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

Please
Deliver to

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Volume XIV No. 3

July to September, 2002

8th APQO CONFERENCE A RESOUNDING SUCCESS!!!

Congratulations to China Association for Quality (CAQ) organizers!!! By all APQO standards, the 8th Conference held in Beijing was a great success. The Convention Chair, headed by Ms. Ma Lin, assisted by Mr. Yu Keyang and fully supported by CAQ President, Mr. Chen Bangzhu delighted the APQO Core Council by exceeding targets set at the special Core Council meeting held in Shanghai on December 2, 2001. The first attempt to hold a pre-conference forum with CEO-only as participants, was a resounding success. The target number of paying participants was only 50 CEOs but the actual number who came was more than 200! There were practically no hitches in the total conference implementation from day 1 until day 3. Foreign participants were met at the airport and were adequately provided the promised amenities. Meeting rooms were well-situated and the simultaneous sessions were properly handled and moved-on very smoothly. Congress materials were made available to participants upon registration. Statistics pertaining to the congress include: (a) participants came from 19 countries representing Asia, the Americas, Europe and African countries and (b) a total of 650 delegates came where 150 were from overseas and 500 from domestic. There were about 200 paper presenters in simultaneous sessions. The industry visits capped the end of the sessions. The sight-seeing tours were special treats for first timers or for those who visited Beijing many years past. The general comment was, "this is one of the best organized APQO Conferences"! KUDOS TO THE ORGANIZERS!!! May succeeding APQO Conferences be as well-planned and well attended as the 8th APQO Conference in Beijing, China, September 16-18, 2002.

A GREAT LOSS TO APQO – ANN HURD HAS LEFT US

Those of you who had been with the APQO from the time it was conceived in 1981 will surely remember that charming lady who was Gen. Walt L. Hurd's (APQO Adviser) companion whenever there was an APQO meeting. She was a dear friend to most APQO Core council members because she always managed to say some kind words to anyone she meets during those meetings. Ann exudes an aura of love, kindness and generosity. She was the diamond in Walt's heart! I can attest to the times that she helped us through the many birth-pains of the APQO. Every time the thought of giving-up the horrendous task of forming

Ann Hurd (Cont'd)...

a very loose organization, Ann's reassuring pat on my shoulder giving encouragement and the assurance that Walt will be there to support us all the way. She was most unselfish with her time not only for her friends but most especially for her family. She was very proud of her children and her eyes would glow as she tells stories about them starting when they were still growing-up in the Philippines. It may be recalled that Gen. Walt L. Hurd was the first to fly the Philippine Airlines (PAL), the Philippines' flag-carrier. Part of their married life was spent in the Philippines and some of their children spent their childhood in this country. No wonder, the couple had much attachment and concern for the Philippines as shown thru their eagerness to visit when invited by PAL (Walt remained PAL's Consultant through all these years). When Walt died in 1995, Ann said she felt a ton of pain falling over her head. Her children and grand-children made her life in Texas again worth living. She remained adviser of the Walt L. Hurd Foundation until her death on December, 2002.#####

APQO – WALT I. HURD FOUNDATION INTERNATIONAL AWARDS INTERNATIONAL ASIA PACIFIC QUALITY 2002 AWARD WINNERS

I. IAPQA Award Winner -Category: Big Manufacturing Organization

❖ Thai Acrylic Fibre Co. Ltd.

54 Moo 5, Sudbantad Rd., T. Tandiew, A, Kaengkoi, Saraburi 181100, Thailand

Highest Ranking Official: N.K. Dalan, President

Contact: Mr. A.K. Maheshawari, Vice President (Technical)

II. IAPQA Award Winner - Category: Large Service Organization

❖ MTN Networks (PVT) Ltd.

