



**From: Janak Mehta  
Secretary General**

Ref: ANQ 2011-C005  
Date: 31 December 2011

### **ANQ Report for the Year 2011**

Dear ANQ Members,

As the year 2011 comes to a close there is a sense of satisfaction amongst various members for some of the achievements like ANQ Congress 2011, IKA Award and the resumption of ARE-QP. ANQ activities seem to have stabilized. Some of the other initiatives like Examination and Certification and Sagarmatha/Chomolangma Club have made some progress. Hopefully these two initiatives could become operational in the coming year. At the same time association of ANQ with Asia Quality Journal is improving.

In a short span of nine years ANQ has gained recognition as one of the three leading regional organizations representing quality professionals in the world. In this context ANQ has become responsible for the Coordination of the World Alliance for Quality (WAQ) and ANQ Congresses are looked upon as one of the three most important quality conferences in the world. This has been possible by the combined effort of all members.

In the context of principles of quality management it is important to reflect and realize a sense of imperfection and review what we failed to achieve and what more we could have done. Status report outlining the activities for the year 2011 and some points of reflection are given at Appendix "A" on the following page.

To address some of these issues we will seek inputs from the members to strengthen the operation of ANQ towards achievement of the desired goal. These inputs will be used to develop a plan for the next decade

As ANQ enters tenth year of its existence we should cherish our achievements and work with greater vigor to plan for the next decade.

I take this opportunity to wish all members a happy, joyous and purposeful New Year during which we work with renewed vigor and vitality towards our cherished goals and objectives.

With warm regards,

A handwritten signature in black ink, appearing to read 'Janak Mehta', is written over a horizontal line.

Janak Mehta

Place: Delhi, India Date: 31 December 2011

Appendix A is on the following page

## **Appendix A**

### **ANQ Status Report for 2011**

**Salient points of various activities during the year are summarized as follows.**

1. January 1: CAQ takes charge as the Chair of ANQ wef January 2011. Mr. Qi Weiming is appointed as the Chairperson. Congratulations to CAQ and Mr. Qi Weiming.
2. March 20 & 21: Beijing: Handing over meeting from ISQ to CAQ.  
ISQ was requested to provide the Secretariat support and take responsibility for the administration and operation of ANQ activities. I was requested to provide active guidance and support to CAQ in the operation of ANQ in the role of Secretary General. I agreed to do so in spite of heavy other commitments. Compliments to CAQ for the efficient and business like meeting and for being a gracious host.
3. April 22 & 23: Singapore: Planning and conduct of 18<sup>th</sup> ANQ Board Meeting. Compliments to SQI and Mr. Kenneth Liang in particular for being an excellent host.
4. April 27 & 28: Uzbekistan: Attended the 'TQM Uz-2011, 1<sup>st</sup> Central Asian Quality Forum ' at Tashkent. This was organized by ANQ Member IAQMA from Kazakhstan. I presented a keynote speech and took a Master class. Attempt is to convert this annual conference as ANQ Regional Conference of Central Asia and get more organizations to join as members of ANQ. History of Uzbekistan with Samarkand as one of the key city on the Silk Route is replete with extraordinary quality of work a millennium ago. Representatives of various countries of Central Asia participated. Compliments to Prof. Azat A. Abdrakhmanov for promoting ANQ in the Central Asia region.
5. May 2 & 3: Lahore: Attended the ANQ South Asia Regional Conference 2011 and 12<sup>th</sup> International Convention on Quality Improvement organized by QPSP, an ANQ member. It was a well organized and well attended conference with very good presentations particularly from the Healthcare field. Mr Kamran Moosa who is the key driver of the modern quality movement in Pakistan is highly respected for his contribution.
6. I was requested to play the role as Secretary General of ANQ to guide and support the Chair organization in the conduct of ANQ operations in March 2011 at a meeting in Beijing. Even though I had many pressing engagements I agreed to provide the necessary guidance and support in the interest of ANQ. I have received excellent cooperation from the members and am thankful for the same. This enabled us to conduct the two Board Meetings in Singapore in April 2011 and Ho-Chi-Minh-City in September 2011.
7. June 22: Budapest: Attended WAQ meeting on behalf of ANQ where the responsibility for Coordination Committee of WAQ was handed over to ANQ for the triennial 2011 to 2013.
8. September 26 & 27: Ho-Chi-Minh-City: Planning and conduct of 19<sup>th</sup> ANQ Board Meeting. Compliments to VQAH for hosting this meeting.
9. September 28 & 29: HCMC: Conduct of ANQ Congress 2011 at HCMC was a challenge as it was the first time a non Board Organization took up the responsibility of hosting ANQ Congress. My compliments to VQAH, Mr. Ando – Chair of Conference Committee and the ANQ Secretariat led by Brig. Bajaj for making the Congress a great success. Dr. Nhon in particular and the entire

team of VQAH played a significant role in the success of the Congress. Ishikawa-Kano Award was given to two eminent professionals from the field of quality. ARE-QP awards were resumed.

10. September 29: HCMC: WAQ meeting of the Coordinating Committee was held that took significant decisions on the working and promotion of WAQ.
11. September 30: HCMC: IAQ General Meeting was held. Compliments to VQAH for hosting the meeting. Greater involvement of Academicians from Asian region was agreed.
12. October 31 to November 3: Gave a keynote speech at the 8<sup>th</sup> Shanghai International Symposium on Quality and attended IAQ Forum. This was organized by CAQ as the co-host along with Shanghai Association for Quality. Quality of presentation was very good. Involvement of the Government functionaries, quality professionals and the industry representatives was excellent. At the IAQ meeting two new Academicians from China were inducted. I took a Master Class on Cluster Approach for TQM Institutionalization in SME's. I could visit two companies in Shanghai and was quite impressed by their focus on quality and customer to become world leading organization.
13. November: ANQ and its members participated in celebrating November as the world Quality Month. This was done in a coordinated manner for the first time by ANQ.
14. Reflections:

While much has been achieved by ANQ, it is recognized that there are many areas we are behind schedule and in many ways we have yet to begin if we need to realize ANQ Goal of contribution to the 'Quality of Human Life' for all the people of Asia. Specific areas of concern could be stated as follows:

- a. Some of the projects like Examination and Certification and Sagarmatha/Chomolangma Club are running way behind time.
- b. Other projects have also taken a lot more time
- c. Some of the contributing factors are:
  - i. Lack of resources to support the teams
  - ii. Difficulty and costs involved in arranging team meetings
  - iii. Availability of voluntary time by members
  - iv. Lack of resources to operationalize the project outputs
  - v. Lack of any source of finances
- d. There is a need to do a lot more but volunteer resource is limited.
- e. It takes considerable time and follow up to obtain response to queries amongst members