

4th International Conference on ISO 9000 and TQM (4th ICIT) on 7-9 Apr 99 at HKBU -- Presenters' List

Name	Surname	Post	Organisation	Address	Country	ST	No. Pg.	Topic
Ms. Claudette	Cayer	Director of BPI	Americas	Quintiles	USA	1	1	Innovation - a Product of the Learning Organization
Dr. Chee-leong	Chong	Director	Productivity and Quality Research Centre, NUS,	10 Kent Ridge Crescent,	Singapore	1	2	Where does TQM begin -- A case study of two Singapore companies
Prof. John	Dalrymple	CDC Prof. of QM	RMIT, Bundoora Campus,	Plenty Road, Bundoora, Victoria 3083,	Australia	1	3	Call Centres - an Innovation in Service Quality: Access is a Quality Issue
Prof. Douglas A	Hensler	Deming Prof. of Mgt.	Uni. of Colorado at Boulder	Engg. Center OT 414, Campus Box 435, Boulder, Color	USA	1	4	Creating the Future: Innovation and Nation Building
Dr. Sam	Ho	Visiting Scholar	HK Baptist University Business School,	Kowloon Tong,	Hong Kong	1	5	Total Quality Learning for Innovation
Ms. Sarah	Ingle	Contract Lecturer	Dublin City University Business School	Dublin City University, Dublin 9	Ireland	1	6	Approaches to TQM Adoption in an Irish Context
Mr. Peter	Murray	Lecturer	Dept of Management, Uni of Western Sydney, Macarthur,	P O Box 555 , Campbelltown, 2560, NSW	Australia	1	7	Learning to Innovate through Cycles of Learning
Prof. Andy	Neely	Professor	Centre for Business Performance, Cranfield School of Mana	Cranfield, Bedfordshire MK43 0AL,	UK	1	8	Measuring and Managing the Capacity to Innovate
Prof. John	Peters	Editor, MCB Uni. Publisher	Livingstone Bell & Associates,	1010 Suncastrle Dr. SE, Calgary, Alberta,	Canada	1	9	Learning Success in TQ Implementation?
Mr. Terry	Peterson	Partners	Innovation Ltd	Rosedale, Awbridge Hill. Awbridge, Romsey, Hampshire	UK	1	10	Quality Improvement through Innovation
Prof. Afzal	Rahim	Director	Centre for Advanced Studies in Management,	1574 Mallory Court, Bowling Green, KY42103,	USA	1	11	Role of Conflict Management in Organizational Learning and Innovation
Dr. Gilbert	Tan	Asst Professor	Graduate School of Business, NUS,	10 Kent Ridge Crescent, 119260,	Singapore	1	12	Creativity at Work: Towards An OD Approach In Fostering Creativity in Organizations
Dr. Marjanna	Augustyn	Lecturer	School of Business, Luton University	Park Square, Luton, LU1 9JU,	UK	2	1	ISO 9000: a tool for closing the tourism quality control gap?
Mr. Dominic C.W.	Chan	Teaching Asst	Sch of Bussiness & Administration, The Open U.	30 Good Shepherd St., Ho Man Tin, Kowloon	Hong Kong	2	2	A Comparative Study of TQM Implementation and Performance Results of Companies with & without ISO 9000 i
Dr. Boon-Wan	Tan	Lecturer	Department of Decision Sciences, NUS,	Kent Ridge Crescent,	Singapore	2	3	Singapore Companies Perspectives on ISO 9000: Tangible versus Intangible Benefits
Mr. David	Ferwick	Director	Consumer Inflation Division ,	UK Office for National Statistics	UK	2	4	ISO 9000 & Quality Management of the Monthly Processing of the UK Retail Prices Index
Ms. W. Y. Canri	Chan	CPA/PhD Candidate	University of South Australia	Flat 2d, Block 3, Pristine Villa, Shatin	Hong Kong	2	5	Implementation of ISO 9000 and Implications for TQM: A Survey of Hong Kong Companies
Mr. Karl R.P.H.	Leung	Principal Lecturer	Department of Computing and Mathematics,	Hong Kong Institute of Vocational Education, Tsing Yi F	Hong Kong	2	6	Bridging ISO 9000-3 and RAISE
Dr. James N.K.	Liu	Asst Professor	Dept of Computing,	The HK Polytechnic University, Hungghom,	Hong Kong	2	7	An Intelligent System for ISO9000 Quality Management in Banking Industry
Mr. Howie	Ng	Chief Executive	HK Quality Assurance Agency,	HKPC Building, 78 Tat Chee Avenue, Kowloon Tong,	Hong Kong	2	8	2000
Mr. Edmund	Sung	General Manager	Quality & Management Consultancy, HKPC,	HKPC Building, 78 Tat Chee Avenue	Hong Kong	2	9	How TQM Practices help companies align to ISO 9000 Version 2000 Standards?