475, Union Place, Colombo 02, Sri Lanka

Highest Ranking Official: Hans Wijayasasuriya, Chief Executive Officer

Contact: Mr. Mothilal De Silva, Gen. Manager, Market Dev., Corp Planning, Quality & MIS

III. BEST OF HIS CLASS DISTINCTION-INTERNATIONAL ASIA PACIFIC QUALITY AWARD CATEGORY:

❖ Dong Thap Medical Import-Export Company (DOMESCO)

234 A-Highway 30-My Tra-Cao, Lanh-Dong Thap, Vietnam

Highest Ranking Official and Contact: Mr. Huynh Trung Chanh, Director

III. WORLD CLASS ORGANIZATION DISTINCTION-INTERNATIONAL ASIA PACIFIC QUALITY AWARD

❖ Baoshan, Iron & Steel Co. Ltd.,

Baosteel Administrative Center, Fujin Road Baoshan, Shanghai, China

Highest Ranking Official: Al Baojun, President

Contact: Wang Guoqing, Quality Manager, Quality & Standard Section, Tech. Department

❖ Promocion Y Operacion, S.A. de C.V.

Prolongacion Paseo de la Reforma No. 600 1er piso, 01210 Mexico, D.F.

Highest Ranking Official: Mr. Jose Molina Martinez, General Director

Contact: Mr. Carlos Barajas, Executive Director of Quality and Auditing

❖ The Tay Nguyen Coffee Investment Import-Export Company (VinacafeBuonMaThuot)

Km 7, Highway 27, Hoa Trang, Buon Ma thuot, Dak Lak, Vietnam

Highest Ranking Official: Mr. Vu Duc Tien, Director

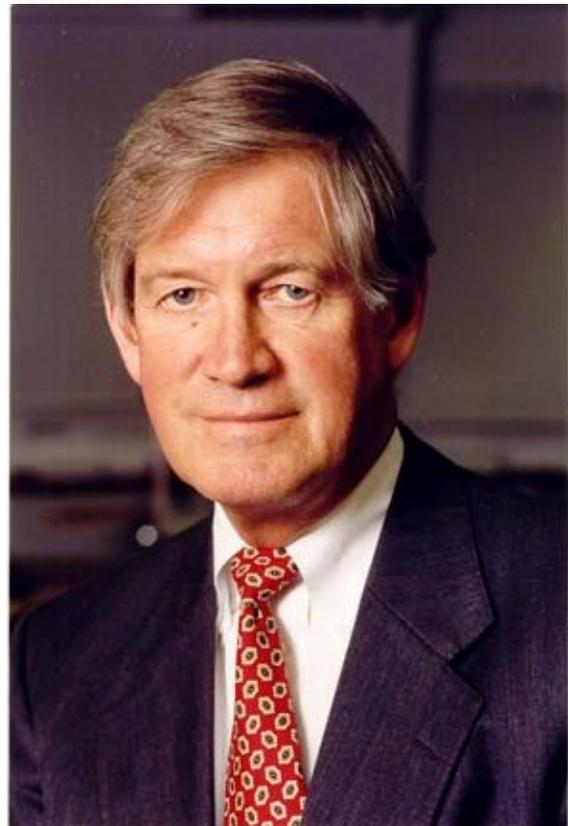
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Philip Crosby-APQO LM 0002

Philip Crosby APQO LMN 0002 is a recipient of the Harrington-Ishikawa World Quality Professional Award (2001) – A coveted award of the APQO Walt L. Hurd Foundation. The award was received post-humously by a member of his family during the 8th APQO Conference in Beijing, China. Philip 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.** 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. 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.”

Dr. Lennart Sandholm is the 2002 recipient of the Harrington-Ishikawa World Quality Professional Award. He is Management Consultant and President of the Sandholm Associates (Sweden-based) which he founded in 1971. Before that, he was Corporate Quality Manager of the Electrolux group of companies for 10 years. In 1989-1995 he served as Adjunct Professor of Quality Management at the Royal Institute of Technology, Stockholm, Sweden. He has conducted training courses and seminars in more than 40 countries on all continents and has published many books and articles on total quality management including contributions to J.M. Juran’s Quality Handbook. Among his many credentials, foremost is his membership in the prestigious International Academy for Quality, his being a Fellow of the American Society for Quality, Honorary Advisor to the China Association for Quality and of the Uruguayan Institute for Standardization, Jamaica Society for Quality, Philippine Society for Quality Control. He is also a recipient of the Grant Award (1984) and the Lancaster Award (1994) from the American Society for Quality.



