

ANQ Congress 2012 Hong Kong

A Report



Venue: The Hong Kong University of Science and Technology

31 July - 3 August 2012

Congress Statistics

Keynote Speeches: 5

Concurrent Sessions: 27

Paper Presentations: 144 oral presentations and 64 poster presentations

Best Paper Awards: 22

Outstanding Poster Awards: 4

Ishikawa-Kano Award: 3

ARE-QP Awards: 12

Technical Visits: 4

Number of Participants: 398 delegates and speakers (380 from ANQ member organizations)

Number of Non-local Participants: 358

Countries / Territories Represented: 21

Theme

The theme of ANQ2012 Congress is "Striving for Excellence through Product and Service Quality" "優化品質、邁向卓越".

Quality is multidimensional and it is a main driver of competitive differentiation among various types of organizations in Asia and around the world. Managing product and service quality involves a wide range of activities that span from the time when a new idea for a product/service was created to the stage of providing ongoing support and making contributions to improvement of human life. Product and service quality, stakeholder satisfaction, profitability and sustainable prosperity are intimately connected. The complete "product/service offering" is what customers look for and evaluate, as stated in the [ANQ Way](#). When an organization gets things right, it will be successful at every level of its operations. When things go wrong, it will have disastrous consequences to the bottom line, and more importantly the organization and brand image will suffer too. Thus, striving for excellence through product and service quality has become a strategic issue in Asian economies for this decade.

Co-hosts



This Congress was co-hosted by China Association for Quality (CAQ), Hong Kong Society for Quality (HKSQ) and The Hong Kong University of Science and Technology (HKUST).

Organizer



Asian Network for Quality (ANQ), comprising non-profit organizations in Asia as its members, seeks 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 provides a platform and opportunities for enhanced mutual sharing and learning of the knowledge and experiences obtained by member organizations through research and development in, as well as real-world practices of quality engineering and management.

Sponsors

The 11 sponsors are listed as follows:

<u>Level of Sponsorship</u>	<u>Organization</u>
• Platinum Sponsor	MTR Corporation
• Gold Sponsors	The Hong Kong & China Gas Company Limited Kano Quality Research Office Minitab Inc.
• Silver Sponsors	CLP Power Hong Kong Limited Hong Kong Aircraft Engineering Company Limited SGS Hong Kong Limited Techworld Industries Limited
• In-kind Sponsors	Komatsu Limited Hung Fook Tong Holdings Fine Wine Anywhere Limited

Supporting Organizations

The 18 supporting organizations are listed below:

American Society for Quality
Chartered Quality Institute – Hong Kong Branch
City University of Hong Kong
CityU Eminence Society
CityU Engineering Doctorate Society
Systems Engineering and Engineering Management Department
Croatian Society for Quality
Hong Kong Council for Testing & Certification
Hong Kong Quality Function Deployment Association
Hong Kong Quality Management Association
Institute of Industrial Engineers
International Six Sigma Council
Macau Quality Management Association
The Hong Kong Institution of Engineers - Manufacturing & Industrial Engineering Div.
Shanghai Association for Quality
Shenzhen Association for Quality
The Hong Kong Polytechnic University – Department of Industrial & Systems Engg
The Open University of Hong Kong – School of Science & Technology
University of Hong Kong – Department of Industrial & Manufacturing Systems Engg

Keynote Addresses

5 keynote addresses were delivered at the Congress.



Two of the keynote addresses were delivered in the opening session. They are: "Reliability and Survivability: The Future of Energy" presented by Professor Way Kuo, "DANTOTSU Management: A Company that Builds on Strengths from Generation to Generation" presented by Mr. Masahiro Sakane



The other three keynote addresses were delivered in the closing session. They are: "Understanding Excellence: Imperative for Performance Sustainability" presented by Mr. Gregory H. Watson, "The First Ten-Year Journey of ANQ" presented by Dr. Noriaki Kano and "Quality – The Essence of Being!" presented by Mr. Janak Mehta.

