



Silver Anniversary

25th International Conference on ISO & TQM 25-ICIT

Theme: “ISO & TQM for AI Development” -- www.hk5sa.com/icit

Date: 22-24 Mar 2027 (Mon.-Wed.)

Venue: Harnack House, Max Planck Society (produced 31 Nobel Winners including Einstein),
at the Free University of Berlin, Germany

<https://www.youtube.com/watch?v=AVcRPzS-v1w>

Hosted by the:

Global Sustainable Excellence Concepts (GSEC), Germany

Gratia Christian College (GCC), HKSAR, CHINA (www.gcc.edu.hk)

Asia Pacific Business Excellence Standard (APBEST) Academy (www.hk5sa.com/apbest), HKSAR

Supported by the Emerald Publishers (Including TQM & Service Mgt. Journals - SJR-Q1), UK.

Founder Chair: Prof. Sam HO, Ex-Research Fellow, Cambridge U. & Ex-Prof., Oxford U.

Whatsapp: +852-6671-0470 Email: samkmho@gmail.com

Co-chair: Roland K. Jahnke Whatsapp: +49-171-914-2870 Email: rolandjahnke@t-online.de

History of the ICIT

ICIT	Year	Host (Every year since 1996, except 2009 – cancelled at Egypt due to Gaza War in the middle East)	Theme	Papers	Delegates	Countries
1	96	Leicester Business School, De Montfort Uni., UK	Inaugural	45	80	10
2	97	Luton Business School, Luton University, UK	Business Excellence	75	100	12
3	98	School of Business, HK Baptist University, HK	ISO 9000 & TQM	104	160	18
4	99	School of Business, HK Baptist University, HK	TQM & Innovation	130	180	20
5	00	Productivity Quality Research Centre, NUS, Singapore	Action 2000: Imperatives for Change	119	160	26
6	01	Paisley Business School, Uni. Of Paisley, Scotland	Integrated Management	95	150	21
7	02	Centre for Mangt. Quality Research, RMIT, Australia	Change Management	160	250	29
8	03	National Quality Institute, Montreal, Canada	Business Excellence	84	150	24
9	04	Foundation for TQM Promotion in Thailand	TQM Best Practices	80	280	20
10	05	Shanghai Academy for Quality Management, China	TQM & 6-sigma for Competitiveness	150	300	26
11	06	APBEST Academy & HSSC, HK	TQM & Corporate Governance	85	150	25
12	07	APBEST Academy & Nat. Chin-Yi U. of Tech., Taiwan	Going for Gold	68	120	18
13	08	APBEST Academy & SIRIM, MPC & UiTM, Malaysia	Innovation for Competitiveness	77	220	25
14	10	APBEST Academy & University of Scranton, USA	Lean Management	55	100	20
15	11	APBEST Academy, UNITEN, SIRIM, MPC & UiTM	Sustainable Development via Innovation	98	160	21
16	12	APBEST Academy, HKBC & Linnaeus U., Sweden	ISO, TQM, Medical Tourism & Safety	44	60	15
17	13	APBEST Academy & U. Technology Sydney (UTS)	Innovation for Sustainability & OD	37	45	13
18	14	APBEST Academy & UiTM-Sarawak, Malaysia	Enhancing Growth through TQM	57	150	17
19	15	APBEST Academy & Kenya Institute of Management	TQM for African Development	34	100	14
20	16	APBEST Academy & U. of Buraimi, Oman	ISO & TQM for Lean Production	32	90	15
21	17	APBEST Academy & School of Int. Business, BNU-ZH	ISO & TQM for OBOR's Sustain. Dev.	37	100	11
22	18	APBEST Academy & Honors College, BIT-ZH	Cultural Harmonization via ISO-TQM	34	100	8
23	19	APBEST Academy & BNU/HKBU-UIC, ZH	ISO & TQM: Teaching Quality - OBOR	35	80	9
24	25	APBEST Academy & Gratia Christian College, HKSAR,	ISO & TQM for Health, Service & Edu.	27	50	10

Objectives

Specifically, the **25-ICIT** will focus on how best practices in ISO portfolio of standards and TQM will affect quality trends in the new economy. TQM provides an overall concept that fosters continuous improvement in an organisation. The first objective of the conference is thus:

To provide a forum for the identification of contemporary development in the theories and practices of TQM and for the sharing of experience.