Prof. Fred	Tao	Professor	Asia International Open University (Macau)		Hong Kong	2	10	A Study of the Perceived Impact of ISO Certification on Companies and Individuals through Q-Methodology
Mr. Aaron	Tong	M.D.	TQM Consultants Co., Ltd.	12 C Eastern Commercial Centre, 83 Nam On Street, S	Hong Kong	2	11	Is ISO 9000:2000 Heading the Right Direction?
Prof. Alastair	Walker	Director, Software Enginee	Electrical Engineering, University of the Witwatersrand, Priv	Wits, 2050, Johannesburg,	South Africa	2	12	ISO 9001 Model Support for a Software Process Assessment Tool
Dr. Ton van der	Wiele	Director	Strategic Quality Mgt Institute, Erasmus Uni Rotterdam,	Rm H15-02, P.O.Box 1738, 3000DR Rotterdam	Netherlands	2	13	Business Improvement through Quality Management Systems
Prof. Vas	Prabhu	Professor	Newcastle Business School, Uni of Northumbria at Newcastl	Ellison Place, Newcastle upon Tyne NE1 8ST	UK	2	14	The Impact of ISO 9000 and TQM on Best Practice/Performance: The UK Experience
Dr. K.	Chan	Asso. Professor	Institute of Textiles and Clothing,	The HK Polytechnic University, Hungghom,	Hong Kong	3	1	5-S Practice: a change of internalizational behaviour in a workplace to develop a culture and common value on c
Dr. Satya P.	Chattopadhyay	Asso. Professor	Kania School of Mgt, Uni of Scranton	Scranton, PA18510-4602	USA	3	2	Improving The Speed of ISO14000 Implementation: A Framework For Increasing Productivity & Market Penetrati
Mr. Richard Y.K.	Fung	Asso. Professor	Dept of Mfg. Engg. & Engineering Magt,	City Uni. of HK, Tat Chee Ave.,	Hong Kong	3	3	An Overview of the International Practices in Environmentally Conscious Purchasing
Ms. Caroline F.Y.	Wong	Researcher	Dept. of Mfg. Engg. & Engineering Magt,	City Uni. of HK, Tat Chee Ave.,	Hong Kong	3	3	An Overview of the International Practices in Environmentally Conscious Purchasing
Prof. Sam	Ho	Visiting Scholar	Dept. of Finance & Decisioin Sciences,	School of Business, HK Baptist University,	Hong Kong	3	4	207
Mr. John C.C.	Law	Senior Partner	Quality Management Consultant	Unit 1205, 12/F, Sino Plaza, Gloucester Road, Causew	Hong Kong	3	5	220
Dr. Uche	Nwabueze	Senior Lecturer	Bournemouth University	Christchurch Road, Bournemouth, Dorset, BH1 3LG	UK	3	6	224
Prof. Derek H.T.	Walker	Professor	Dept. of Building and Construction Economics,	RMIT- 124 La Trobe St., Melbourne 3000	Australia	3	7	231
Mr. A.Akin	Aksu	Research Assist.	School of Tourism & Hotel, Akdeniz Uni	Barinaklar 2049 Sok. No:9(07100) / Antalya	Turkey	4	1	237
Dr. Keith	Chan	Asso. Prof. & Director	Software Technology Facilities Centre, HKPU,	Hungghom, Kowloon	Hong Kong	4	2	242
Dr. Yen	Cheung	Senior Lecturer	Department of Business Systems, Monash Uni.,	Clayton 3168, Melbourne	Australia	4	3	248
Prof. Lars G.	Hassel	Prof. of Accounting	Dept. of Business Admin., Umea School of Business and E	Umea University, S-901 87 UMEA,	Sweden	4	4	255
Ms. Hannah	Koo	DMgt. Candidate	International Management Centres	Unit H, 39/F, Block 2 Sherwood Court, Kingswood Vill	Hong Kong	4	5	259
