

Business Excellence

Proceedings of the

8th International Conference on ISO 9000 & TQM **8-ICIT**

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- Managerial Auditing Journal
- Managing Service Quality Journal
- Quality Focus Journal
- The Learning Organisation Journal
- TQM Magazine
- Workplace Learning Journal

8-ICIT

8th International Conference on ISO 9000 and TQM 23-25 April 2003

PREFACE

Welcome to the 8th International Conference on ISO 9000 and TQM organised by the National Quality Institute (Canada), Management Plus and the HK 5-S Association. 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, 6th and 7th ICIT have recorded similar successes at the National University of Singapore, Paisley Business School and RMIT University in April 2000, 2001 and 2002 respectively. In the past, over 30% of the papers have been published in refereed journals as a result. Riding on this success, the 8-ICIT will be using "**Business Excellence**" 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 8-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 8-ICIT is represented by delegates from 24 countries. The statistics of the number of papers presented is summarised in the following table.

Country	No. of Papers	Country	No. of Papers
Canada	28	Egypt	1
UK	11	Greece	1
Japan	5	Holland	1
Spain	5	Italy	1
USA	5	Poland	1
Australia	4	Saudi Arabia	1
Malaysia	3	Slovenia	1
China – Mainland	2	Slovak Republic	1
China – HKSAR	2	South Africa	1
China – Taiwan	2	Sweden	1
Singapore	2	Thailand	1
Bahrain	1	UAE	1
Brazil	1	Yugoslavia	1
		24 countries	84

TOTAL:

The 84 papers of the 8-ICIT have been categorised according to different areas of activities in the development of ISO 9000 and TQM. They are:

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

() figures are number of papers

We are privileged to have the following 33 prominent keynote speakers presenting their expertise opinions on specific issues of ISO 9000 and TQM:

Prof. Pervaiz	Ahmed	Professor	Wolverhampton Business School, UK
Prof. Yoji	Akao	Professor	Asahi University, Japan
Mr. David	Barnes	VP, Public Affairs	AmEx Canada
Mr. Bill	Barrable	Provincial Executive Director	BC Transplant Society, Canada
Ms. Claudette	Cayer	Director, Quintiles	Quintiles Canada
Prof. John	Dalrymple	CD Professor of Quality	School of Management, RMIT University, Australia
Ms. Yvonne	de Lint	Director, Calian	Calian, Canada
Mr. Graham	Debling	Dir., Excel Royal Roads U	Royal Roads, Canada
Ms. Christine	Delaney	Co-ordinator of Employee Programs	Peel District School Board, Canada
Ms. Sophie	Dubé	Watson Wyatt	ASQ Montreal
Mr. Robert	Gagné	TQM Consultants	ASQ
Mr. Deo	Garlock	VP, Quintiles	Quintiles US
Mr. Laszlo	George	CEO	Management M+ (Canada)
Mr. Michael	Hart		ASQ Ottawa
Prof. Douglas	Hensler	Professor	University of Colorado, USA
Prof. Sam	Ho	Professor	International Management Centres, UK
Mr. Cam	Hyde	Senior VP-Xerox & President-NQI	North American Agent Operations – Xerox
Prof. Yoshio	Kondo	Professor Emeritus	Kyoto University, Japan
Mr. Paul	LaRose	Director	Aeronautical and Technical Services, Natural Resources Canada,
Mr., Roger	Maloney	Chief Admin. Officer	Region of Peel, Canada
Mr. Bill	Pallett	VP, Delta Hotels CDN	Delta Hotels, Canada
Mr. Jerry	Pembroke	Program Director & Associate	CCRA Canada
Dr. M. Afzalur	Rahim	Professor of Mangt.	Dept. of Management, Western Kentucky University, USA
Mr. Wesley	Rees	Exec VP, CDN Blood Services	CDN Blood Services, Canada
Mr. Stewart	Scott	Director CCRA-CIDA Program	CCRA-CIDA Canada
Ms. Maureen	Shaw	President & CEO	Industrial Accident Prevention Asso., Cnd
Ms. Sandra	Stefanik-Stokoe	Trade Commissioner,	DFAIT, Canada
Prof. Xiaofen	Tang	President	Shanghai Academy of Quality Management, China
Dr. Larry	Taylor	Quality Advisor	Earth Sciences Sector, Natural Resources, Canada
Prof. Alastair	Walker	CEO	SPI Laboratory (Pty) Ltd, S. Africa

Prof. Nengquan	Wu	Professor	School of Management, Sun Yat-sen University, China
Dr. John	Yardley	Director	Workplace Health Research Unit, Brock University, Canada
Ms. Cynthia	Young	VP, AT&T CDN	AT&T Canada

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 8-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Delta Hotel in Montreal!

Sam Ho & George Laszlo,
Co-Chair, 8-ICIT (on behalf of the Organising Committee)

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