



ASIAN NETWORK FOR QUALITY

QUALITY FOR PROSPERITY AND INTEGRATION

<http://www.anforq.org>

message

Message from the Honorary Chairperson Prof. Noriaki Kano

Over the last 3 years since the formation of ANQ the economies in Asia have shown rapid growth both qualitatively and quantitatively. This is just the beginning of the economic evolution in Asia and there is still a long way to go for this to have meaningful impact on the quality of life of the large number of inhabitants of Asia. ANQ has begun to galvanize the knowledge of quality professionals leading to formal and informal exchange amongst various regions for synergy and growth. At this important juncture the role of ANQ is becoming even more relevant. It is therefore appropriate to publicly declare the 'ANQ Way' defining its Goals, Strategy and Core Values in harmony with the Asian Way through this brochure. Following the 'ANQ Way' would help us to achieve steady and qualitative growth towards our goal of contributing to the prosperity of Asia and its people.

Dated: 28 August, 2005



Message from the Chairperson of ANQ Mr. Janak Mehta

New Year Message

On behalf of ISQ and on my own behalf I thank you all for giving ISQ the privilege to be the Chair Organization for the year 2009-2010. It is an onerous responsibility and we will do our best to fulfill the expectations of the members.

Over the last six years ANQ has achieved a degree of stability due to the leadership of the various Chair Organizations' substantive effort. It will be our endeavor to build on the foundation that has been created. The times are ominous with probably the worst economic crises in the last 80 years. The economies are shrinking; consumer confidence is low, the funds not available, people are losing jobs and earning opportunities. It is generally believed this happened largely due to the excesses of the last 10 to 20 years. Viewing this from the perspective of the ANQ Way there are obvious signs of compromises with natural principles the core values:

Honesty and Sincerity: Financial institutions in particular and many others seem to have made serious compromises with basic principles.

Flexibility and Adaptability: There was lack of harmony in accommodating the interest of various stakeholders. Long term purpose seems to have been sacrificed for short term gains.

Self Control and Responsibility: Lack of self control seems obvious through excessive consumption by a few well to do people, wastage of scarce resources and abrogation of responsibility by the management of some of the renowned organizations.

Ecological system and Nature has its own way of making correction and that seems to be in the process of happening. This is a jolt that has shaken the world and provides an opportunity to redirect our efforts to save the environment, the Earth and the Eco System itself. About 40% of the world's population lives in abject poverty and very large majority of that happen to be from Asia. This adversity could be an opportunity for Asia to lead the process of recovery thereby bringing balance in the world order where 60% of the population would contribute to 60% of the share in the world's economy instead of current level of just about 26%. At this crucial juncture it appears Asia will have to take the lead as the 'Asian Way' as defined in the 'ANQ Way' provides the appropriate methodology to provide sustainable growth and long term prosperity to the people of the world. The key elements being:

**Harmony in Diversity, Mutual Respect and Compassion, Austere and Simple Living
Effective and Efficient Use of Abundant Resources**

Obviously the help of western science and technological prowess will make this possible. In other words it is a combination of the Asian Way supplemented by the expertise of the West particularly Europe and North America that could pull the world order from this spiral that seems currently headed downwards.

ANQ could probably play a pivotal role in this context. This will need for all members to work together in the spirit of ANQ Way to develop structured way of making useful and effective contribution.

May I invite suggestions thoughts and ideas in this regard from all of you to start this process?

I take this opportunity to wish you and your colleagues a New Year full of resolve, hope and exciting work so as to contribute to the achievement of our full potential and the Goal following the ANQ Way.

Dated: Date: 1 January 2009



Brief History

The Asian Network for Quality aims at uniting Asia under the flag of Quality.

In 1987, Chinese Society for Quality (CSQ-Chinese Taipei) and Korean Society for Quality Management (KSQM) jointly held the 1st Korean-Sino Quality Control Symposium in Seoul, Korea in order to strengthen their cooperation and to share quality knowledge.

In 1991, Japanese Society for Quality Control (JSQC) was invited to join in to share the knowledge and experience in quality. This forum was named as “Asia Quality Symposium” (AQS) in 1996.

In November 2001, members of steering committee of AQS recognized the significant role of AQS and realized the need for more intensive exchange of views on the quality in Asia and for closer collaborative relationship.

