

# ANQ Congress 2010

## A Report



### **Congress Facts**

**Venue:** Jaypee Institute of Information Technology Noida for the sessions and India Habitat Centre, Delhi for the receptions.

**Dates:** 19<sup>th</sup> Oct -22<sup>nd</sup> Oct 2010

**Keynote speeches:** 5

**Papers and poster sessions:** 214

**Special sessions and panels:** 6

**Invited papers:** 8

**Plant visits:** 3

**Participants:** 797 delegates, speakers, invitees and organizer-participants

**Overseas participants:** 170

### **Theme**

Since the formation of Asian Network for quality (ANQ) in 2002, this is the eighth such Congress, and the second one (after 2004) in India. The theme of the Congress was: ***“Quality for inclusive growth of Asia”***. This theme had a lot to do with the design of the entire Congress.

### **Hosts and Co-hosts**



This prestigious Congress was jointly hosted by Indian Society for Quality (ISQ), the board member from India in ANQ; and Quality Council of India (QCI), the affiliated member from India in ANQ. ISQ is currently the Chair organization of ANQ and Mr. Janak Mehta is the Chairman of ANQ.

Uniquely at this Congress three members of ANQ from India’s neighbouring countries lent their name to the Congress as co-hosts. These are:

- Bangladesh Society for Total Quality Management (BSTQM)
- Network for Quality Productivity and Competitiveness Nepal (NQPCN)
- Quality and Productivity Society of Pakistan (QPSP)

### **Organizers**



Jaypee Institute of Information Technology (JIIT), Noida, a private university, was generous enough to throw open its excellent facilities as venue for the Congress. What is more the university joined the hosts as organizers of the Congress. After the 2009 ANQ Congress in Tokyo, this Congress too was thus held in an academic environment.

### **Cooperating Organizations**

It was wonderful that eighteen Indian organizations actively joined in the preparation for the Congress and its conduct. Such cooperation augurs well for the future of the Indian quality movement. The organizations are:

- ACMA Centre for Technology
- Bombay Textile Research Association (BTRA)
- Computer Society of India
- CII - Institute of Quality
- FICCI Quality Forum
- IMA Academy of Medical Specialties
- Indian Electrical & Electronics Manufacturers' Association (IEEMA)
- Indian Machine Tools Manufacturing Association
- Indian Railway Catering and Tourism Corporation (IRCTC)
- Institute of Applied Statistics and Quality Management (IASQM)
- International Academy for Quality,
- Lal Bahadur Shastri National Academy for Administration (LBSNAA)
- The National Association of Software and Services Companies (NASSCOM)
- National Centre for Quality Management (NCQM)
- National Institute for Quality and Reliability (NIQR)
- National Productivity Council (NPC)
- National Safety Council (NSC)
- Quality Circle Forum of India (QCFI)

## **Sponsors**

21 sponsors including four from overseas came forward to donate funds which made the Congress financially viable, especially in the context of low delegate fees fixed by the ANQ Board. These are:

<b>Type</b>	<b>Organization</b>
• Platinum	Maruti Suzuki India
• Gold	Jubilant RPG Group Tata Steel
• Silver	ACE Micromatic Kano Quality Research Office NTT Data Corporation Pepsico SRF Tokyo Electric Power Company
• Associate	Ashok Minda Corporate communication Lucas TVS Mahindra & Mahindra Minitab Nirmal Minda Group Precision Pipes and Profiles Company Process Management International RSB Transmission Sona Koyo Steering Systems TQM International
• Supporting	SR Foils

## **Supporting Organizations**

Organizations registering 10 or more delegates were classified as supporting organizations and they are numbered 15, as follows:

- Chinese Society for Quality
- FICCI Quality Forum
- Institute of Applied Statistics & Quality Management (IASQM)
- J.P. Institute of Information and Technology (JIIT)
- Japanese Society for Quality Control /Waseda University
- Mahindra & Mahindra
- Mahindra Institute of Quality

- Maruti Suzuki India
- Quality Council of India
- RPG Group
- Sona Koyo Steering Systems
- SRF
- Tata Steel
- TQM International
- VIOM Networks

### **Dedicating the Congress to Prof. K. Ishikawa**



The Conference began with an invocation (*Poornamdah...* from Isha Upanishad) and the traditional lighting of lamps. In presenting the report on ANQ Mr. Janak Mehta dedicated this Congress to the late Prof. Ishikawa for his towering role in the propagation of total quality management across Asia and the world at large.