Dr. Lennart Sandholm



Ing. José Fco. González Prado
Director General del Instituto Mexicano
de Control de Calidad - IMECCA;
Presidente de la Organización
Asia- Pacífico de Calidad - APQO

JOSE FRANCISCO GONZALEZ PRADO is the Representative of the Mexican Institute for Quality Control, A.C. (IMECCA) to the APQO Core Council. He is also IMECCA's General Director and was the immediate past President of APQO. Currently, he Chairs the Walt L. Hurd Foundation Asia Pacific Quality Award Committee. IMECCA is one of the Charter Members of the APQO, having been represented during the conception of APQO in 1981 through the late Eng. Agapito Gonzalez Hernandez, founder of IMECCA. Some of Eng. Jose Gonzalez' major international involvements include his: (a) membership to the Advisory Council of the World Confederation of Productivity Sciences; (b) Presidency of the Latin-American's Quality Organization; (c) Founding membership of the World Academy of Productivity Sciences;(d)active consultant and lecturer on Quality Management, Manufacturing Systems and Quality Assurance, not only in Mexico but also in other Latin-American countries, U.S.A. Europe and Asia; and (e) he is an ISO Lead Assessor. He was one of the active participants in the Quality Assurance Course organized by the Dutch Technical Academy of Germany in 1992 and in the Lead Assessor's course on ISO 9000:2000 Certified by IRCA No. LA 167. #####

KENNETH E. CASE is APQO Life Member # 0011. Ken is a Fellow of the American Society for Quality where he serves as President Elect, President, and Chairman of the Board, sequentially, from July 2002 through June 2005. He is a member of the prestigious International Academy for Quality and was elected into the National Academy of Engineering. Ken obtained several important degrees (BSEE, MSIE, and Ph.D.) from Oklahoma State University (OSU), where he is currently, a Professor of Industrial Engineering and Management. Aside from being an ASQ certified Quality Manager and Reliability Engineer, he is also a licensed professional engineer. Ken is a multi-awarded personality and among his major awards are as follows: (a) Frank and Lillian Gilbreth Industrial Engineering Award, the highest honor presented by the Institute; (b) named the Outstanding Engineer in Oklahoma in 1987; (c) he won the Joint Publishers--IIE Book of the Year Award; (d) won the NTU Outstanding Teacher Award 11 times for satellite teaching; and the IBM Outstanding Satellite Teacher Award (1st out of 350 instructors); and the Advance Distance Learning Award. He was a Senior Examiner on the Malcolm Baldrige National Quality Award from 1988 to 1990, was a member of the Panel of Judges for MBNQA from 1991 to 1993, and served as a Judge for the Oklahoma Quality Award in its inaugural year, 1994.#####



Kenneth Case, APQO LMN 0011

HYUN WOO SHIN is the Korean Standards Association (KSA) representative to the APQO Core Council. He is currently the Chairman of the International Relations Department of KSA. At the very start of APQO in 1985, Mr. Shin had been the able interpreter of KSA Director **Dr. Jong Wan Choi**. The active participation of KSA through Mr. Shin's excellent public relations with members of the newly organized APQO led to the election of Dr. Choi as the first APQO President. This formed the basis for the unanimous decision to hold the second APQO Conference (1988) in Seoul, Korea under the leadership of KSA and the support of the South Korean government. The very energetic Mr. Shin continued to lend active support to most APQO activities. He was always one of the first to respond to any assistance requested by the APQO Secretariat. This is especially with regards to his prompt acknowledgment of the APQO MONITOR sent to KSA either through their email address or via air mail. He was quick to follow-up their annual dues and was often eager to know about their dues status. Having maintained his active linkages with other members of the APQO Core Council, it was easy for him to make KSA win the bid to host the sixth APQO Conference in Seoul (1998) for the second time. KUDOS to Mr. Shin !!!