In July 2002, representative from seven organization namely China Association for Quality (CAQ), CSQ, Hong Kong Society for Quality (HKSQ), Indian Society for Quality (ISQ), JSQC, KSQM, and the Standards and Quality Association of Thailand (SQAT) assembled in Tokyo, Japan and decided to form Asian Network for Quality (ANQ). It was also decided to welcome any non-profit organization contributing to the growth of science and industry through promotional activities for development of philosophy, theory, methodology and application in the field of quality management and contributing to the quality of human life in Asia. Consequently Iranian Society of Quality Managers (ISQM), Indonesian Quality Management Association (IQMA) and Directorate for Standards and Quality, Vietnam (STAMEQ) joined the forum.

In November 2002, Historic “ANQ statement Tokyo-2002” declaring establishment of ANQ was issued. It was declared that ANQ will operate following the “ANQ Way”, a set of principles in the way of administrating ANQ. This is explained on Page 6 to 8.

ANQ Congress held so far are as follows:

1st ANQ Congress	-	Beijing, China
2nd ANQ Congress	-	New Delhi, India
3rd ANQ Congress	-	Taipei, Taiwan
4th ANQ Congress	-	Singapore
5th ANQ Congress	-	Incheon, Korea
6th ANQ Congress	-	Bangkok, Thailand
7th ANQ Congress	-	Tokyo, Japan

ANQ STATEMENT TOKYO 2002

(November 17, 2002)

We declare that Asia now unites under a flag of Asian Network for Quality (ANQ).

It is obvious that Asia faces a quality evolution.



- The quality of products and services produced in Asia has evolved outstandingly so as to go beyond the quality standards of the World Market. Therefore, Asia is called as “Plant of the World”.
- Moreover, the focused quality is evolving from the quality of manual work to the quality of knowledge work, and the image of Asia is changing from providing “simple and cheap labor” to providing “knowledge work at a reasonable cost”.
- In addition, Asia will face the quality evolution of strategic management toward the global market rather than bilateral trades.
- Needless to say, there must be a development of quality management behind an economic development. The quality evolution observed in Asia is a good omen for the future great advances of Asia and its people.

As a positive response to this quality evolution and acceleration we hereby, establish Asian Network for Quality (ANQ) consisting of all non-profit organizations in Asia that seek to improve quality of human life by contributing to the progress of science and technology; and to the development of industry through promotional activities for the research and development of philosophy, theory, methodology and application in the field of quality and quality management. ANQ will provide a platform and the opportunity for enhanced mutual sharing and learning of the knowledge and experiences obtained through the research and development and practices in quality performed by the member organizations.

The birth of ANQ facilitates new blood flowing into the quality evolution of each organization from other Asian member bodies, contributing to a unique quality evolution in each organization. We declare that activities of ANQ should not be influenced by any politics.

ANQ will be operated following the ‘ANQ Way’, which is a set of principles in the way of administrating ANQ. This is explained on pages 6 to 8.

ANQ Membership

Membership of ANQ is open to all ‘not-for-profit’ associations and societies working to improve the quality of human life in their countries or regions. ANQ is traditional in its working but modern in outlook. Since its inception in 2002 membership of ANQ has increased to sixteen. Members have the benefit to share knowledge and experience with their colleagues in Asia. For this purpose ANQ has constituted a Mutual Exchange Programme. The programme promotes member organizations to encourage its experts to participate in other organizations conferences and to accept the participation of experts from other organizations in its conferences. ANQ has a website www.anforq.org. which gives basic details, activities taking place under the aegis of ANQ, its member organizations etc.

ANQ Members



SL. NO.	Organizations	
1		Bangladesh Society for Total Quality Management (BSTQM), Bangladesh
2		China Association for Quality (CAQ), China
3		Chinese Society for Quality CSQ,(Chinese Taipei)
4		Dubai Quality Group (DQG), Dubai
5		Hong Kong Society for Quality (HKSQ), Hong Kong
6		International Association of Quality Managers and Auditors (IAQMA), Kazakhstan
7		Indian Society for Quality (ISQ), India
8		Indonesian Quality Management Association (IQMA), Indonesia
9		Iranian Society of Quality Managers (ISQM), Iran
10		Japanese Society for Quality Control (JSQC), Japan
11		Korean Society for Quality Management (KSQM), Korea
12		Network for Quality, Productivity and Competitiveness Nepal (NQPCN), Nepal
13		Quality and Productivity Society of Pakistan (QPSP), Pakistan
14		Russian Organization for Quality (ROQ) Russia
15		Singapore Quality Institute (SQI), Singapore
16		The Standards and Quality Association of Thailand (SQAT), Thailand
17		Vietnam Quality Association of Ho Chi Minh City (VQAH), Vietnam
18		Quality Council of India (QCI) , India (Affiliated Organization)
19		New Zealand Organisation for Quality (NZOQ), New Zealand (Partner Organisation)

