



7th International Conference of Quality Managers Report (August 09, 2006)



It is our pleasure to report 7th International Conference of Quality Managers (7th ICQM) organized by Iranian Society of Quality Managers (ISQM) which was held in Tehran-Iran on July 17-18 and 19-20, 2006 with the central theme " Change Management, Sustainable Improvement Strategy". As a unique initiative, the Conference was held, as previous years, in two successive rounds to accommodate 4745 attendees participating in the Conference from 19 countries. The Conference program was enthusiastically followed by its large audience of quality managers and experts, involved in quality-related activities in different fields, in both rounds. In addition to the Opening Ceremony and Plenary Sessions, Closing Plenary Session and Closing Ceremony, there were 20 parallel technical sessions, in four time slots and in five parallel streams, covering a variety of sub-themes and elaborating the main theme of the Conference and vital issues related to quality and change management.

The Distinguished Keynoters, Dr. Shahindokht Kharazmi from Iran, Dr. H. James Harrington from USA, Dr. Miflora M. Gatchalian from Philippines and Mr. Frank Steer from IQA (UK), 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. The Conference enjoyed kind contribution of eminent invited speakers Dr. Jose Gatchalian from Philippines, Mr. Steven Unwin from UK, Dr. Yukihiro Ando from Japan, Professor Dr. Pal Molnar from Hungary, Dr. Naser Mirsepasi and Mr. Hesameddin Aref Kashfi from Iran. There were in total 64 approved papers among which 38 were from professors and professionals involved in quality from Austria, Canada, Czech Republic, Hungary, India, Indonesia, Japan, Netherlands, Pakistan, Philippines, Thailand, Taiwan, Union Arab Emirates, Ukraine, United Kingdom, United States, in addition to Iran, who contributed in the Conference and shared their knowledge and experience. There were also participants from Latvia and Saudi Arabia. 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 approved papers appeared as two volumes of books published as hard copy accompanied by a CD.

In the Opening Ceremony the Supporting Message from Professor Chih-Han Wang, Chairman of Asian Network for Quality was conveyed to the audience also, the launch of "Quality Technology Park" (QTP) was announced and the supporting agreement was officially signed by the Top Executive Representative from the Government, Dr. H. James Harrington, President of the Ispahan Research Town and Iranian Society of Quality Managers Executive Director. QTP is intended to function as a national research center for quality as well as a professional academy for quality education in the region. Establishment of QTP, as the first of the kind in the whole region, is a great achievement for ISQM and Iranian quality movement. It is notable that the Conference certificate was signed by Dr. H. James Harrington and also Mr. Frank Steer to be issued for all attendees and contributors. The Conference concluded with the Recognitions, the Resolution, and announcement and distribution of the First Circular of 8th ICQM, planned to be held in Tehran in July 2007 supported to-date by 32 top and active national and international quality organizations from 22 countries with the theme " Quality Managers and Management Challenges in the 21st Century ."

During the Conference, each participant had the opportunity to feedback 4 times, in each of the 5 parallel technical sessions through separate questionnaires. As a result, the organizers received more than 14000 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 for attendees' satisfaction. 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.

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 as well as presenting fresh views in quality and change management. Through the completed questionnaires received from the local and international contributors, they also evaluated the Conference very successful and ranked it with overall grade A, as excellent, and the best ever held which has greatly increased the expectations for future. 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 7th ICQM, with top world-class quality speakers and first-hand useful topics, has generated a new wave for quality revolution not only in Iran but also in this part of the world. ISQM and 7th ICQM are greatly proud for this delighting achievement.

