

# *Integrated Management*

Proceedings of the

**6**th **I**nternational **C**onference on  
**I**SO 9000 & **T**QM **6-ICIT**

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- The Learning Organisation Journal
- TQM Magazine
- Workplace Learning Journal

# 6-ICIT

## **6<sup>th</sup> International Conference on ISO 9000 and TQM** 17-19 April 2001

### PREFACE

Welcome to the 6<sup>th</sup> International Conference on ISO 9000 and TQM organised by the Paisley Business School. 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. The 5<sup>th</sup> ICIT has recorded similar successes at the National University of Singapore in April 2000. In the past, over 40% of the papers have been published in refereed journals as a result. Riding on this success, the 6-ICIT will be using "**Integrated Management**" 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 350,000 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 newly released Y2K 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 6-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 6-ICIT is represented by delegates from 21 countries. The statistics of the number of papers presented is summarised in the following table.

Country	No. of Papers
UK-England	26
UK-Scotland	11
UK-N. Ireland	4
UK-Wales	2
Australia	12
HKSAR of China	8
USA	5
Singapore	3
Thailand	3
Turkey	3
Japan	2
Spain	2
Sweden	2

Country	No. of Papers
Taiwan	2
Austria	1
Bahrain	1
Canada	1
Finland	1
India	1
Ireland	1
Mauritius	1
Netherlands	1
Saudi Arabia	1
South Africa	1
<b>TOTAL .....</b>	<b>95</b>

The 95 papers of the 6-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 Integrated Management (9)
2. ISO 9000:2000, SA 8000 & SMS (10)
3. Business Process Reengineering & Quality Function Deployment (10)
4. Quality Tools & Techniques (10)
5. Leadership and Organisational Development (11)
6. Total Quality Learning and Knowledge Management (10)
7. Business Excellence and Quality Awards (9)
8. Business Excellence in Manufacturing & Construction (8)
9. Business Excellence in Services & Health (9)
10. Business Excellence in Education & Public (9)

( ) figures are number of papers

We are privileged to have the following 15 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*)
- Ms. Svetlana Cicmil (*Senior Lecturer in Operations Mgt., Uni. of the West of England, UK*)
- Prof. John Dalrymple (*Director of Research & Prof. of Quality, RMIT, Australia*)
- Prof. Douglas Hensler (*Deming Prof. in Management, Uni. of Colorado at Boulder, USA*)
- Prof. Yoshio Kondo (*Professor Emeritus, Kyoto Uni. & 1971 Deming Prize Winner, Japan*)
- Mr. Andrew Leung (*Director General, HK Economic and Trade Office, London*)\*
- Mr. Jack McConnell (*Minister for Education, Europe & External Affairs, Scottish Parliament*)\*
- Dr. Steve New (*Fellow of the Said School of Business, Oxford University, UK*)
- Prof. John Peters (*Director & Managing Editor, MCB University Press, UK*)
- 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*)
- Prof. Gerald Vinten (*Associate Dean, Southampton Business School, UK*)
- Prof. Mahamad Zairi (*Director, European TQM Centre, University of Bradford, UK*)
- Prof. Mosad Zineldin (*Chair of Marketing, Vaxjo University, Sweden*)

\* *paper not included in this proceedings*

We would also like to thank the Technical Committee members who have helped us so readily to review the abstracts and/or edit some of the papers. We are indebted to the (managing) editors of the 16 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 6-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Ayrshire Management Centre!

***Sam Ho & Mike Donnelly***

***Co-Chair, 6-ICIT (on behalf of the Organising Committee)***

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