

## 14TH ANQ CONGRESS 2016 REPORT

The 14<sup>th</sup> Asian Network for Quality (ANQ) Congress'2016 was held in Far Eastern University (FEFO) on 21<sup>st</sup> September to 22<sup>nd</sup> September'2016. The Congress theme was "Quality is the Meaning of life -Not a Single Day Without Quality. Congress was addressed by experts and practitioner of Quality from India and Overseas.

Day-1- 21<sup>st</sup> September'2016 session started with, the traditional RUSSIA song performance music and dance. Welcome Speech addressed by Dr. Yury Gusakov (Immediate Past Chairperson of ANQ) he extended a warm welcome to all keynote speakers, organization society and all participants at Far Eastern Federal University (FEFU), Vladivostok, RUSSIA. Vladivostok is on the edge of RUSSIA.

After that the representative of Russian Standard Agency (GOST) gave a welcome remark and introduced ROQ, Standard and Production in Russia.

### Few Glimpses:



### AWARDS & CITATION

Mr. Janak Metha introduced the ANQ Ishikawa-Kano Award (IKA) and invited Prof. Kano to present IKA to the awardees.

Ishikawa-Kano Award (IKA) is instituted for honouring a person who has made substantial contribution to the development and practice of quality management concepts and / or techniques that have been widely used for enhancing quality of products, services and processes leading to the benefit of various stakeholders across various parts of Asia over a long period of time.

Awardees – 3 awardees this year and they were :



Mr. Xu Heyi (CAQ), Mr. Wisad Wisidwinyoo (SQAT) and Dr. Nguyen Huu Thien (VQAH).

The group photo with awardees was taken.

(Left: Dr. Yury Gusakov, Prof. Kano, Wisad Wisidwinyoo (Thailand), Mr. Xu Heyi (China) and Dr. Ngo Van Nhon for Dr. Nguyen Huu Thien (Vietnam))

## Few Glimpses:



## KEYNOTE SPEAKERS –

The first Keynote Speaker was Prof. Gennady (Vice President for Strategic Development, FEFU) and his presentation Topic Socially Active University as the Basis of the Region's Development.

The second key speaker was Prof. Noriaki Kano (Professor Emeritus, Tokyo University of Science; Honorary Chairperson, ANQ) and his presentation Topic Kano Model for quality Competitiveness.

The third key speaker was Mr. Janak Mehta (Chairman, IAQ) and his topic entitled "Quality –The Essence of Being".

SESSION : Quality Management System Today and Tomorrow

First speaker was Dr. Lotto Lai and his presentation TOPIC : Implementation of Quality Start up Management System in Hong Kong.

Second speaker was Dr. Ling-Lang Tang (Asso. Professor of Technology Management, College of Management, Yuan Ze University) and his topic entitled –“ The Performance of Network Benefit and Operation Ability with Forwarders Network Strategy.”

Third speaker was Mr. Kuan Sheng-Pin (CSQ) and his presentation entitled- “Knowledge Quality People should be owned by the Quality Practitioners under the Development 4.0 in Taiwan.”

DAY -2 : 22<sup>nd</sup> September 2016

The second day started with Parallel Session.

The theme of the “Quality Education Symposium 2016” was “Quality Education and Sustainability”. The venue was in the Marine Conference Hall which had 54 seats occupancy at the table



In the beginning, Mr. Roland K. Jahnke (Academician & Vice President IAQ; Immediate Past Chairman, QiETT; and IAQ Representative at UNESCO Headquarters, Paris) briefed the history successful activities of IAQ/ANQ Symposium since 2012.

In 2016, FEFU/ANQ in Vladivostok was continuous this practices to integrate the Quality Education Symposium into the International Scientific Conference “Modern Technologies and the Development of Polytechnic Education”. The Quality Education Symposium would not only provide a panel discussion but also to draw up scientific papers

Prof. Yury Gusakov (Chairman, ANQ) gave opening remarks and briefed this morning symposium agenda. It included Professional Background, Concept of Sustainability, Good Practice in Global Business Sector: Case Deutsche Post DHL and Global Challenges in Education Sector.

The keynote speaker was Mr. Roland K. Jahnke (Chair, Quality Education Symposium 2016, Vladivostok) and his topic named “From Quality to Global Sustainable Excellence in Education Sector”

The second speaker was Prof. Azat Abdrakhmanov (President of KOQIM, Kazakhstan) and his presentation title named “Business Excellence Model in Education Sector as a Methodology for International Recognition”.

Dr. KS Chin (City University of Hong Kong) was the third speaker and his topic was “Continuous Improvement in Higher Education: A Case Study in Hong Kong”.

Dr. Ngo Van Nhon (Chair, Vietnam Quality Association of Ho Chi Minh City, Vietnam) was the fourth speaker and his presentation topic entitled “New ISO 9001:2015 Revision: Risk Based Thinking.

Dr. Albert Tsang (PolyU & HKSQ) was the fifth speaker and his topic named “Development Talents in Quality at the Hong Kong Polytechnic University”.

In Closing Ceremony, the first keynote speaker was Prof. Hiroe Tsubaki (President, JSQC) and his presentation topic entitled “Statistical Thinking for quality Management – Historical Principles and New Roles”.

Firstly, he introduced three tasks of the National Statistics Center (NSTAC) and they were “Produce Statistics”, “Exploit Statistics” and “Support Statistics”. The grammar of science was process-based and the scientific methods were Analysis Observation, Synthesis Modelling and then Validation.

Mr. A. Khachaturov (Representative of the Eurasian Economic Commission (EEC)) was the second keynote speaker and his topic named “Innovations and Quality Management”. He said considering

high population growth and scarce resources, we needed to think of sustainable development and quality of life that it required revolutionary solutions (e.g. use of cyber-physical systems) called the fourth industrial revolution.

Dr. Yury Gusakov and Prof. Phulporn Saengbangpia presented the ANQ Recognition for Excellence in Quality Practice (ARE-QP) Award and took a group photo.

The last keynote speaker was Mr. Kenneth Liang (ANQ Honorary Director; Past Chairman, SQI) and his topic was “Service Quality Excellence: The Proven Singapore Model to achieve World Class Leading Organizational Accolade”. He said the Singapore Service Excellence Medallion led the way for the Singapore Service Industry. The main aim of these initiatives was to recognize Singapore as the forefront leader in delivering excellent services and attaining customer satisfaction.

Dr. Lotto LAI awarded with the best Paper Award. There were 14 best paper award winners in different countries in this year. And then the best poster award was also presented.

### Few Glimpses :



In the end, closing speech was addressed by Prof. Gennady A. Molchanov (Vice President for Strategic Development, FEFU) he thanks all participants to join ANQ Congress 2016 and hope all enjoy the day in FEFU campus.

Dr. Yury reported the achievement of ANQ Congress 2016 and there were 110 papers in parallel session and 34 posters received. Total 333 participants with 64 presentations.

3 IKA awardees and 9 companies got ARE-QP award, as well as 14 best paper award and 9 best poster award.



ANQ 2017 in Kathmandu, Nepal from 20-21 Sep 2017.