Dr. Kokin	Lam	Asso. Professor	Department of Management Sciences, CityU,	83 Tat Chee Avenue, Kowloon Tong,	Hong Kong	4	6	267
Ms. Ann Y E	Loh	PhD Candidate	European Centre for TQM, University of Bradford,	Bradford, BD9 4JL,	UK	4	7	273
Mr. Max	Newbold	Post Graduate Student,	School of Mechanical Engineering,	University of Technology Sydney	Australia	4	8	280
Mr. Terry	Pilcher	Assistant Director	Management Best Practice Directorate, DTI,	SW1 H, OET	UK	4	9	287
Mr. Kok Yong	Puah	Lecturer	The Centre for Quality, Ngee Ann Polytechnic,		Singapore	4	10	293
Dr. Mile	Terziovski	Director	Euro-Australian Centre for Innovation Management	Faculty of Business & Economics, PO Box 197, Caulfie	Australia	4	11	299
Mr. Raymond P.L.	Tse	Research Student	Asian Instruments (Far East) Ltd.	14/F Sun Beam Comm1 Building, 469 Nathan Road,	Hong Kong	4	12	307
Prof. Mosad	Zineldin	Professor	Chair of Strategic Management & Marketing, Dept , Vaxjo U	School of Management & Economics, Vaxjo University	Sweden	4	13	317
Prof. Yoji	Akao	Professor	Graduate School of Business Admin.,	Asahi University, 1851, Hozumi, Hozumi-cho, Motosu-g	Japan	5	1	325
Mr. Gerald L.	Barlow	Senior Lecturer	Service Industry & TQM Research Gp, University of Central	England UK	UK	5	2	332
Mr. Percy C. W.	Chan	Quality Director	Computime Limited	7/F., How Ming Fly. Bldg., 99 How Ming Street, Kwun T	Hong Kong	5	3	341
Dr. Zeph Yun	Chang	Asso. Professor	Department of Decision Sciences, NUS,	Kent Ridge Crescent,	Singapore	5	4	349
Dr. John	Garvin	Lecturer in POM	School of Management, Uni. of Ulster,	Store Road, Newtownabbey, Co.Antrim, BT37, OQB	N. Ireland.	5	5	357
Mr. Ian	Martin	Lecturer	Department of Business Systems, Monash Uni.,	Clayton 3168, Melbourne	Australia	5	6	363
Mr. Samson	Tam	Chairman	Group Sense Int. Ltd., HK.	27/F Wu Chung Building, 213 Queen's Road East, War	Hong Kong	5	7	369
Dr. Nelson D. H.	Tang	Lecturer	Leicester Uni. Management Centre, Univ of Leicester	University Road, Leicester, L11 7RH	UK	5	8	375
Dr. Raymond	Carroll	Asso. Professor	Dept. of Accountancy and Law	Hong Kong Baptist University, Kowloon Tong,	Hong Kong	6	1	383
Dr. ZhiJun	Lin	Asso. Professor	Dept. of Accountancy and Law	Hong Kong Baptist University, Kowloon Tong,	Hong Kong	6	1	383
Dr. Patrick	Fung	Asst. Professor	Dept of Management,	The HK Polytechnic University, Hungghom,	Hong Kong	6	2	389
Mr. Todd E.	Kastietter	Attorney and Counselor at	600 17th Street, Suite 2400	Denver, Colorado 80127	USA	6	3	393
Prof. Yoshio	Kondo	Prof. Emeritus	Kyoto University,	29 Higashi-Takagicho, Shimogamo, Sakyo-ku, Kyoto 6	Japan	6	4	403
Mr. Andrew	Ko	DMgt. Candidate	Int. Management Centres,	Hong Kong Office.	Hong Kong	6	5	408
Dr. John	Leung	Asso. Professor	Department of Management Sciences, CityU,	83 Tat Chee Avenue, Kowloon Tong,	Hong Kong	6	6	414
Dr. Steve	New	Lecturer	Said Business School, Oxford University	Herford College Oxford OX1 3BW	UK	6	7	419