The number of ISO certified companies has seen a phenomenal rise, in particular the recent ISO42001 for **AI** Management System. The importance of the ISO series of standards, and its close relationship with TQM give rise to the second objective:

*To establish the impact of ISO Standards implementation on TQM towards Contemporary **AI** Development in the Social and Economic Sectors.*

SUPPORTED BY

Business School, Uni. of Technology Sydney, Australia Centre for Mangt. Quality Research, RMIT, Australia Dept. of Marketing, Linnaeus U., Sweden Enterprise Mangt. Research Centre, SYSU., China Foundation for TQM Promotion, Thailand Hang Seng Management College, HKSAR Inderscience Publishers, USA International 5-S Organisation International Academy for Quality Kania School of Management, U. of Scranton, USA Kenya Institute of Management, Kenya Leicester Business School, De Montfort Uni., UK National Chin Yi Uni. of Tech., Taiwan	Luton Business School, Uni. of Bedfordshire, UK National Quality Institute, Montreal, Canada Paisley Business School, Uni. of Paisley, UK Productivity Quality Research Centre, NUS, Singapore School of Business, HK Baptist Uni., HKSAR School of Management, Edith Cowan U., Australia Shanghai Academy for Quality Management, China SIRIM Training Services, SIRIM Berhad, Malaysia Universiti Tenaga Nasional (UNITEN), Malaysia University of Buraimi, Oman Beijing Normal University, Zhuhai Campus, China Beijing Institute of Technology, Zhuhai Campus, China BNU/HKBU-UIC, Zhuhai, China
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Keynote Speakers (# = Co-chairs; * = Distinguished Keynote Speakers) ~ Photos are **Overseas** KNS:-

Australia	1. Prof. John Hamilton (<i>Head of Management & Governance, James Cook U, Cairns</i>) *
China-HKSAR	Prof. H.S. Chui (<i>President, Gratia Christian College</i>) # Prof. Sam Ho (<i>Founder Chair, APBEST Academy, ICIT & I5SO; Dist. Prof.-SYSU.; Speaker-Oxford U.</i>) # Chairman S. W. Yuen (<i>Founder Chair, GCC Board of Governors</i>) * Prof. Karen Cheung – delegate (<i>President, UNESCO-HK & HK Inst. for Sustainable Development HiESD</i>) Dr. Olivia Ho (<i>Consultant, FHKCFP & Ex-Sr. House-Officer, Birmingham Children Hospital</i>) Prof. Simon Lam (<i>Asso. Dean & Director, Integrative Health Centre, Tung Wah College</i>) Prof. Shirley Yeung (<i>Prof. of Practice & Head of Business – GCC; AVP – UNESCO HK Association</i>)
Finland	2. Prof. Taina Savolainen (<i>Professor, University of Joensuu, Finnish Quality Award Chief Examiner</i>) *
Malaysia	Prof. Dato' Jamil bin Haji Hamah (<i>Rector, University Technology MARA, Kuching, Sarawak</i>) *
NZ	3. Dr. Michaela Balzarova (<i>Asso. Prof. of Management, University of Canterbury</i>)
Singapore	Prof. Pui-Mun Lee (<i>Ex-Dean, Singapore University of Social Sciences</i>) *
Slovakia	4. Prof. Kristina Zgodavova (<i>Prof. Tech. U. of Kosice & Chief Editor, Quality, Innovation & Prosperity</i>)
Spain	5. Prof. Palmira Lopez-Fresno (<i>EAE Business School, Spain & Spanish Quality Award Chief Examiner</i>) * 6. Dr. Fernando Fernandez Gonzalez (<i>Nero-surgeon & Ex-Head, Hospital Central de Asturias</i>)
Sweden	Prof. Mosad Zineldin (<i>Prof., Faculty of Health & Life Science., Dept. of Medicine, Linnaeus University</i>) *
UAE	Prof. Leslie Chan (<i>Prof. & Chair of Accounting, American University of Ras Al Khaimah</i>)
UK	7. Prof. Ray Loveridge (<i>Professor Emeritus, Said Business School, Oxford University</i>) *
USA	8. Prof. Douglas Hensler (<i>Deming Prof., Colorado U.; Dean Emeritus, U. of Wisconsin-GB</i>) *



