru. He is a doctor of engineering and Professor Emeritus of Rochester Institute of Technology (RIT). He is known internationally as an educator, practitioner and consultant in the field of quality control. He founded the Center for Quality and Applied Statistics which now bears his name, and for eight years served as Frederick H. Minett Distinguished Professor. Dr. Hromi is a Fellow of the American Society for Quality (ASQ) of which he was past President and Chairman of the Board. In recognition of his major accomplishments, he received several awards from the ASQ such as **E.L. Grant (1987)** Award for establishing and implementing educational programs in quality; **Edwards Medal (1993)** in recognition of his outstanding leadership in the application of modern quality control methods, and the **Jack Lancaster Award (1996)** for implementing a strong international relationships. He has a BS Degree in Mathematics from Carnegie Institute of Technology, a Mlitt Degree in Mathematics from University of Pittsburgh and a doctorate in Engineering from the University of Detroit. He is **honorary member of the Philippine Society for Quality and of the Czech Society for Quality**. He was editor of *The Best on Quality* book series of the prestigious **International Academy for Quality** of which he is a member.



Dr. John D. Hromi



Dr. Jesus Gilbert Concepcion G

Dr. Jesus Gilbert Concepcion G.(APQO MN 0083) is currently the Principal Executive of JGC and Associates a consulting firm located in Dominican Republic. He teaches Physical Chemistry and Quality related topics at *Universidad Nacional Pedro Heriquez Ureña*. He has written more than 200 quality-related papers and his book, *Simplemente Calidad (Simply Quality)* is in its third edition. He is a regular speaker at the Annual Quality Congress of the American Society for Quality and in many other world conferences. His approach to quality using system dynamics and thinking coordination patterns named Dynamic System Evaluations SED® is used by more than 100 organizations. Dr. Concepcion is a member of APQO, senior member of ASQ and one of the **vice presidents for the APQO Quality Award**. He has been responsible for the development of the Quality Award Program in his native country for more than 10 years, where he has been recognized for the entrepreneur and enthusiastic participation. Recently he was honored with an **Emeritus Professor** award from his University, an honor granted only to very accomplished persons!

JOHN KENNY is currently President of the New Zealand Organization for Quality (NZOQ) which is an active APQO Core Council Member. NZOQ was one of the founding members of APQO, the host of the third APQO Conference in New Zealand and supported the **second President of the APQO (Mr. Mark Dykes, past NZOQ President)**. **John** was born and educated in Ireland and lived and worked in NZ. He is currently the Quality Facilitator with Women's Health Division, Canterbury Health Ltd. He had been an Assessor with the Business Development Quality Award and the New Zealand National Quality Award. He was one of the founding members of the South Canterbury Branch of NZOQ and was Chairperson of the Branch from 1988 to 1995. He has also been a committee member of the Otago Branch and is currently Chairperson of the Canterbury Branch. In 1996 he was awarded the **Beca Quality Prize for a paper presented at the NZOQ Conference**. In 1995 he was awarded the **NZOQ Service Award**. John currently lives in Christchurch with Frances (his wife) and three children.



John Kenny

Call for Paper
Third Simplified Announcement

The 8th Asia Pacific Quality Organization Conference
Theme: Quality for Economy Globalization

Sponsored by: Asia Pacific Quality Organization
Organized by: China Association for Quality
Cosponsored by: State Economic and Trade Commission of PRC
General Administration of Quality Supervision, Inspection and Quarantine of PRC
China Association for Science and Technology
Undertaken by: China International Conference Center for Science and Technology

Invited Specialists

Dr. James Harrington,	Chief Operating Officer of Systemcorp, A. L. G. Ltd.	(USA)
Mr. Gregory Watson,	Chairman of American Society for Quality	(USA)
Dr. Noriaki Kano,	President of Japanese Society for Quality Control	(Japan)
Dr. Liu Yuanzhang,	Advisor of China Association for Quality	(China)
Mr. Charles Aubrey,	President of APQO (USA)	
Dr. Miflora (May) Gatchalian,	Secretary General of APQO	(Philippines)
Dr. Lennart Sandholm,	President of Sandholm Associates	(Sweden)

※ **4~5 CEOs from Fortune 500 and Chinese top companies – Haier Group and Legend Group are invited to present at CEO Forum on Quality.**

Paper topics

ISO 9000	ISO 14000	Total Quality Management (TQM)
Business Excellence Model	Customer Satisfaction	People Management and People Satisfaction
QM Techniques and Tools	Quality and Information Techniques	Statistical Thinking and Techniques
Service Quality	Six Sigma	Breakthrough Approaches
Quality on the Internet	QCC and Team-work	

※ The deadline for the abstract submission is postponed to **May 31** and full paper submission to **July 31**. Before **June 15** all the authors will be advised if their papers have been accepted. The selected papers will be included in the proceedings.