Ishikawa-Kano Awards



3 Ishikawa-Kano Awards were presented to the following recipients:

Ms. Dong Mingzhu

Vice Chairman of Board and President of Gree Electric Appliances, Inc. of Zhuhai

Mr. Liang Haishan

Executive Vice President of Haier Group

President of White Goods Group

Vice Chairman and General Manager of Qingdao Haier Co., Ltd

Mr. Venu Srinivasan

Chairman of TVS Motor Company and Sundaram Clayton Limited

Paper Contributions

Paper contributions that address quality issues in the following areas were invited from delegates:

- 1 · Customer Satisfaction
- 2 · Quality Tools and Industry Applications
- 3 · Process Control and Improvement
- 4 · Data Quality and Information Analysis
- 5 · Performance Appraisal and Measurement
- 6 · Product Design and Development
- 7 · Quality and Business Excellence Model
- 8 · Environmental and Green Operations
- 9 · Quality/Integrated Management System
- 10 · Quality Improvement Tools
- 11 · Quality Culture
- 12 · Quality and Innovation
- 13 · Quality Education and Training
- 14 · Lean and Six Sigma Methodology
- 15 · Quality Management Philosophies
- 16 · Quality and Supply Chain Management
- 17 · Healthcare Safety and Systems
- 18 · Buying and Users' Behaviour
- 19 · Other Quality-related Issues

Breakdown of Paper Presentations

144 papers were accepted for presentation; 80 of these papers were presented orally, and the other 64 were presented in a poster session.

The following table shows a breakdown of these presentations by country / territory:

<u>Country / Territory</u>	<u>Oral</u>	<u>Poster</u>	<u>Total</u>
Bangladesh	0	1	1
China	13	5	18
Chinese-Taipei	13	11	24
Hong Kong	17	6	23
India	16	10	26
Indonesia	1	0	1
Iran	1	0	1
Japan	43	4	47
Kazakhstan	3	0	3
Korea	13	16	29
Russia	4	1	5
Singapore	3	4	7
Thailand	8	0	8
Vietnam	4	4	8
New Zealand	1	0	1
Australia	0	0	0
England	1	0	1
Germany	0	0	0
Kuwait	0	0	0
Republic of Trinidad & Tobago	0	2	2
United States	3	0	3

Breakdown of paper presentations by theme is tabulated below:

Theme	Oral	Poster	Total
Customer Satisfaction	13	4	17
Quality Tools and Industry Applications	10	4	14
Process Control and Improvement	13	9	22
Data Quality and Information Analysis	13	3	16
Performance Appraisal and Measurement	6	7	13
Product Design and Development	10	3	13
Quality and Business Excellence Model	7	3	10
Environmental and Green Operations	7	1	8
Quality/Integrated Management System	4	3	7
Quality Improvement Tools	4	2	6
Quality Culture	4	1	5
Quality and Innovation	4	1	5
Quality Education and Training	8	9	17
Lean and Six Sigma Methodology	10	1	11
Quality Management Philosophies	4	2	6
Quality and Supply Chain Management	4	1	5
Healthcare Safety and Systems	10	5	15
Buying and Users' Behaviour	6	2	8
Other Quality-related Issues	7	3	10

Best Paper Awards

22 papers were honoured with the Best Paper Award and their details are listed below:

CAQ-01

Quality and Innovation of the Internet Era

Wang Jun

CAQ-02

Improving 15-Minute Arrival Rate for Highway Administration and Rescue Personnel

Wu Shanggang, Shen Qunzhou, Peng Zhouzhi, Liu Baolin and Chen Qiusong

HK-02

Improving the Patient Experience in the Accident and Emergency Department by Modeling the Patient Arrivals

Xu Mai, Kwai-Sang Chin and T C Wong

HK-05

A Review of Health Systems and Medical Incident Reporting Mechanisms between Japan and Hong Kong

Zoie Shui-Yee Wong and Masanori Akiyama

HK-07

The Effects of Teamwork Quality, Team Goals and Personality on Project Success: An Empirical Study

Shing-Chung NGAN, Ken H K YAU and T C WONG

HK-08

Data Quality Issues in Decision Analysis

Albert H.C. Tsang and S.L. Ting

IND-38

Employee Engagement Practices in New Product Development Team

Shrikant B Kulkarni and Arvind D Lawande

IND-40

Business results through TQM Education and Trainings

Rajinder Singh, Sharathchandra Peddi and Mangesh Chirekhani Generating

IND-47

Doing things right, the first time and every time to enhance customer satisfaction.