Dr. Carlos	Noronha	Lecturer	Faculty of Business Admin., Uni. Of Macau,	Taipa,	Macau	6	8	425
Dr. Elmar	Sauerwein	Asst. Professor	Dept of Management, University of Innsbruck/Austria	Rennweg 25 A-6020 Innsbruck, Tyrol	Austria	6	9	431
Prof Yosef S.	Shrif	Professor	MIS - California State University - Fullerton	Fullerton, CA. 92834,USA	USA	6	10	437
Dr. Yan	Xu	Asst. Professor	Dept. of Information and Systems Management,	HKUST, Clear Water Bay, Kowloon,	Hong Kong	6	11	442
Mr. W.S.	Yeung	Lecturer	The HK Polytechnic University, Hungghom,		Hong Kong	6	12	448
Ms. Xiaohui	Zhao	Research Student	Dept of Engineering, NUS	Kent Ridge Crescent,	Singapore	6	13	455
Mr. Dennis	Becroft	Director,	Institute for Improvement in Quality and Productivity	University of Waterloo, Ontario, Canada N2L 3G1.	Canada	7	1	462
Prof. Alan	Brown	Head,	School of Management, Edith Cowan University,	Pearson Street, Churchlands, Perth,	Australia	7	2	468
Dr. Joseph	Ching	Vice President	Hereaus Ltd	30 On Chuen St., On Lok Tsuen, Fanling	Hong Kong	7	3	474
Dr. Tony	English	Lecturer	School of Commerce, Flinders University, Adelaide,		Australia	7	4	481
Dr. Sara L.	Keck	Asso. Professor	Pace University,	Pace Plaza, New York	USA	7	5	489

Mr. Wai-Ming	Mak	Asst. Professor	Dept of Management,	The HK Polytechnic University, Hunghom,	Hong Kong	7	6	495	An Integrated Model for Quality Leadership
Ms. Joan	Henderson	PhD Candidate	Business Improvement, University of Ulster	Newtownabbey, Co. Antrim BT37 0QB	N. Ireland	7	7	501	Energying The Business - Creating Business Excellence In A Service Based Electrical Utility
Mr. Martin	Randell	Managing Director	Havering Radcliffe Ltd. (HR)	804 Universal Trade Centre, 3-5A Arbutnot Road, Cen	Hong Kong	7	8	506	Leadership and Organizational Development
Ms. Molly	Ainslie	Manager,	Customer Policy, International Management Centres,	Buckingham, MK18 1BP,	UK	8	1	512	Quality Metrics for Learning Processes
Mr. Ben W.A.	Dewald	Lecturer	Hotel & Tourism Management Dept,	The HK Polytechnic University, Hunghom,	Hong Kong	8	2	519	Hospitality Employees Empowerment for Total Quality Service and TQM
Dr. Rodney P.	Gapp	Lecturer	Department of Management, Griffith Uni.,	Gold Coast Campus, PMB 50 Gold, Coast Mail Centre,	Australia	8	3	524	Quality Principles: A Successful Foundation upon which to build a Learning Organisation
Dr. Edward W.	Gore, Jr	Asst Professor & Academic	Undergraduate Programs, Sacred Heart University	5151 Park Avenue, Fairfield, CT USA 06432	USA	8	4	531	Self-Esteem & TQM, A Comparison of John Rawls Use of Self-Esteem & the Values & Practices of MBNQA
Mr. Araksi	Gugasyan	PhD Candidate	University of Trier, Germany		Germany	8	4	531	Self-Esteem & TQM, A Comparison of John Rawls Use of Self-Esteem & the Values & Practices of MBNQA
Mr. Jacky F.L.	Hong	Lecturer	Faculty of Business Admin., Uni of Macau	P. O. Box 3001	Macau	8	5	537	Organizational Learning and the Learning Cycle of TQM : A Matter of Convergence?