Call for Papers

With an exciting theme and clearly defined objectives for the upcoming **25-ICIT**, we would like to invite papers for the following **Sub-themes**:

1. TQM in AI & Sustainable Development	4. TQ Practice for Education Mangt. (SDG-4)
2. QFD / ESG in AI for Scientific Development	5. TQ Practice for Engineering Management
3. ISO 9001 / 14001 / 42001 / SDG / EFQM, etc.	6. TQ Practice for Gender, Health & Services

Proceedings and Publications

The summary of each paper presented at the **25-ICIT** will be printed in a bound Conference Proceedings called “**ISO & TQM for AI Development**”, a link will be provided to each participant to download the full papers and PPTs. The full papers will also be published at the Conference Website to facilitate Internet search and cross-referencing. Style sheets for submission to the proceedings will be sent to you after your paper has been accepted. In addition, accepted papers will be considered for publication in the journals listed below. A **Best Paper Award** will be allocated to each sub-theme. These papers will be **automatically considered** for a special edition, after aligning with the TQM Journal (SJR-Q1) requirement.

Chief Editor	Journal	Chief Editor	Journal
Prof. Sam Ho (Ex-Chief Editor)	• Journal of Service Management	Prof. Axel Kaehne	• Journal of Health Organization & Management
Prof. Maria Vincenza	• TQM Journal	Prof. Kristina Zgodavova	• Quality, Innovation & Prosperity Journal
Prof. Chris Brown	• Quality Education for All Journal	Prof. Mosad Zineldin	• IJ of Work Organisation and Emotion • IJ of Strategic Business Alliances

25-ICIT Conference Paper Submission Form	A 500-word Structured Abstract (with Title & under 5 Headers of: Aim, Methodology, Findings, Originality, Value) and a 100-word biographical note (appended to the end of the abstract) should be sent via email to Prof. Sam HO. Please also append your other details to the same Microsoft Word file as required below:-
	Title of Paper : _____
	_____ Preferred Sub-theme No. : _____
	Name(s) of Presenter(s): _____
	Organisation: _____ Job Title: _____
	Address: _____
	Mob/WS: _____ Email: _____
	Note : Once accepted , the paper has to be presented in person and the same fees are payable as for participant. Please send by email before 30 Nov 2026 (the sooner the better) to:- Prof. Sam HO, Co-Chair, 25-ICIT, Ex-Research Fellow, Cambridge U.; Visiting Prof.: Oxford U., NUS, HKU, CUHK, PKU, THU, SYSU Email : samkmho@gmail.com WS: +852-6671-0470

Conference Activities

Pre-Conference Reception: 21/3/2027 (Sun.) 6-8pm – at the Conference Hotel Café

Conference Dinner: 22/3/2027 (Mon.) 7-10pm – at the Conference Hotel

Berlin Night-Tour: 23/3/2027 (Tue.) 7-10pm – FREE to join in the Berlin City

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(produced 31 Nobel Winners including Einstein), at the Free University of Berlin, Germany

REGISTRATION FORM

Date: _____

Prof. Sam HO,
Founder Chair, ICIT & APBEST Academy,
WS: +852-6671-0470 samkmho@gmail.com

(Please use a separate form for each delegate.)

Please register me for the 25-ICIT on the above dates.

Name (Prof./Dr./Mr./Ms.): _____ Job Title: _____

Organisation: _____

Address: _____

Mob/WS No.: _____ Email: _____

Description	Presenter Fee *	Early Bird (by 31/12/26)	FT-P/G Presenter #
Conference Fee (Includes tea-snacks, networking lunches, all plenary, parallel and tutorial sessions throughout the program + Conference Dinner and copy of Proceedings + Softcopy)	Eur.500	Eur.450	Eur.300
Please ✓ your amount payable →			

Please enclose a copy of your valid **full-time** student identity card.

For participant (**not** presenting paper), you can enjoy the reduced registration fees of Eur.300.

Invoice will be issued after your above registration.

Harnack House Hostel, Free U. of Berlin

Special Daily Rate for ICIT delegates:

Eur.147 / 163 (1 / 2 Beds)

– include breakfast, Wifi & VAT

info@harnackhaus-berlin.mpg.de

Tel: +49-308-413-3800

Booking Code: **11184**

Reservation till: **2027-1-22**

<https://www.harnackhaus-berlin.mpg.de/accomodation>

