

# *TQM Best Practices*

Proceedings of the

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ISO 9000 & TQM **9-ICIT**

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Jointly edited by:

**Samuel K.M. Ho**

*PhD, FIQA, Lead Auditor (ISO 9000), EQA Assessor,  
Dean, Hang Seng School of Commerce, HK,  
Visiting Prof. in TQM, Paisley, RMIT, HKBU & CUHK,  
Distinguish Prof. in Business Excellence, Zhong Shan U.,  
Founder Chair, HK 5-S Association & ICIT.*

Email: [samho@hssc.edu.hk](mailto:samho@hssc.edu.hk)

URL: <http://www.hk5sa.com/icit>

**Prasert Suttiprasit**

*Professor & Chief Expert,  
Sukhothai Thammathirat Open University,  
Thailand.*

[heasspra@stou.ac.th](mailto:heasspra@stou.ac.th)

[www.stou.ac.th](http://www.stou.ac.th)



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

# **9-ICIT**

## **9<sup>th</sup> International Conference on ISO 9000 and TQM** 5-7 April 2004

### **PREFACE**

Welcome to the 9<sup>th</sup> International Conference on ISO 9000 and TQM organised by the Sukhothai Thammathirat Open University, (Thailand), and the Hang Seng School of Commerce (Hong Kong). 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>, 6<sup>th</sup>, 7<sup>th</sup> & 8<sup>th</sup> ICIT have recorded similar successes at the National University of Singapore, Paisley Business School, RMIT University, and National Quality Institute of Canada in April 2000, 2001, 2002 and 2003 respectively. In the past, over 30% of the papers have been published in refereed journals as a result. Riding on this success, the 9-ICIT will be using "**TQM Best Practices**" 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 organization 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 organization 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 organization. The TQM philosophy stresses a systematic, integrated, consistent, organization-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 organizations as the way to survive and succeed. **The second objective of the 9-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 organizations and distinguished academics contributing to the research and development of ISO 9000 and TQM. The 9-ICIT is represented by delegates from 20 countries. The statistics of the number of papers presented is organized in the following table.

Country	No. of Papers	Country	No. of Papers
UK	16	UAE	2
China – HKSAR	13	Brazil	1
Thailand	8	Brunei	1
Malaysia	8	China – Taiwan	1
China – Mainland	6	Denmark	1
New Zealand	4	Finland	1
Australia	3	France	1
Sweden	3	Greece	1
USA	3	Poland	1
Canada	2	Singapore	1
Spain	2	South Africa	1
		<b>20 countries .....</b>	<b>80</b>

**TOTAL:**

The 80 papers of the 9-ICIT have been organized according to different areas of activities in the development of ISO 9000 and TQM. They are:

1. TQM Best Practices & Quality Award (12)
2. ISO 9000 & ISO 14000 (12)
3. 6-Sigma, BPR & Benchmarking (8)
4. 5-S, QFD, and Quality Tools (8)
5. Leadership and Organisational Development (7)
6. Total Quality Learning and Knowledge Management (10)
7. Best Practice in Manufacturing, Health & Public (8)
8. Best Practice in Services & Education (11)

( ) 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:

<b>Prof. Pervaiz</b>	<b>Ahmed</b>	Professor	Wolverhampton Business School, UK
<b>Prof. Yoji</b>	<b>Akao</b>	Professor	Asahi University, Japan
<b>Prof. Alan</b>	<b>Brown</b>	Professor	School of Management, Edith Cowan University, Australia
<b>Mr. Jason</b>	<b>Chu</b>	Founder & Chairman	Asian Pacific Customer Service Consortium
<b>Dr. H.S.</b>	<b>Chui</b>	President	Hang Seng School of Commerce, HK
<b>Prof. John</b>	<b>Dalrymple</b>	CD Professor of Quality	School of Management, RMIT University, Australia
<b>Prof. Mike</b>	<b>Donnelly</b>	Professor & Ex-Dean	Paisley Business School, UK
<b>Prof. Douglas</b>	<b>Hensler</b>	Professor	University of Colorado, USA
<b>Prof. Sam</b>	<b>Ho</b>	Dean	Hang Seng School of Commerce, HK
<b>Dr. Ladawan</b>	<b>Krasachol</b>	Ag. Director of Policy and Planning Dept.	National Science and Technology Development Agency, Thailand
<b>Prof. Bengt</b>	<b>Klefsjo</b>	Professor	Luella University, Sweden
<b>Prof. Damrong</b>	<b>Thawesaengskulthai</b>	Deputy President for Quality Assurance	Engineering Faculty of Chulalongkorn University,
<b>Prof. Alastair</b>	<b>Walker</b>	CEO	SPI Laboratory (Pty) Ltd, S. Africa
<b>Prof. Nengquan</b>	<b>Wu</b>	Professor	School of Management, Sun Yat-sen University, China
<b>Prof. Mosad</b>	<b>Zineldin</b>	Professor	School of Management and Economics, Växjö Uni., Sweden

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 9-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Siam-City Hotel in Bangkok!

**Sam Ho & Prasert Suttiprasit ,**  
*Co-Chairs, 9-ICIT (on behalf of the Organising Committee)*

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