Mr. Kwang K	Lim		European Centre for TQM, Uni. of Bradford,	Bradford, BD9 4JL,	UK	8	6	542	Making Knowledge Management Work: A Measurement Perspective
Dr. Victor H.Y.	Lo	Lecturer	IMSE Dept., The University of Hong Kong		Hong Kong	8	7	548	The Revealing of an Oriental Approach towards Better Quality - the intrinsic Confusianism of Chinese
Dr. Thomas	Thijssen	Managing Director	Anton Dreesmann Institute for Infopreneurship		Netherlands	8	8	554	Learning by Sharing - Developing an Integrative Learning Model
Mr. Han-Ming	Lam	Research Assistant	Business Information Management, Universiteit van Amsterc	Roetersstraat 11, 1018 WB Amsterdam	Netherlands	8	8	554	Learning by Sharing - Developing an Integrative Learning Model
Dr. Taina	Savolainen	Asst. Professor	School of Business & Economics. U. of Jyvaskyla	P O Box 35 FIN-40351 Javaskyla	Finland	8	9	562	Employer-Employee Relations in Quality Improvement: Successful Strategies for Implementation
Ms. Judith A.	Schalick	President	Public Relations/Conference Planning,	86 Sycamore Lane, Fairfield, CT 06430,	USA	8	10	569	Quality and the Leadership Challenge of Distance Learning
Prof. Amrik	Sohal	Professor	Faculty of Business, Monash University,	Melbourne,	Australia	8	11	575	Quality Management and Plant success: An Empirical Study of Canadian and Australian Manufacturers
Dr. Hongyi	Sun	Asst. Professor	City Uni of Hong Kong	83 Tat Chee Avenue, Kowloon	Hong Kong	8	12	585	Employee Participation and Quality Management in Norwegian Manufacturing company
Mr. Peter	Tan	Senior Lecturer	Centre for Int. Trade Mangt.,	London Guildhall Uni., 84, Moorgate,	UK	8	13	591	Learning in Business Excellence through Motivation
Prof. Gerald	Vinten	Associate Dean	Southampton Business School,	East Park Terrace, Southampton SO14 0YN,	UK	8	14	598	Whistleblowing towards Quality
Dr. Pervaiz K.	Ahmed	Researcher	School of Business,	Bradford University, Bradford,	UK	9	1	606	Best Practice Customer Satisfaction
Ms. Patricia N.	Day-Hookoom	M.D.	CCL Management Consultants	2nd Floor Nova Bldg., St Jean Road, Quatre Bornes,	Mauritius	9	2	614	Introducing Quality Practices: The Mauritian Experience
Dr. T.Y.	Lee	Chairman	Chief Examiner, the 1999 HKMA Quality Award	Uni. Industrial Centre, HKU, Pokfulam Road,	Hong Kong	9	3	622	Management Excellence and the HKMA Quality Award
Mr. Andrew	Martin	Business Specialist	Celtec-North Wales TEC	Unit 6, St Asaph Business Park, St Asaph, Denbighshir	UK	9	4	627	Business Excellence in SMES
Mr. Robert	Osterhoff	Director, Corporate Quality	Xerox Corporation, 1387 Fairport Road,	Fairport, New York 14450	USA	9	5	634	Quality in the New Millennium: A Model of Business Excellence
Dr. Shams-ur	Rahman	Lecturer	Graduate School of Mangt., Uni. of WA	Nedlands, WA 6907,	Australia	9	6	640	TQM in Australia: A literature review and an agenda for future research
Dr. Kristina	Zgodavova (kz	Asso. Professor	Dept. of Control, Technical Uni. of Kosice,	Letna 9, 041 87 Kosice,	Slovak	9	7	646	Evaluation of the Managing Efficiency using Criteria of EFQM Model for Business Excellence
Mr. Zhihai	Zhang	Ph.D. candidate	Faculty of Mgt & Organization, Uni of Groningon, Netherland	P.O.Box 800, 9700 A V Groningen,	Netherlands	9	8	655	Quality Management Efforts in China
Dr. Syed M.	Ahmed	Lecturer	Dept of Civil Engineering,	The HK Polytechnic University, Hunghom,	Hong Kong	10	1	661	An Evaluation of the Performance of ISO 9000 Based QA Systems Implemented by the HK Construction Contra