Tentative Schedule

Day		Sept. 13 (Fri)	Sept. 14 (Sat)	Sept. 15 (Sun)	Sept. 16 (Mon)	Sept. 17 (Tue)	Sept. 18 (Wed)
APQO Conference	M	Registration	Registration	2002 China National QM Award Ceremony	Opening Ceremony Plenary Session	Concurrent Sessions	Plant Visit
	A			CEO Forum on Quality	Concurrent Sessions	Concurrent Sessions IAPQA Ceremony Closing Ceremony	
	E			Authors Meeting	Core Council Meeting	Farewell Banquet	
Exhibition		Pre-work	Exhibition	Exhibition	Exhibition	Exhibition	

Venue: Beijing International Conference Center
Languages: Chinese and English
Facilities: 35mm OHP, Slide Projector, Multi-media Projector

Paper Submission

Please contact: Mr. Yu Keyang, No.12 Zhongjing Jidao, P. O. Box 2210, Beijing 100032, China
Tel: +86-10-66079146 Fax: +86-10-66021408 Email: cqca@public.bta.net.cn

FORTHCOMING QUALITY EVENTS FOR YEAR 2002, 2003

56th ANNUAL QUALITY CONGRESS, May 20-22, 2002 - American Society for Quality, USA.

Contact: Mr. Navin Dedhia, San Jose California, Tel. 408-256- 4979; email: <Dedhia@us.ibm.com>

7th WORLD CONGRESS FOR TOTAL QUALITY MANAGEMENT. June 25-27, 2002. European Foundation for Quality Management, Varona-Italy. "Business Excellence Make it Happen! Visit Congress website: <<http://leonardo.univ.it/tqmcongress>>

2002 KYONGGI INTERNATIONAL SYSTEM CERTIFICATION CONFERENCE (ISCC 2002), July 3-5, 2002. Korean Standards Association Training Center, Ansung, Korea. Website: <<http://www.ksa.or.kr>>

FIRST CEO DIALOGUE ON QUALITY, September 15, 2002 - Sponsored by the APQO-Walt L. Hurd Foundation and China Quality Control Association. The dialogue is exclusively for CEOs from Asia Pacific Countries. For more information contact Mr. Yu Keyang, China Quality Control Association (CQCA) Tel. (8610) 66079146; 66021408; Fax (8610) 66021498; 66017824; email: cqca@public.bta.net.cn and web <<http://www.cqca.org>>

8th APQO CONFERENCE, September 16 -18, 2002 in Beijing, China. All APQO members are encouraged to present a paper and bring delegations. *Deadline for abstracts May 31, 2002.* Contact Mr. Yu Keyang, China Quality Control Association Tel. (8610) 66079146; 66021408; Fax (8610) 66021498; 66017824; email: cqca@public.bta.net.cn and web <<http://www.cqca.org>>

Q2002 or the 46th EOQ CONGRESS, September 29 to October 2, 2002. European Organization for Quality. Hosted by Institute of Quality Assurance in North Yorkshire, Harrogate International Center, United Kingdom. Contact: Georgina Leheup at 12 Grosvenor Crescent, London SW1x 7EE, Tel. 020 7245 6722; Fax 020 7245 6755; Web <http://www.iqa.org/q2002/06_congress.htm>

XXX NATIONAL QUALITY CONGRESS and 20th QUALITY CIRCLE CONVENTION, October 2- 5, 2002; Contact – Instituto Mexicano de Control de Calidad (IMECCA) Tel. (+5) 250 1099; (+5) 250 7390; Fx (+5) 254 1047; 254 7390; Email:<imecca@prodigy.net.mx>

14th NATIONAL QUALITY FORUM, October 10-11, 2002 (Tentative date)- Philippine Society for Quality. Contact: PSQ, Suite 3-2, Sunshine Condominium, 9633 Kamagong St. Makati, Metro, Philippines, Tel. (632) 899-5925; 825 7789; Fax 896-4464; Email: psq@rpl.net

QUALCON 2002, October 14-16, 2002 - Australian Organization for Quality. Contact John Bell, Chairman, Qualcon 2002 Organizing Committee. Fax 00612 388 7368; Tel. 00612 350 5825; website www.qualcon.com.au .

QMOD 2002 PUSAN CONFERENCE, October 29-31, 2002. Theme- Building people and organizational excellence. Contact – Korean Standards Association, c/o International Cooperation Team; 13-31, Yoidong, Yoidungpo-gu, Seoul, 150-729, Korea. Tel. 82-2-236 8171 to 3; Fax 82-2-780-3340; Web <www.ksa.org.kr>

14th INTERNATIONAL CONFERENCE OF THE ISRAEL SOCIETY FOR QUALITY, 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.

47th EOQ ANNUAL CONGRESS. June 4-6, 2003. The Hague, the Netherlands. A new approach to congress participation. Visit website: <<http://www.eoq.2003.nl>>

YOUR CONTRIBUTIONS in terms of QUALITY NEWS AND THOUGHTS and YOUR BRIEF BIO-DATA AND PICTURE ARE VERY IMPORTANT, PLEASE SEND THEM TO THE APQO SECRETARIAT FOR OUR NEXT ISSUE. Miflora (May) M. Gatchalian, Secretary General