Going for Gold

Proceedings of the 12th International Conference on ISO 9000 & TQM 12-ICIT

9-11 Apr 2007 at the National Chin-Yi University of Technology, Taiwan, RoC.

Organisers:

NCUT  APBEST Academy  CSQ  HSSC

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- Hong Kong Quality Management Association
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- Kyoto University, Japan
- Management +, Canada
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- School of Management, Edith Cowan University, Australia
- Six Sigma Institute, HK
- STOU School of Engineering Program, Thailand

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12-ICIT

12th International Conference on ISO 9000 and TQM

9-11 April 2007 at National Chin-Yi University of Technology, RoC

PREFACE

Welcome to the 12th International Conference on ISO 9000 and TQM organised by the NCUT & CSQ in Taiwan, RoC and APBEST Academy & HSSC in the HKSAR. The history of the ICIT is summarized in the following table:

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In the past, around 30% of the papers have been published in refereed journals as a result. Riding on this success, the 12-ICIT uses "Going for Gold" as a theme for the further development of ISO 9000 and TQM into the new economy.

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 organization’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 2,000,000 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 12-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 12-ICIT is represented by delegates from 17 territories. The statistics of the number of papers presented is shown in the following table.

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<td>UK</td>
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<td>**17 territories **</td>
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The 68 papers of the 12-ICIT have been organized according to different areas of activities in the development of ISO 9000 and TQM. They are:

1. **TQM and Quality Award (7)**
2. **Quality Standards, ISO 9000, etc. (10)**
3. **5-S, 6-Sigma & Knowledge Mgt. (8)**
4. **Quality Tools & Techniques (10)**
5. **Kaizen & Organizational Development (10)**
7. **Best Practices in Education & Public (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:

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                  Prof. John Dalrymple (Computing Devices Professor & Director, Centre for Management Quality Research, RMIT Uni.) |
| Canada        | Prof. Stanislav Karapetrovic (Dept. of Mechanical Engg., University of Alberta in Edmonton) |
| China         | Prof. Neng-Quan Wu (Director of Enterprise Management Research Centre, Zhong Shan University, Guangzhou, China) |
| Hong Kong SAR | Mr. Jason Chu (Founder & Chairman, Asia Pacific Customer Service Consortium)  
                  Prof. Sam Ho (Dean, Hang Seng School of Commerce and Founder Chair, ICIT, APBEST Academy & HK 5-S Association) |
| Japan         | Prof. Yoji Akao (Founder of QFD, Graduate School of Business Admin., Asahi University & Deming Prize Winner)  
                  Mr. Masaaki Iman (Founder & Chairman, Kaizen Institute) |
| Malaysia      | Dr. Mohd Azman Idris (General Manager, Quality Services and SMEs Development Department, SIRIM, Malaysian Government) |
| S. Africa     | Dr. Alastair Walker (CEO, Software Process Improvement Lab., Johannesburg) |
| Spain         | Dr. Palmira López-Fresno (STIGA & Spanish Association for Quality AEC) |
| Taiwan, RoC   | Prof. Ching-Chow Yang (Associate Prof., Department of Industrial Engineering, Chung-Yuan Christian University)  
                  Dr. Chia-pao Chang (Chairman, Dept. of IE, National Chin-Yi Uni. of Tech.) |
| Thailand      | Prof. Prasert Suttiprasit (Professor, STOU School of Engineering Program) |
| USA           | Prof. Douglas Hensler (W. Edwards Deming Professor, Univ. of Colorado)  
                  Prof. Satya Chattopadhyay (Prof. of Marketing, Kanya School of Management, U. of Scranton) |

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 12-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the Splendor Hotel and NCUT in Tai-Chung!

Sam Ho,  
Chair, 12-ICIT (on behalf of the Organising Committee)
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