Dr. Albert	Chan	Asso. Professor	Dept of Building and Real Estate,	The HK Polytechnic University, Hunghom,	Hong Kong	10	2	667	Quality Management in Construction
Dr. Kwai-Sang	Chin	Asso. Professor	Dept of Manufacturing Engg & Engg Mangt,	City Uni. of HK, Tat Chee Av.,	Hong Kong	10	3	672	A TQM Implementation Framework for Hong Kong Industries
Ms. Svetlana	Cimcil	Senior Lecturer	School of O.M., Uni. Of the West of England,	Bristol,	UK	10	4	678	Rethinking Construction Quality
Mr. Vaughan	Coffey	Senior Manager,	Performance Control Unit, HK Housing Authority,	Block 2, HA Headquarters, 33 Fat Kwong St., Homantin	Hong Kong	10	5	685	Constructing 'Quality': The Hong Kong Housing Department Journey
Ms. Linda C. N.	Fan	Asso. Professor	Dept of Building & Real Estate,	The HK Polytechnic University, Hunghom,	Hong Kong	10	6	691	An Investigation of the Applicability of Just-in-time (JIT) to the Construction Industry
Ms. Maria	Vokala	Lecturer	Information Technology Institute,	University of Salford,M4 5WT	UK	10	7	697	Business Process Re-engineering and Construction Industry: The Conдор Approach
Dr. G.K.	Kululanga	Lecturer	Dept of Civil & Building Engineering,	Loughborough University, LE11 3TU,	UK	10	8	704	Measuring Learning of a Construction Contractor
Dr. Ji	Li	Asst. Professor	Dept. of Management, School of Business,	Hong Kong Baptist University	Hong Kong	10	9	709	Family-oriented Collectivism and Business Excellence in Manufacturing among Overseas Chinese Firms
Mr. Bruce	Potts	Systems Facilitator	Department of Main Roads Queensland	c/o: Dr Arthur Preston, Australian Centre in Startegic M	Australia	10	10	717	Improvement in Road Construction Processes through better Measurement
Mr. Y.C.	Tsim	Lecturer	Dept of Manufacturing Engineering,	The HK Polytechnic University, Hunghom,	Hong Kong	10	11	722	Performance Evaluation of Quality Control Charts in Monitoring Precision Manufacturing Processes
Dr. Glyn B	Williams	Lecturer	School of Manufacturing & Mechanical Engg,	Uni. of Birmingham, Birmingham B15 2TT	UK	10	12	730	Autonomous Steps to World Class Manufacturing at Hoogovens Aluminium UK Ltd
Mr. Yuk-Kao	Chan	Chairman, HKQMA,	c/o Quality & Standards Manager, MTRC,	MTR Tower, Telford Plaza, Kowloon Bay,	Hong Kong	11	1	737	One-stop-shop Information Mall - MTR's Experience
Prof. Mike	Donnelly	Head	School of Management and Marketing,	Paisley University, Paisley, Scotland,	UK	11	2	744	Assessing the Quality of Care for the Elderly using the SERVQUAL Approach and Modified Instruments
Dr. Steven P.	Landry	Asso. Professor	Dept of Accounting, University of Hawaii at Hilo	c/o School of Business, HKBU, Kowloon Tong	Hong Kong	11	3	750	Implementing TQM When You Do Not Know Where to Start:A Case Study of Hawaii's American Trading Compa
Mr. George	Laszlo	Management Consultant	Management M + (Canada),	Montreal,	Canada	11	4	756	Southwest Airlines - Living Total Quality in a Service Organization
Mr. Alex	Lau	Asst. Professor	Dept. of Accountancy and Law	School of Business, HK Baptist University,	Hong Kong	11	5	763	The New PRC Securities Law: Quality Control on the Securities Market in China
Ms. Beverley	Lloyd-Walker (Lecturer	Dept. of Management, Victoria Uni.,	St. Albans Campus, Melbourne,	Australia	11	6	769	Strategy, Service Quality and Customer Expectations: the Australian Banking Industry's Response
Dr. Andrea	McIlroy	Senior Lecturer	Dept of Magt System, Massey University	Private Bag 11222, Palmerston North, 5301, NSW,	Australia	11	7	775	Towards Excellence: identifying good practice in business education
