

Change Management

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ISO 9000 & **T**QM **7-ICIT**

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- The Learning Organisation Journal
- TQM Magazine
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7-ICIT

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PREFACE

Welcome to the 7th International Conference on ISO 9000 and TQM organised by the Centre for Management Quality Research, RMIT University. The 1st & 2nd ICIT, inaugurated in the UK in April 96 and 97, was very well received. The 3rd and 4th 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 5th and 6th ICIT have recorded similar successes at the National University of Singapore and Paisley Business School in April 2000 and 2001 respectively. In the past, over 40% of the papers have been published in refereed journals as a result. Riding on this success, the 7-ICIT will be using "**Change Management**" as a theme for the further development of ISO 9000 and TQM into 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 400,000 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.**

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 7-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 7-ICIT is represented by delegates from 29 countries. The statistics of the number of papers presented is summarised in the following table.

Country	No. of Papers
Australia	56
UK	29
China – HKSAR	12
Malaysia	7
USA	7
Singapore	6
Brazil	5
New Zealand	5
India	4
Canada	3
China – Mainland	3
Germany	3
Spain	3
Sweden	3
Denmark	2
Finland	2

TOTAL:

Country	No. of Papers
Japan	2
China - Taiwan	2
UAE	2
Bahrain	1
China – Macau SAR	1
Fuji	1
Holland	1
Indonesia	1
Ireland	1
Italy	1
Saudi Arabia	1
South Africa	1
Thailand	1
Turkey	1
Yugoslavia	1
28 countries	166*

* plus 2 presenters without papers in the proceedings

The 166 papers of the 7-ICIT have been categorised according to different areas of activities in the development of ISO 9000 and TQM. They are:

1. TQM and Change Management (13)
2. ISO 9000:2000 (17)
3. ISO 14000, OHSAS 18001, etc. (10)
4. Business Process Reengineering & Quality Function Deployment (14)
5. Quality Tools & Techniques (19)
6. Leadership and Organisational Development (17)
7. Total Quality Learning and Knowledge Management (18)
8. Business Excellence and Quality Awards (11)
9. Business Excellence in Manufacturing & Construction (10)
10. Business Excellence in Services (13)
11. Business Excellence in Health Sector (11)
12. Business Excellence in Education & Public (15)

() figures are number of papers

We are privileged to have the following 17 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 (Acting Executive Dean, Faculty of Business and Public Management, Edith Cowan University)
- Dr. Chee-Leong Chong (*Director, PSB Centre for Best Practices, National Uni. of Singapore*)
- Ms. Svetlana Cicmil (*Senior Lecturer in Operations Mgt., Uni. of the West of England, UK*)
- Mr. Martin Corroll (*Academic Audit Officer, Australian Universities Quality Agency*)
- Prof. Rick Edgeman (*Professor, University of Colorado, USA.*)
- Prof. John Dalrymple (*Computing Devices Professor & Director, Centre for Management Quality Research, RMIT Uni., 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. George Laszlo (*Director, Management and Conference Secretary, Quality Management Division, ASQ*)
- Dr. John McHale (*Managing Editor, MCB University Press, UK*)
- Dr. Afzal Rahim (*Center for Advanced Studies in Mgt., USA & Editor, Organizational Analysis*)
- Prof. Amrik Sohal (*Faculty of Business, Monash University, Australia*)
- Prof. Mahamad Zairi (*Director, European TQM Centre, University of Bradford, UK*)
- Dr. Mile Terziovski (*Faculty of Comm. & Director, Euro-Australian Centre for Innovation Management, Melbourne Uni.*)
- Prof. Alastair Walker (*CEO, Software Process Improvement Lab., Gauteng*)
- Prof. Neng-Quan Wu (*Professor, School of Management, Sun Yat-sen University, China*)

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 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 7-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Storey Hall, RMIT University!

Sam Ho & John Dalrymple
Co-Chair, 7-ICIT (on behalf of the Organising Committee)

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