ANQ Way

'ANQ Way' depicts its philosophy outlining the Goals, the Strategy, the Asian Way and its Core Values as stated and explained in the following pages:



Various regions of Asia form Asian Network for Quality with the Goal of contributing to creativity, integration, prosperity and quality of human life in Asia through a Strategy based on constancy of purpose, knowledge creation, voluntary spirit and systematic improvement; following Core Values based on honesty, flexibility and self-control; living the Asian Way of harmony in diversity, mutual respect, compassion, austerity, simple living, effective and efficient use of abundant resources..

Goals

The reasons for existence of ANQ :

Quality of Human Life

Contributing to quality of human life where people live with dignity and achieve balance in fulfilling physical, emotional, intellectual and self-actualization needs in harmony with nature.

Prosperity

Contributing to the prosperity of not only the current generation but also leaving a legacy for the future generations through appropriate focus on material, social and environmental issues; limiting consumption of abundant natural resources that may not be easy to renew; limiting damage to the environment that can be restored through natural activity.

Uniqueness, Integration and Inter-dependence

Working for the integration of various elements within the society and amongst societies respecting uniqueness while harnessing the power of inter-dependence thereby reducing the disparities while enhancing prosperity for all members.

3C's – Customer Satisfaction through Competitiveness and Creativity

Contributing for developing creativity of people and competitiveness of the regions that would lead to satisfaction of customers around the world.

Strategy

The ways to achieve the goals :

- **Constancy of Purpose**
Focus on the long term purpose to provide constancy while taking care of the short-term needs.
- **System Approach for Improvement**
Develop and encourage use of systematic and scientific methods for breakthrough and continuous improvement through knowledge sharing.
- **Knowledge Development for Enriching Inherent Intelligence**
Develop network for knowledge development amongst members for advancement of science & technology through promotional activities for the research and development of philosophy, theory, methodology and application in the field of quality and quality management; and supplement the inherent intelligence of the people of the region to achieve ANQ Goals.
- **Integrity in Performance with Voluntary Participation**
Develop an environment that encourages voluntary participation in fact-based management that leads to integrity in performance.

Asian Way

Typical attributes of Asian culture that are commonly displayed and are distinct from those of other cultures :

- **Harmony in Diversity**
Working in harmony with nature and amongst each other, sharing common interests; while respecting the diversity of language, culture, beliefs and living habits of different people and creating a balance between the needs of the various stakeholders and ecological systems.
- **Mutual Respect and Compassion**
Mutual learning and knowledge sharing by respecting each others' thoughts, beliefs and actions. Compassion towards others through kindness, empathy and sympathy and warm hearted hospitality.
- **Austere and Simple Living**
Austere and simple living; doing with what we have; living within our means.
- **Effective and Efficient Use of Abundant Resources**
Effective and efficient utilization of resources even when in abundance, particularly the people; Eliminating waste of all kind through a habit of saving and sharing.

Core Values

Values are the basic beliefs that govern the behavior and the actions. If these are in consonance with natural laws the long-term prosperity can be achieved :

- **Honesty and Sincerity**
To follow the 'ANQ Way' even in the face of adverse circumstances. It is the courage and will power to stand up to our ideals and convictions in the face of all challenges. Very often at the mere suggestion of a challenge we compromise with our ideals. Walk the Talk; practice what we preach.
- **Flexibility and Adaptability**
Ability of being able to accommodate the diverse needs in a given situation to create harmony without sacrificing the long-term purpose; Flexibility in thinking, behavior and action while responding with agility and speed.
- **Self Control and Responsibility**
It is a self-imposed curb on expenditure of human energy in wasteful channels and redirecting the energy thus conserved to constructive work, using the inherent intellectual talent in a responsible way.

ANQ Way