Hyun Woo Shin, KSA CC Rep

HIGHLIGHTS OF COUNTRY REPORTS

Country reports were taken from the minutes of the 13th APQO Core Council meeting held in conjunction with the 8th APQO Conference in Beijing, China. Minutes of the meeting were recorded by Ms. Vicky Valletero, Deputy Secretary General of APQO.

USA as reported by Charles Aubrey, ASQ Liason/representative to APQO

- ❖ ASQ has the following types of membership and respective numbers:(a) individual with 120,000 members; (b) organizational, 1,500 and (c) International, 14,000 . The ASQ has 250 sections in North America.
- ❖ Registration Accreditation Board: 400,000 ISO 9000 and 23,000 ISO 14000 worldwide
- ❖ Six Sigma Portfolio: Web based Six Sigma Forum, Six Sigma Magazine, Complete line of training courses, books and training materials, Six Sigma Roundtables and Conference, Black Belt Certification and Partnership with EOQ to provide Six Sigma
- ❖ International Cooperation Committee: 8 World Partners Program implemented, Replaces Affiliate Agreement Program, Real and active partnering and business agreements, Representative appointed to each organization, in most cases a local National and Current World Partners with JUSE of Japan, PGQP of Brazil, IPACE of Argentina, Hongkong Society for Quality, Israel Society for Quality, Excellence of Ireland, Center for Excellence in Finland and Spanish Society for Quality.

PHILIPPINES presented by Ms. Zenaida Veloso of PSQ

- ❖ This year the Philippine Society for Quality, Inc. (PSQI) continued to administer the Philippine Quality Award for the 5th cycle. The recognition of awardees will be in November, 2002.
- ❖ The 13th National Quality Forum was held in October 2001 with the Theme: "Riding the E-Wave, Quality Beyond 2000" with Mr. Charles Aubrey as the Keynote Speaker. Preparation for the 14th National Quality Forum in October 2002, underway. The Theme of this year's conference is "Winning in the Quality Century with Knowledge Management"
- ❖ There were 12 delegates to the 8th APQO Conference and 2 Executives to the CEO Forum.
- ❖ As award administrator for the private sector for PQA, PSQI has focused the training program for this year on the different requirements of categories 4 and 5, and the process of developing application and conducting internal assessment.
- ❖ To improve advocacy efforts, PSQI has joined hands with: (a) the Department of Trade and Industries and Ateneo Universities' Center for continuing education in conducting "Road-show" presentation in the provinces; and (b) with other quality associations such as PQPM, PICAP, etc. in the conduct of dialogues₅ with representatives of small and medium enterprises.

Country Reports (con'td)

MEXICO, presented by Jose Gonzalez Prado of IMECCA

- ❖ Quality Management System: Mexico hosted several meetings of the ISO TC 176. National Quality Awards: The organization of the award is under the Ministry of Economics within a special department of National Awards on Quality, Exportation and Technology.
PROSA, winner of the small service organization category was one of the finalists of APQO-Walt Hurd Foundation's IAPQO Cycle, 2001-2002.
- ❖ National Quality Control Congress: The XXIX National Quality Control Congress will take place simultaneously with the XV Latin-American Quality Congress and the 12th Mexico Asia Pacific Total Quality Seminars. The event was organized to give visibility to the IAPQA in the western part of the world.
- ❖ Demistifying Six Sigma: IMECCA had some successes in spreading the right concepts of Six Sigma. It emphasizes the fact that six sigma can be a practical approach to improvement of projects using the same statistical tools but packaged in such a way that easier understanding and implementation can be achieved.