Manoranjan Sahoo, Sachin Bora, Pankaj Shrivastava and Rajmani Singh

JS-009

Robust Parameter Design for Multi signals-Response System

Koji TSUKUDA and Yasushi NAGATA

JS-011

An Approximation Method of Binary Principal Points Based on K-means Approach

Haruka Yamashita and Hideo Suzuki

JS-028

Strucured Process Model for Providing Rehabilitation Services in a Hospital

Masaaki KANEKO and Masahiko MUNECHIKA

JS-042

An Assessment System for Preventing Patient Falls Based Survival Analysis

Shogo KATO, Fumio Fukumura, Satoko TSURU and Yoshinori IIZUKA

KSQ-01

International Comparison on Productivity of Cable Operators Using Malmquist Model

Yonghee Kim, Jeongil Choi and Sanghyung Ahn

KSQ-02

A Study on shopping value and performance in online auctions in Korea

Chul-Ho Cho

KSQ-30

Developing R&D Evluating Module in Business Asepect

Hyun-Jin Yeo, Sang-Chan Park, Sang-Chul Lee and Kwang-Hyuk Im

OV-08

Measuring Knowledge Management Performance in Industrial Enterprises: An Integrated Model

Yiu, M.Y.R. and Sankat, C.K

SQI-01

Human Capital Risk - Implications on Quality & Productivity

Dr Roy Rimington

TW-01

The Application of Decision Tree-Based Ensemble Classifiers for Diagnosing the Mean Shift Signals in Multivariate Control Chart

Hung-Ting Lee, Chuen-Sheng Cheng, Yun Tai and Yi-Chun Huang

TW-02

A Study on Implementation of Quality Management for Service and Manufacturing Industries

Ta-Cheng Chiang, Ching-Chow Yang, Ling-Huey Su and Han-Jung Liu

TW-05

A Noval Suggestion System Using Deming 14 Points and Balanced Scorecard

Pei-Lin Jang, Gary Tsai, Ricky Po and Alice Wu

THA-05

Improve Measurement Performance of Carburization Inspection Robot

Kolmanas Manaspiti, Phinyakarn Rattanangam, Santad Khandiphanichakul, Surasak Lertsirimongkolsuk and Jessada Kesprathum

Outstanding Poster Awards

4 poster presentations were honoured with the Outstanding Poster Award and their details are listed below:

CAQ-09

Reducing the Lost Rate of Password Card between Two Non-Networking Sites on the Shenzhen-Guangzhou Highway

WU Shanggan, TAN Fei, YANG Shaotian, YAN ZhuoWang, LIANG Xiaoying and LIN Qingsheng

IND-34

Exploitation of Fume Extraction Dust for the Development of Paving Blocks using Eco-Friendly Geopolymerisation Process

Sanjay Kumar, K.B. Gaud, S.K. Nath, YVSC Chowdhary, R.M. Kamat

IND-49

To Reduce the Damping Force (D.F.) Rework of Shock Absorber Assembly: A Case Study

Dr K. Kumar, Sagar Vashisht, Narender Gaba, and Vivek Gupta

KSQ-19

A Study on Effects of the Manufacturer's Market Orientation on Innovative Activity and Business Performance

Hanjoo Yoo, Jong-Woo Park and Gwanguk Song

ARE-QP Awards



12 organizations nominated by ANQ members were honoured with the ARE-QP (ANQ Recognition for Excellence in Quality Promotion) Award in 2012. These awardees are listed as follows:

<u>Nominating Body</u>	<u>ARE-QP Awardee</u>
CSQ	Unimicron Technology Corp.
CSQ	Taipei Rapid Transit Corporation
ISQ	Auto Sector of Mahindra and Mahindra Ltd
IAQMA	National Research Medical Center, Astana city, Kazakhstan
IAQMA	State Medical University, Semey City, Kazakhstan
VQAH	Red Star University, Hai Duong Province, Vietnam
ROQ	Ufa State Petroleum Technological University
SQAT	PTT Public Company Limited (PTT)
SQAT	Energy Regulatory Commission of Thailand (ERC)
HKSQ	MTR Corporation
CAQ	Yanzhou Coal Mining Company
CAQ	Bosideng Co., Ltd.