### **Ishikawa-Kano Award**



The first ever Ishikawa-Kano award for outstanding contributions to quality in Asia went to Dr. Yoji Akao, the pioneer of the universally applied method of “Quality Function Deployment”. A uniquely designed trophy that captures the essence of Asian values and symbols was created. The replicas were presented by Dr. V. Krishnamurthy, the Congress Chairman, to Dr. N. Kano who received them on behalf of Mrs Ishikawa and himself. The glittering trophy with its spiral leaves set on stained glass was presented by Dr. Kano to Dr. Akao, who in his acceptance speech covered a life time of achievement with characteristic brevity.

## Keynote Speeches



Five keynote addresses were delivered. In the opening plenary session, Mr. Nandan Nilekani, Chairman of the Unique Identification Authority of India and Prof. Shoji Shiba, internationally renowned expert on breakthrough management were featured. In the closing plenary, the first keynote address was by Mr. Gong Xun from Guangxi Liugong machinery, China. Two short keynotes followed – one by Dr. N. Kano, the pioneer of the concept of “Attractive Quality”, and another by Mr. N. Ramanathan, President of Indian Society for Quality.

## Seven Streams

In harmony with the theme of the Congress, the papers were put in streams according to sectors as follows:

- Education,
- Government,
- Healthcare,
- IT and IT enabled Services,
- Manufacturing and infrastructure,
- Services,
- Social and Environment.

For obtaining papers on government, the LBS National Academy for Administration held a workshop in June, guided by Dr. V. K. Agnihotri, Secretary General of Rajya Sabha, and papers were selected. Quality Management papers from the social sector were produced for the first ever time through the efforts of Mr. Sushil Ramola of the NGO, Basix India.

## Papers



The ANQ Congress is always based on technical papers, whether academic, conceptual or representing case studies. This Congress had a record number of papers. The Program Committee

includes members from ANQ member countries. Each country association selects abstracts from what they receive, and then full papers are submitted by the authors. After severe screening, we still had a large number of papers. As oral presentations are to be necessarily limited, many papers are accepted for presentation in posters for which arrangements were made at the venue.

On the first day there were eight parallel tracks, and on the second day, seven. There were a total of 39 sessions in these tracks, typically with three papers each.

A total of 133 papers were presented in these sessions, including eight that had been invited. 81 papers were presented as posters in the foyer at allotted times.

Sector-wise, the papers and poster sessions were as follows;

Stream / Sector	Oral	Poster	Total
• Mfg & Infra	41	43	84
• Healthcare	18	8	26
• Education	19	5	25
• Services	17	12	29
• IT / ITES	14	10	24
• Govt.	15	1	16
• Social & Environment	9	2	12
• Total	<b>133</b>	<b>81</b>	<b>214</b>

Country-wise, the papers and posters presented were as follows:

Country	Oral	Poster	Total
• India	85	46	131
• Bangladesh	4	2	6
• China (CAQ)	2	0	2
• Chinese Taipei (CSQ)	5	5	10
• Japan	21	12	33
• Kazakhstan	1	0	1
• Korea	6	6	12
• Pakistan	1	1	2
• Russia	1	0	1
• Singapore	1	4	5
• Thailand	3	3	6
• Vietnam	2	2	4
• Others - UK	1	0	1
• Total	<b>133</b>	<b>81</b>	<b>214</b>

## Special Sessions



There were six special sessions, comprising one workshop on Software Quality Body of Knowledge, and five panel discussions which included one on Quality in Parliament and featured two members of Parliament of India.

## Participation



This Congress witnessed record participation. There were 797 participants in all. This figure comprises 656 delegates and speakers and 141 invitees, including chairmen of sessions, and organizer-participants, who also volunteered. Country-wise, the participation was as follows:

S.NO	Country	No. of Participants	S.NO	Country	No. of Participants
1	Bangladesh	16	11	Sri Lanka	01
2	China	20	12	Taiwan	14
3	India	627	13	Thailand	13
4	Japan	47	14	UK	03
5	Kazakhstan	03	15	Uzbekistan	01
6	Korea	24	16	Vietnam	08
7	Pakistan	02	17	Finland	01
8	Russia	03	18	Germany	01
9	Singapore	11	19	Nepal	01
10	Hongkong	01			

## Recognition

Recognition is an integral part of the Congress.

