



## 6th International Conference of Quality Managers Report

**Dear ANQ Member Organizations,**

It is my pleasure to report you the 6th International Conference of Quality Managers ( 6th ICQM) organized by Iranian Society of Quality Managers ( ISQM) which was held on July 17- 18 and 19-20, 2005 in Tehran, Iran

with the central theme "Corporate Social Responsibility, A Requirement for Excellence." As a unique initiative, the Conference was held in two successive rounds to accommodate 4750 attendees participating in the Conference the program of which was enthusiastically followed by its large audience of quality managers and experts in both rounds.

In addition to the Opening Ceremony and Plenary Sessions, Closing Plenary Session and Closing Ceremony, there were 30 parallel technical sessions, in six time slots and in five streams, covering a



variety of sub-themes and elaborating the main theme of the Conference and vital issues related to quality.

The distinguished Keynoters, Mr. Charles A. Aubrey II, Professor Mohamed Zairi, Professor Vinod Singhal and Mr. Janak Mehta, delivered their keynote speech in the Opening and Closing Plenary Sessions which were greatly appreciated by the participants as well as their technical workshops which received utmost attention. There were in total 81 approved papers among which 35 were from eminent professors and professionals involved in quality from Bangladesh, Canada, England, Hungary, India, Japan, Malaysia, Nepal, Pakistan, Thailand, Union Arab Emirates and United States, in addition to Iran, who contributed in the Conference. ( photo attached ).

All attendees were able to hear the presentations through the head sets either in English or Persian language by the simultaneous translation facilities provided by the organizer. The Conference was honored to have high profile representatives from EOQ and EFQM to present in the Conference in person and invite, at the Closing Ceremony, the participants to their forthcoming international quality events in Belgium and Wales, respectively. The Conference concluded with the Recognitions, the Resolution, and announcement and distribution of 7th

ICQM first circular for July 16-19, 2006 in Tehran with the support of 21 top and active international organizations from three continents and 15 countries with the theme " Change Management, Sustainable Improvement Strategy."

During the Conference, each participant had the opportunity to feedback six times, in each of the six possible technical sessions he or she could attend during the two days of the Conference, through separate questionnaires. As a result, the organizers received more than 16000 completed questionnaires

which were automatically summed up and reflected to the audience at the Closing Ceremony of each round as the report of instant survey of the Conference. In addition to this overall feedback and report, each speaker could have the complete echo of the audience for his or her presentation few hours after the presentation. The Conference technical materials were prepared as two volumes of books published by Hermes Publisher with ISBN code and also in a CD completed with a booklet for PowerPoint slides of the main stream presentations.

Based on the feedbacks received, the Conference was evaluated as a very successful Conference which improved the related standards and practice not only at the national level, but also at the regional or even at the international level due to its unique and outstanding features. Through the completed questionnaires received from the contributors, they also evaluated the Conference very successful and ranked it with overall grade A and as excellent. As such, it is rather sure that every participant, either speaker or attendee, has found something new and is now more encouraged to put into practice the learned issues for quality improvement at the individual, organizational or social level. Some have expressed that 6th ICQM has generated a massive new wave for quality revolution not only in Iran but also in this part of the world. ISQM and 6th ICQM are greatly proud for this exciting and delighting achievement.

It is very important to emphasize that this historic success could not happen without the valuable international supports received from:

- Asia Pacific Quality Organization
- European Centre for TQM
- Philippine Society for Quality
- Korean Society for Quality Management ( ANQ Member)
- TQM International
- Indian Society for Quality ( ANQ Member )
- Pakistan Institute of Quality Control
- Quality and Productivity Society of Pakistan ( ANQ Member )
- Centre for Management Development
- Bangladesh Society for TQM ( ANQ Member )

Also, I should mention very effective contribution that 6th ICQM received from all Distinguished Members of International Technical Advisory Board, mentioned hereunder, who took time out of their busy schedule in reviewing the received abstracts and papers and greatly added value to the Conference with their valuable precise comments and approval. I should sincerely acknowledge with great humility and respect:

- Professor Yoji AKAO
- Dr. Tariq AL-DOWAISAN,
- Dr. Ajitabh AMBASTHA
- Dr. Yun- Shiow CHEN,
- Mr. William G. FENNER,
- Mr. Toto HARDIYANTO,
- Dr. A. M. M. KHAIRUL BASHAR,
- Dr. Nawar KHAN,
- Professor Yoshio KONDO,
- Professor Hitushi KUME,
- Dr. Erika LEONARDI,
- Mr. Janak MEHTA,
- Mr. Kamran MOOSA,
- Dr. Lway NACKASHA,
- Professor Young-Taek PARK,
- Mr. N. RAMANATHAN
- Dr. Ali SAJID,

- Mr. Mian SALEEM -UDDIN
- Ms. Victoria M. VALLESTERO,
- Professor Mohamed ZAIRI,
- Dr. Fong-Jung YU.

Let me take this opportunity and extend my most hearty gratitude to all partners involved in realization of such a historic success for quality improvement in Iran, in the region and in this part of our global connected world.

I would like, in this occasion, cordially invite ALL other ANQ Member organizations to join and honor ISQM by their effective and valuable supports to 7th ICQM which is organized to be held on July 16-19, 2006 in Tehran, Iran.

Thank you very much again and with my best wishes for every success,



**Hesam AREF KASHFI**

President

Iranian Society of Quality Managers &  
6th ICQM International Affairs Chairman

### **6th ICQM Steering Committee**

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