Outstanding contribution to ANQ



7 individuals who made outstanding contribution to ANQ were honored at the Congress. They are:

- | | |
|--------------------------|---|
| Prof. Y. Ando (JSQC) | – ANQ Board Member, 2005–2010 |
| Mr. N. Ramanathan (ISQ) | – ANQ Board Member, 2007–2011 |
| Dr. Yang Kyun Kim (KSQM) | – ANQ Board Member, 2010–2011 |
| Dr. Tai Kyoo Kim (KSQM) | – ANQ Board Member, 2011–2012 |
| Dr Ngo Van Nhon (VQAH) | – Chair Organizing Committee ANQ Congress 2011 |
| Mr Tran Hai Duc (VQAH) | – Vice Chair Organizing Committee ANQ Congress 2011 |
| Mr. Do Nhu Luc (VQAH) | – Vice Chair, Organizing Committee, ANQ Congress 2011 |

Congress Participants

A total 398 delegates and speakers from 21 countries/territories attended the Congress. Statistics of the participants are listed below:

<u>Country / Territory</u>	<u>Number of Participants</u>	<u>Country / Territory</u>	<u>Number of Participants</u>
Bangladesh	4	Singapore	14
China	73	Thailand	24
Chinese-Taipei	32	Vietnam	13
Hong Kong	41	New Zealand	3
India	40	Australia	1
Indonesia	9	England	2
Iran	1	Germany	1
Japan	62	Kuwait	1
Kazakhstan	6	Trinidad & Tobago	3
Korea	51	United States	3
Russia	10		

Technical Visits



4 concurrent technical visits were organized as post-Congress event for delegates. The companies that hosted these visits are MTR Corporation, The Hong Kong & China Gas Company Limited (Towngas), Hong Kong Science & Technology Parks, and Water Supplies Department of the Hong Kong Government.

Post ANQ Congress Event

IAQ/ANQ Symposium 2012

New Challenges: Quality and Sustainability in Education of Asia Pacific



It was organized by the IAQ Quality in Education Think Tank in collaboration with the Asian Network for Quality (ANQ). The Symposium took place in Hong Kong on August 3, 2012, from 08:45 to 12:30, as a post-Congress event of the ANQ Congress 2012 Hong Kong.

“Both developed and developing countries are well aware of the quality crisis and its development consequences. Most of the education reform programs have education improvement and the enhancement of equity among their key strategic objectives” (UNESCO, 2012).

The topic “Quality and Sustainability in Education” is not only very important for policy makers, education planners and practitioners. IAQ is willing to addressing the “global challenge of equity of education quality and learning effectiveness” (UNESCO, 2012). For this purpose, IAQ has recently established the Quality in Education Think Tank (QiETT). In the eyes of QiETT, the “ANQ Way” provides a good setting for effectively supporting the region of Asia in education quality improvement.

The IAQ/ANQ Symposium not only featured a general introduction to the topic. Pilots in different Asian countries (from Basic to Higher Education) were presented and initiated. Furthermore, a keynote speech was given by Shoji Shiba, a world renowned expert in Total Quality Management and Breakthrough Management.

Welcome Reception and Congress Banquet



The Welcome Reception was held on the eve of the Congress at "The Salisbury" – YMCA of Hong Kong. The Farewell Banquet was held at the same hotel immediately after the Closing Ceremony.

Event Organization



At the apex of the organization was the Organizing Committee led by Dr. Albert Tsang. The Program Committee comprising members who represent ANQ member organizations was chaired by Dr. K.S. Chin. The advice and support were provided by J K Bajaj, Yukihiro Ando and other ANQ colleagues.

A stylized, handwritten signature in black ink, which appears to read 'Albert Tsang'.

Albert Tsang, Organizing Committee Chair
6 September 2012