VIETNAM, as reported by the DSQ (Vietnam) Representative to APQO

- ❖ Vietnam Quality Award was created in May 8, 1995. VQA seeks to select the country's best organizations in terms of their business success and their active contribution to the development of Vietnam's economy and society.
- ❖ The National Council on Quality Award has reviewed and recommended the conferral by the Ministry of Science, Technology and Environment of quality awards to over 3000 enterprises.
- ❖ In 2000, Vietnam started to send nominees to the International Asia Pacific Quality Award (IAPQA) initiated by APQO –WLH Foundation.
- ❖ In 2001, the National Council on Quality Award recommended for the Vietnam Quality Award, 45 enterprises with high achievements in quality performance and business results, as well as proven performance in their quality of goods and services.
- ❖ Vietnam Quality Awards offers applicants the opportunity to gain an understanding of total quality management and quality assurance system.

EXCERPTS FROM THE 13TH APQO ANNUAL MEETING

PROPOSALS AGREED BY MEMBERS OF THE CORE COUNCIL PRESENT

1. China Association for Quality (CAQ) will find the means to link with the Asia Pacific Economic Cooperation (APEC) to determine how transfer of quality knowledge about quality is being done and to find out where APQO can be of service as adviser.
2. Jose Fco Gonzalez-Prado as VP for External Affairs will monitor the APEC especially those that focuses on poverty alleviation. He will inquire also about the goals, objectives, and mission of APEC.
3. Sri Lanka will still hold their conference in 2003 but will this will not be the official 9th APQO conference, although APQO support may still be extended, if required by Sri Lanka Association for Quality (SLAQ).

4. Jose Fco Gonzalez-Prado offered to host the annual APQO meeting in Mexico on October 5, 2003.
5. An associate member of the council can officially organize an APQO Conference provided the Official Member of APQO writes a letter addressed to the APQO President and the request is approved by the core council.
6. Mexico accepted to host the 11th APQO Conference and which is tentatively scheduled for October, 2006.
7. Australia and Korea (in place of Malaysia) have confirmed to host the 10th and 12th APQO Conferences, respectively.
8. The APQO By laws require that APQO officers be elected every year. It was suggested that the by-laws be amended to allow for an APQO President to have a 4 year-term.
9. Charles Aubrey, current APQO President recommended that Officers present at the meeting be re-elected in *Toto*. The move was seconded by Jose Fco Gonzalez-Prado. There is ,however, a need to get the approval of other officers who were not present.
10. Dr. James Harrington recommended that in response to the written request for retirement of Dr. M.M. Gatchalian, current APQO Secretary General, that she be awarded the title **Secretary General Emeritus**. This was seconded by Charles Aubrey and unanimously approved by all members present.

PROPOSALS REQUIRING ACTION

1. Jose Fco Gonzalez-Prado suggested the holding of the 9th APQO Conference either in August or September or late October.
2. Victoria M. Vallesteros will need to search for an APQO treasurer by 2004 since Zenaida Veloso agreed to hold the position, vacated by Carmen Loot, who also retired as co-terminus with Miflora Gatchalian, only up to 2004.
3. Miflora Gatchalian proposed that all past APQO presidents be invited as APQO lifetime member where the membership fee is only \$250.
4. China Association for Quality (CAQ) proposed a waiver on their 2 years' sustaining since membership fee because they over spent in the implementation of the 9th APQO conference. Action on the request was shelved until data requested by the Core Council will be submitted by CAQ.
5. Since Sri Lanka will not be hosting the 2003 APQO Conference. It was agreed Awards may still be presented annually in a prestigious manner. Jose Gonzalez-Prado, Chair of IAPQA offered the Annual IMECCA Congress as the venue for the 2003 awards.
6. Charles Aubrey accepted Miflora Gatchalian's resignation as APQO Secretary General . Victoria M. Vallesteros, Deputy Secretary General was officially appointed as the new Secretary General effective December 30, 2002.
7. Zenaida T. Veloso was appointed as the Treasurer (interim) of APQO to replace Ms. Carmen Loot who also resigned effective September 16, 2002 until a new Treasurer can be appointed. #####

THE LAST ISSUE OF APQO MONITOR FOR 2002 WILL BE SENT TO YOU SOON AS THE LAST SERVICE OF MIFLORA (MAY) GATCHALIAN ... BYE !!!7