Mr. Martin	O'Neill	Hospitality-Co-ordinator	Faculty of Business,Edith Cowan University	100 Joondalup Drive, WA 6027	Australia	11	8	781	Service Quality at Events:An Evaluation of the 1998 Coca-Cola Masters Surfing Event at Margaret River, WA
Prof. George	Philip	Professor	Mgt and Information Systems Division,	Queen's Uni. of Belfast, Belfast BT7 1NN	N. Ireland	11	9	788	An investigation of the Quality Gap in Business Information Support Services
Dr. Dawna L.	Rhoades	Asst. Professor	Business Dept, Embry-Riddle Aeronautical Uni.	600 S. Clyde Morris Blvd. Daytona Beach, FL. 32114-3	USA	11	10	797	Better Safe than Service? The Relationship Between Service and Safety Quality in the US Airline Industry
Ms. Anjo	Tarte	Lecturer	Faculty of Education, University of Sydney,	NSW 2007,	Australia	11	11	802	Change Mnaagement in the Educational Setting
Mr. Michael	Tarte	Mgt. Consultant	Ibex Consulting Group,	NSW	Australia	11	11	802	Change Mnaagement in the Educational Setting
Prof. K. W.	Yeung	Dean	Faculty of Applied Science and Textiles,	The HK Polytechnic University, Hunghom,	Hong Kong	11	12	810	Building a Quality Culture in Tertiary Education
Ms. Adrienne	Curry	Lecturer	Dept of Management & Organization,	Uni. of Stirling, FK9 4LA, Scotland	UK	12	1	816	Patient and Stakeholder Consultation in Health Care
Dr. Deb	Ghosh	Senior Lecturer	Coventry Business School,	Priory Street, Coventry CV1 5FB,	UK	12	2	822	The Qualitative Effects of Relationship Marketing Strategies in the Former NHS Internal Market
Mr. Keith	Gray	Senior Lecturer	Health Sciences, Coventry Business School	Priory Street, Coventry CV1 5FB,	UK	12	2	822	The Qualitative Effects of Relationship Marketing Strategies in the Former NHS Internal Market
Dr. Mark	Goh	Lecturer	Department of Decision Sciences, NUS,	Kent Ridge Crescent,	Singapore	12	3	828	Quality Improvement Approaches in the Healthcare Industry in Singapore
Dr. Frances M	Hill	Senior Lecturer	School of Management,	Queen's Uni. of Belfast, Belfast BT7 1NN	N. Ireland	12	4	833	The Adoption and Integration of Quality Management and Business Excellence Principles in the Public Sector.'
Dr. William	Ho	Hospital Chief Executive	Kwong Wah Hospital	25 Waterloo Road, Kowloon.	Hong Kong	12	5	839	Hospital Transformation and Organizational Learning
Ms. Cynthia	Cheung	Nursing Officer	Bradbury Hospice,		Hong Kong	12	6	845	The search of excellence in health care industry in Hong Kong
Prof. Marisaivo da Silva		Professor & Assessor	Bank of Brazil,	SQN 305 Bloco L Apto 203 - Residencial Guararapes -	Brazil	12	7	850	Public Sector Quality in Brazil
Mr. Edwin K.W.	Tsang	Nurse Specialist (Geriatric)	TWGHs Fung Yiu King Hospital		Hong Kong	12	8	855	A Pilot BPR Program in Developing a Professional Nursing Practice Model in the Infirmary Unit of a Geriatric Ext
Mr. Andrew	Leung	Director of Social Welfare,	HKSARG Social Welfare Dept.,	Wu Chung House, 213 Queen?js Road East,	Hong Kong	12	9	861	Panel Modulator)

Name	Surname	Post	Organisation	Address	Country	ST	No.	Pg.	Topic
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Key to ST:

- 1 Innovation via TQM & Learning
- 2 ISO 9000
- 3 ISO 14000 & 5-S Practice
- 4 Business Process Re-engineering
- 5 Quality Function Deployment
- 6 Quality Tools and Techniques

Key to ST:

- 7 Leadership and Organisational Development
- 8 TQM Learning and HRM
- 9 Business Excellence and Quality Awards
- 10 Business Excellence in Manufacturing & Construction
- 11 Business Excellence in Services & Education
- 12 Business Excellence in Public & Health