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

1. Asia Pacific Quality Organization
2. Asian Network for Quality
3. Australian Organization for Quality
4. Bangladesh Society for Total Quality Management
5. Center for Management Development (Bangladesh)
6. China Association for Quality
7. Chinese Society for Quality
8. Czech Society for Quality
9. European Organization for Quality Hungarian National Committee
10. Flemish Quality Management Center
11. Hong Kong Society for Quality
12. Indian Society for Quality
13. Indonesian Quality Management Association
14. Institute of Quality Assurance (United Kingdom)
15. Institute of Quality Malaysia,
16. International Academy for Quality Certification
17. Japanese Society for Quality Control
18. Korean Society for Quality Management
19. Korean Standard Association
20. Latvian Quality Association
21. National Centre for Quality Management (India)
22. Network for Quality, Productivity and Competitiveness of Nepal
23. Pakistan Institute of Quality Control
24. Philippine Society for Quality
25. Quality and Productivity Society of Pakistan
26. Shanghai Academy of Quality Management
27. Smart Process International (Singapore)
28. Sri Lanka Association for Quality
29. Standard and Quality Association of Thailand

30. The European Center for Total Quality Management
31. The Mexican Institute for Quality Control
32. Total Quality Management International (India)

The Conference was greatly honored for the visionary guidance from Professor Yoshio Kondo from Japan, Professor Mohamed Zairi from UK and Professor Vinod Singhal from USA as the Senior Advisors of the Conference. It is also necessary to mention the effective valuable contribution from the following Distinguished Members of International Technical Advisory Board who took time out of their busy schedule in reviewing the received abstracts and papers and greatly added value to the Conference with their professional deep and precise comments and approval. We should sincerely acknowledge with great humility and respect::

- Professor Yoji Akao, Chairman, International Council for QFD (Japan)
- Dr. Tariq Al-Dowaisan, Dean of College of Engineering and Petroleum, Kuwait University,(Kuwait)
- Dr. Ajitabh Ambastha, TQM Senior Advisor, Confederation of Indian Industry (India)
- Dr. Yukihiro Ando, Chairman, International Committee, Japanese Society for Quality Control , JSQC, (Japan)
- Mr. Hesameddin Aref Kashfi, Vice President for External Affairs, Asia Pacific Quality Organization, APQO, (Iran)
- Mr. Navin Dedhia, National Director and Member of the Board, American Society for Quality (USA)
- Dr. Paul K. M. Hoyer, Senior Quality Advisor, International Trainer and Consultant, (Netherlands)
- Dr. Nawar Khan, National University of Sciences and Technology (Pakistan)
- Dr. A. M. M. Khairul Bashar, Secretary General, Bangladesh Society for TQM , BSTQM, (Bangladesh)
- Professor Hitoshi Kume, Chuo University and Deming Prize Committee (Japan)
- Professor Iuan-Yuan Lu, President , Chinese Society for Quality , CSQ, (Taiwan)
- Dr. John Man, Vice President for Projects and Committees, Asia pacific Quality Organization , APQO , (Singapore)
- Mr. Janak Mehta, Chairman and CEO, TQM International, TQMI, (India)
- Professor Dr. Pal Molnar, President , Hungarian National Committee for EOQ, HNC for EOQ, (Hungary)
- Mr. Kamran Moosa, Board Member, Quality and Productivity Society of Pakistan, QPSP, (Pakistan)
- Professor Young-Taek Park, President, Korean Society for Quality Management, KSQM, (Korea)
- Mr. N. Ramanathan, President, Indian Society for Quality, ISQ, (India)
- Mr. Shan Ruprai, Chairman, Australian Organization for Quality, AOQ- NSW, (Australia)
- Mr. Idaris D. Simorangkir, President, Indonesian Quality Management Association, IQMA, (Indonesia)
- Mr. Steven Unwin, Director, Access to Excellence Co. Ltd, (United Kingdom)
- Ms. Victoria M. Vallesteros, Secretary General, Asia Pacific Quality Organization, APQO, (Philippines)
- Ms. Martine Vanremoortele, Senior Consultant and Trainer, Flemish Quality Management Centre , VCK, (Belgium)
- Professor Chih - Han Wang, Chairman, Asian Network for Quality, ANQ, (Taiwan)
- Dr. Fong-Jung Yu, College of Industrial Engineering, Dayeh University (Taiwan)

We would like to take this opportunity and extend our 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. In this occasion, we cordially invite all professors and professionals from all over the world involved in quality to join and contribute at 8th ICQM which is organized to be held in Tehran-Iran in July 2007.

7th ICQM Steering Committee

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