

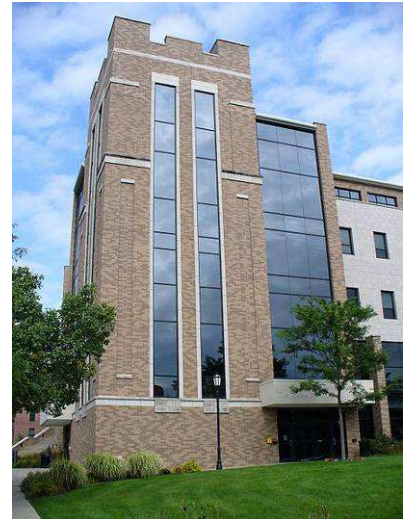
In LEAN we Trust

Proceedings of the

14th International Conference on
ISO 9000 & TQM **14-ICIT**

www.hk5sa.com/icit

5-7 Apr 2010 at the **University of Scranton, PA, USA**



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14-ICIT

14th International Conference on ISO 9000 and TQM

5-7 April 2010 at the University of Scranton, PA, USA

PREFACE

Welcome to the 14th International Conference on ISO 9000 and TQM organised by the UoS, NEPIRC in PA, USA, Coventry University Business School in the UK and HSSC & APBEST Academy in the HKSAR. The history of the ICIT is summarized in the following table:

ICIT	Year	Host (<i>on Easter Mon.-Wed. every year since 1996</i>)	Hosting Country	Theme	Papers	Delegates	Countries
1	1996	Leicester Business School, De Montfort Uni.	England, UK	Inaugural	45	80	10
2	1997	Luton Business School, Luton University	England, UK	Business Excellence	75	100	12
3	1998	School of Business, HK Baptist University	HKSAR, China	ISO 9000 & TQM	104	160	18
4	1999	School of Business, HK Baptist University	HKSAR, China	TQM & Innovation	130	180	20
5	2000	Productivity Quality Research Centre, NUS	Singapore	Action 2000: Imperatives for Change	119	160	26
6	2001	Paisley Business School, Uni. of Paisley	Scotland, UK	Integrated Management	95	150	21
7	2002	Centre for Mangt. Quality Research, RMIT	Australia	Change Management	160	250	29
8	2003	National Quality Institute, Montreal	Canada	Business Excellence	84	150	24
9	2004	Foundation for TQM Promotion	Thailand	TQM Best Practices	80	280	20
10	2005	Shanghai Academy of Quality Management	Shanghai, China	TQM & 6-sigma for Competitiveness	140	300	26
11	2006	APBEST Academy & Hang Seng School of Commerce	HKSAR	TQM & Corporate Governance	85	150	22
12	2007	NCUT & CSQ in Taiwan and APBEST Academy in HKSAR	RoC	Going for Gold	68	120	17
13	2008	SIRIM, NPC, UiTM in Malaysia & APBEST Academy in HKSAR	Malaysia	Innovation for Competitiveness	77	200	25

In the past, around 20% of the papers have been published in refereed journals as a result. Riding on this success, the 14-ICIT uses "**In LEAN we Trust**" 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 two million 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 14-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 14-ICIT is represented by delegates from **20 territories**. The statistics of the number of papers presented is shown in the following table.

Country	No. of Papers	Country	No. of Papers
USA	9	UK	2
China – HKSAR	8	RoC - Taiwan	1
Canada	6	Greece	1
Australia	4	India	1
Denmark	4	Italy	1
Finland	4	Malaysia	1
Portugal	3	Netherland	1
China – Mainland	2	New Zealand	1
Germany	2	Saudi Arabia	1
Singapore	2	Spain	1
		TOTAL:	from 20 territories 55

The 55 papers of the 14-ICIT have been organized according to different areas of activities in the development of ISO 9000 and TQM. They are:

1. ISO 9000 & TQM for Lean Management (8)
 2. ISO 10002, 14000 & OHSAS 18001, etc. (6)
 3. 6-Sigma & QFD for Lean Management (4)
 4. BPR, CSR & QC Tools (5)
 5. Leadership & Organizational Development (6)
 6. TQ Learning & Knowledge Management (7)
 7. Business Excellence & Quality Awards (6)
 8. Best Practices in Business & Industries (7)
- T:** Tutorial Sessions (6)

() figures are number of papers

We are privileged to have the following **13** prominent keynote speakers presenting their expertise opinions on specific issues of ISO 9000 and TQM:

Australia	✧ Prof. Alan Brown (<i>Ex-Dean, School of Management, Faculty of Business and Public Management, Edith Cowan University</i>)
Canada	✧ Prof. Stanislav Karapetrovic (<i>Dept. of Mechanical Engg., University of Alberta in Edmonton</i>)
Denmark	✧ Prof. Peter Neergaard (<i>Professor, Copenhagen Business School</i>)
HKSAR	✧ Prof. Sam Ho (<i>Programme Director, Hang Seng School of Commerce and Founder Chair, ICIT, APBEST Academy & HK 5-S Association</i>) ✧ Prof. T.S. Lee (<i>Vice President – Academic & Research, Hang Seng School of Commerce</i>)
Malaysia	✧ Dr. Mohd Azman Idris (<i>Senior General Manager, Quality Services and SMEs Development Department, SIRIM, Malaysian Government</i>)
Saudi Arabia	✧ Prof. Hesham Magd (<i>Dean - College of Business Administration, Prince Mohammad University</i>)
Singapore	✧ Prof. Thong-Ngee Goh (<i>Professor & Director, Quality and Innovation Research Centre, National University of Singapore</i>) ✧ Dr. Pui-Mun Lee (<i>Head of Management Studies, School of Business, SIM University</i>)
Spain	✧ Dr. Palmira López-Fresno (<i>Spanish Association for Quality AEC</i>)
Taiwan, RoC	✧ Dr. Chia-pao Chang (<i>Chairman, Dept. of IE, National Chin-Yi Uni. of Tech.</i>)
USA	✧ Prof. Douglas Hensler (<i>W. Frank Barton School of Business, Wichita State University</i>) ✧ Prof. Satya Chattopadhyay (<i>Prof. of Marketing, Kanya School of Management, U. of Scranton</i>)

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 14-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the University of Scranton!

Sam Ho & Satya Chattopadhyay,
Co-Chairs, 14-ICIT (on behalf of the Organising Committee)

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