

***Action 2000:***  
***Imperatives for Change***

Proceedings of the

**5<sup>th</sup> International Conference on**  
**ISO 9000 & TQM** **5-ICIT**

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- TQM Magazine
- Workplace Learning Journal

# **5-ICIT**

## **5th International Conference on ISO 9000 and TQM** 25-27 April 2000

### **PREFACE**

Welcome to the 5th International Conference on ISO 9000 and TQM organised by the School of Business, Hong Kong Baptist University and the Productivity and Quality Research Centre, National University of Singapore.

The 1<sup>st</sup> & 2<sup>nd</sup> ICIT, inaugurated in the UK in April 96 and 97, was very well received. The 3<sup>rd</sup> and 4<sup>th</sup> ICIT, hosted by the Hong Kong Baptist University in April 98 and 99, have attracted 104 and 130 high quality papers from 20 countries respectively. In the past, over 40% of the papers have been published in refereed journals as a result. Riding on this success, the 5-ICIT will be using "**Action 2000: Imperatives for Change**" as a theme for the further development of ISO 9000 and TQM into the new millennium. Furthermore, a Panel Session will be organised for discussion on the trends of the ISO 9000 and TQM development for the new millennium.

ISO 9000 series sets out the methods that can be implemented in an organisation to assure that the customers' requirements are fully met. Moreover, the organisation's requirements will be met both internally and externally and at an optimum cost. This is the result of efficient utilisation of the resources available, including material, people and technology. By now, over 200,000 ISO 9000 certifications have been achieved world-wide -- a significant increase from the end 1992 figure of 28,000. Because of the significance of the ISO 9000 standard, and its relationship to TQM, **the first objective of this Conference is to consider the impact of ISO 9000 implementation on TQM.** The conference will also discuss the implications and impacts of the draft year 2000 version of the standard.

TQM provides the overall concept that fosters continuous improvement in an organisation. The TQM philosophy stresses a systematic, integrated, consistent, organisation-wide perspective involving everyone and everything. It focuses primarily on total satisfaction for both the internal and external customers within a management environment that seeks continuous improvement of all systems and processes. TQM has been considered by many organisations as the way to survive and succeed. **The second objective of the 5-ICIT is therefore to provide a forum for the identification of the contemporary development in the theories and practices of TQM, and for the sharing of experience.**

The Conference gives us the opportunity to benefit at first hand from the expertise and experience of eminent speakers who are senior executives of many leading edge organisations and distinguished academics contributing to the research and development of ISO 9000 and TQM. The 5-ICIT is represented by delegates from 26 countries. The statistics of the number of papers presented is summarised in the following table.

Country	No. of Papers
UK	26
Singapore	22
Hong Kong SAR of China	18
Australia	14
USA	9
Japan	3
Turkey	3
Denmark	2
Finland	2
Ireland	2
South Africa	2
Spain	2
Austria	1
Brunei	1

Country	No. of Papers
Canada	1
France	1
Germany	1
India	1
Indonesia	1
Lebanon	1
Malaysia	1
Mauritus, Indian Ocean	1
Netherlands	1
Slovak	1
Sweden	1
Thailand	1
<b>TOTAL .....</b>	<b>119</b>

The 119 papers of the 5-ICIT have been categorised according to different areas of activities in the development of ISO 9000 and TQM. They are:

1. ISO 9000 & TQM for the New Millennium (11)
2. ISO 9000:2000, QS 9000 & ISO 14000 (14)
3. Business Process Reengineering & Quality Function Deployment (9)
4. Quality Tools & Techniques (12)
5. Leadership and Organisational Development (7)
6. Total Quality & The Learning Organisation (8)
7. Knowledge Management (8)
8. Business Excellence and Quality Awards (11)
9. Business Excellence in Manufacturing & Construction (10)
10. Business Excellence in Education (9)
11. Business Excellence in Services (10)
12. Business Excellence in Public & Health (10)

( ) figures are number of papers

We are privileged to have the following 23 prominent keynote speakers presenting their expertise opinions on specific issues of ISO 9000 and TQM:

- Prof. Yoji Akao (*Founder of QFD, Graduate School of Business Admin., Asahi Uni., Japan*)
- Prof. Alan Brown (*Head, School of Management, Edith Cowan University, Australia*)
- Mr. Raymond Cheung (*Divisional Director (QA), Singapore Productivity and Standards Board*)
- Ms. Svetlana Cicmil (*Senior Lecturer in Operations Mgt., Uni. of the West of England, UK*)
- Prof. Mike Donnelly (*Head, School of Marketing & Management, Paisley University, UK*)
- Prof. John Dalrymple (*Director of Research & Prof. of Quality, RMIT, Australia*)
- Prof. Douglas Hensler (*1st Deming Prof. in Management, Uni. of Colorado at Boulder, USA*)
- Prof. Yoshio Kondo (*Professor Emeritus, Kyoto Uni. & 1971 Deming Prize Winner, Japan*)
- Mr. George Laszlo (*Chair, Quality Management Division, ASQC, USA/Canada*)
- Dr. T.Y. Lee (*Chief Examiner, the HK Management Association Quality Award, HK*)
- Prof. Andy Neely (*Director of the Centre for Business Performance, Uni. of Cranfield, UK*)
- Dr. Steve New (*Fellow of the Said School of Business, Oxford University, UK*)
- Mr. Howie Ng (*CEO, HK Quality Assurance Agency, HK*)
- Dr. Afzal Rahim (*Center for Advanced Studies in Mgt., USA & Editor, Organizational Analysis*)
- Ms. Judith Schalick (*President, Public Relations/Conference Planning, USA*)
- Prof. Amrik Sohal (*Faculty of Business, Monash University, Australia*)
- Mr. Simon Tan (*Quality Director, Pentex-Schweizer Circuits Limited, Singapore*)
- Dr. Mile Terziovski (*Director, Euro-Australian Cooperation Centre., Monash U., Aust.*)
- Prof. Gerald Vinten (*Associate Dean, Southampton Business School, UK*)
- Mr. Richard Whitfield (*Managing Editor, MCB University Press, UK*)
- Ms. Fong-Tze Wong (*Director, Port of Singapore Authority*)
- Mrs Poh-HongWong-Tan (*Chief Corporate Development Officer, Housing and Development Board, Singapore Government*)
- Prof. Mahamad Zairi (*Director, European TQM Centre, University of Bradford, UK*)

We would also like to thank the Technical Committee members who have helped me so readily to review the abstracts and/or edit some of the papers. We are indebted to the (managing) editors of the 17 supporting journals who come to this conference because they trust there are good quality papers for their journal publications. Last but not the least, we would also like to thank all our presenters and delegates contributing to the successful experience of the 5-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Shangri-La Rasa Sentosa Resort!

***Sam Ho & C.L. Chong***

*Co-Chair, 5-ICIT (on behalf of the Organising Committee)*

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