In the first part, "Honors and Awards" in the form of a plaque as under were given

a) New Members joining ANQ. Korean Standards Association and Quality Council of India joined ANQ as Affiliated Members

b) Outgoing ANQ Board Members. Dr Iuan Yuan Liu of CSQ, Dr Yang Kyun Kim of KSQM and Mr Wee Siew Kim of SQI were the outgoing board members

c) Individuals who have made outstanding contribution in promotion of ANQ activities. This year nine individuals from BSTQM, CSQ and JSQC were honored for making outstanding contribution towards promotion of ANQ activities

In the second part the best papers award was given based on the following criteria;

1. Application of methods and tools in depth or deep research
2. Any unique activity or application
3. Preferably given to younger authors

The best papers award were given on the recommendations of the local programme committees

Best paper awards given country wise are as under :

#### ANQ 2010 - Best Papers

S. No	Country	Author's Name	S. No	Country	Author's Name
1	Bangladesh	Khandoker Mahmudur Rahman	14	India	Prithesh Prabhu Prateek Chandra
2	China	1. Jiang Xuezheng 2. Liu Guoqing 3. Qin Gang 4. Sun Aimin 5. Zhou Huizhong 6. Wang Yujian	15	India	Gurdarshan Singh Brar Pratibha Dubey Sugathan Ramaswamy
3	Chinese Taipei (Taiwan)	Ching-Chow Yang, Ronald Sukwadi* Feliks Prasepta S.S.	16	India	J. K. Tripathy
4	Chinese Taipei (Taiwan)	Guo-Ciang Wu Yu-Hui Cheng Iuan-Yuan Lu	17	India	Anil Bhatnagar Mandeep Sangha
5	India	Dr. P K Tripathy Nirmala Nair Snehil kumar	18	Japan	Gulimire Abulaiti Björn Frank Takao Enkawa
6	India	Dr.N.Ravichandran K.J.Raveendran A.J.Jegadheeson M.Kanagaraj	19	Japan	Yoshinori IIZUKA Ryoko SHIMONO Shogo KATO Satoko TSURU
7	India	Antony Cherukara Sudhir Shah	20	Japan	Daisuke OGAWA Masahiko MUNECHIKA Masataka SANO
8	India	S.Mathew S.Banerjee M.Yadav R.Majarikar	21	Japan	Natsuki Sano Yuta Kobayashi Manabu Kuroki
9	India	Manoj Mishra	22	Korea	KIM, Gye-Soo KANG, Hee Jong
10	India	Sulata Maharana Adity Ganguly B Biswas Ashok Kumar	23	Korea	Jae-Young Moon Won-Hee Lee Yoeng-Taak Lee Jong-Duk Chung



11	India	Prakash R. Apte Rinku Mittal Ramesh K. Singh Suhass S. Joshi	24	Singapore	Kamsiah Binte Jaafar , Jaynathi Karappiah, Sharmila Suppiah, Muhammad Ashraf Low Kok Seng
12	India	R. Nanda Kumar J. Jayabalan T.Rajarajan	25	Thailand	Apichat Amornwadeekul Siva Supathaweewat Jran Sabseree
13	India	B Viswanathan, A.K.Zalpuri, R Swaminathan R. Rangarajan	26	Vietnam	Ngo Van Nhon

### Technical Visits



Three companies near Delhi offered plant visits after the Congress on 22<sup>nd</sup> October to showcase the practice of quality management. There was considerable response from both Indian and overseas delegates; and some had to be disappointed because there were only so many that could be received in the plants at a time. The three companies and the number of visitors from India and overseas to each of them are as follows:

- Maruti Suzuki India – 16 (Overseas 12 ,Indian 4)
- Sona Koyo Steering Systems.– 40 (Overseas 20, Indian 20)
- SRF (Chemicals Business) – 19 (overseas 4, Indian 5)

### Reception



On the evening of 19<sup>th</sup> October, a welcome reception was held at India Habitat Centre. Delegates were welcomed. During the reception under the auspices of ISQ, a book by Dr. Yukihiro Ando and Mr. Pankaj Kumar titled *Daily Management – the TQM Way* was released by Dr. Kano. Registration of delegates was organized during the reception and speaker facilitation facilities were provided.

On the evening of 21<sup>st</sup> October, after the conclusion of the closing plenary, a farewell reception was held at India Habitat Centre. This was a lighter event, with tasteful decoration of Indian village theme and short folk dances. One delegate, Mr. Mahesh Hegde, did a short but engaging show of magic. The reception ended with the traditional group singing by delegates from each country. The Congress thus ended on a high note, with many smiling faces.

## Organization



At the apex of the organization was the Organizing Committee led by Dr. V. Krishnamurthy. Work was carried out through the Conference Committee chaired by Mr. N. Ramanathan. The Program Committee comprised members from ANQ member countries and was chaired by Dr. A. K. Srivastava, with Mr. J. Ravikant as vice chair. Secretariat support for international and national delegates was provided by Brig J K Bajaj (Retd.) and Mr Avik Mitra respectively

The registration of delegates for the past several months, site management at the venue, permissions of the authorities, speaker facilitation, the complex logistics of transportation between Delhi and Noida, hotel reservations, and hundreds of other details were managed by specialists in conference management, KW Conferences.

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