

ANQ Congress Ho Chi Minh City 2011

A Report



On behalf of VQAH, host ANQ Congress Ho Chi Minh City 2011, we will like to make a report ANQ Congress Ho Chi Minh City 2011.

We appreciate to all the board members for having taken time out from their busy scheduled and all participate in the ANQ congress. We also thank all you for the support being provided by ANQ Board and ANQ member organizations.

We come from different countries with different culture we need to work together with mutual trust and understanding for the success of ANQ Congress 2011.

May we make a report made by VQAH for ANQ Congress 2011.

VQAH being a non board member hosting the ANQ Congress 2011 so we need a lot of support from all board members in the form of contributing papers for presentation, participation and donation.

Although VQAH was working hard towards the success of ANQ Congress 2011 yet lot of ground is required to be covered.

Finally, we apologize for any shortcomings that may appear.

Congress Facts



Venue: Ho Chi Minh City Congress Hall

272 Vo Thi Sau Street, District 3, Ho Chi Minh City, Vietnam

111 Ba Huyen Thanh Quan street, District 3, Ho Chi Minh City, Vietnam

Dates: September 26th -30th, 2011

Keynote speeches: 6

Papers and poster sessions: 157
Concurrent Session: 27
Special Session: 2
ARE-QP Award Session: 3
Invited papers: 6
Plant visits: 3
Participants: 450 delegates, speakers, invitees and organizer-participants
Overseas participants: 244 (*This is a record for ANQ Congresses*)
Countries: 21

Theme

Since the formation of Asian Network for quality (ANQ) in 2002, this is the ninth such Congress, and the first one in Vietnam (also the first non-board member host the congress). The theme of the Congress was: ***"MANAGEMENT QUALITY IS THE KEY TO SUSTAINABLE DEVELOPMENT"***.

Host and Co-host



This prestigious Congress was jointly hosted by Vietnam Quality Association of Ho Chi Minh City (VQAH) and Department of Science and Technology in Ho Chi Minh City (DOST).

Organizers



ANQ (Asian network for Quality) is the organizer of ANQ Congress Ho Chi Minh City 2011. The congress venue, Ho Chi Minh City Congress Hall belongs to government management. It is placed at the heart of the busy commercial hub of the city and is at a driving distance of only 20 minutes from the International Tan Son Nhat Airport. The Hall is fully equipped with excellent meeting facilities such as translation equipment/LCD screen, built-in projectors, wide screens, microphone and Broadband Internet. From VIP meetings, board meetings, opening plenary, closing ceremony, oral presentation sessions to poster presentation areas, etc.

Sponsors

12 sponsors including 4 from overseas came forward to donate funds which made the Congress financially viable, especially in the context of low delegate fees fixed by the ANQ Board.

These are:

Type	Organization
• Diamond	Vietnam National Textile and Garment Group (VINATEX)
• Silver	SCG (Thailand) UMC (United Microelectronic Corporation)
• Bronze	Kano Quality Research Office (KQRO) Unimicron Technology Corp. Taiwan QUACERT (Vietnam) Viet R.E.M.A.X (Vietnam)
• Associate	DOST (HCM City Department of Science and Technology) SUTUDO (Vietnam) Petrolimex Saigon (Vietnam) Institute for Quality Assessment and Development (IQAD) Quality Award Media Center (MTQF)

10 donors in kind from local organizations.

These are:

Type	Organization
• In kind	Minh Long 1 Co., Ltd. Lam Dong Foodstuff Joint Stock Company (LADOFODDS) Saigon Pure Water Company (SAPUWA) Garment Joint-Stock Company 10 Aviation Printing Joint-Stock Company BIBICA Corporation
• Voluntary staff	Ho Chi Minh City University of Food Industry - HUF Ho Chi Minh City University of Industry – HUI Night & Day Security Co., Ltd.

04 official media sponsors from local agencies.

These are:

Saigon Giai Phong Newspapers
Vietnam Investment Review
PC World Vietnam
Quality Award Media Center (MTQF)

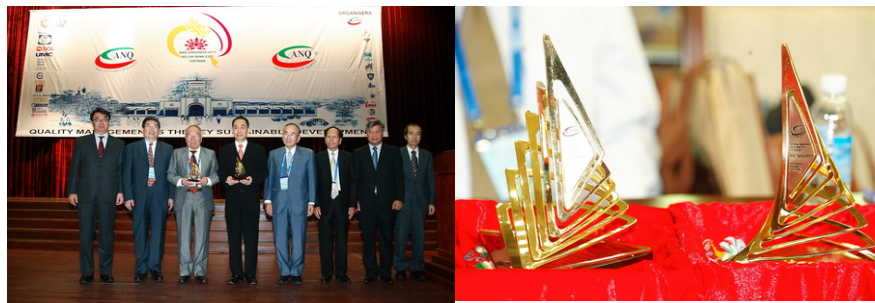
Supporting Organizations

17 supporting organizations as follows:

Ministry of Science and Technology (MOST)
Directorate for Standards, Metrology and Quality (STAMEQ)
Ho Chi Minh City People's Committee
Department of Science and Technology of Ho Chi Minh City (DOST)
Branch for Standard, Metrology and Quality of Ho Chi Minh City
Ho Chi Minh City Foreign Office Service
Ho Chi Minh City Internal Affairs Department

Ho Chi Minh City Finance Service
Ho Chi Minh City Police
Ho Chi Minh City Police Fire Prevention and Fighting
Ho Chi Minh City Communication and Information Service
Ho Chi Minh City Culture Sport and Travel Service
Bureau of Party Committee of Ho Chi Minh City
Rex Hotel
Bong Sen Corporation
Hospital of District 3
Tan Son Nhat Terminal Operation Center

Ishikawa-Kano Award



The first time in ANQ Congress history, there are two winners of Ishikawa-Kano Award for outstanding contributions to quality in Asia present to Prof. Liu Yuan Zhang, Academician, Chinese Academy of Engineering and Mr. Kan Trakulhoon, President & CEO, Siam Cement Group.

6 Keynote Addresses

Six keynote addresses were delivered.



In the opening plenary session:

-Dr. Ngo Van Nhon, 01st Vice-Chairman, Vietnam Quality Association of Ho Chi Minh City (VQAH) and Mr. Vu Duc Giang, Chair of BOM, Vietnam National Textile & Garment Group (VINATEX)

Keynote Title: Vietnam National Textile & Garment Group (VINATEX): Quality is as a sustainable development factor

-Mr. Lan Lin, Vice President, Hisense Group Co., Ltd (China)

Keynote Title: Persistent Innovation and Achieving Excellence

-Dr. Gregory H. Watson, President, the International Academy for Quality-IQA for 2009-2011, Past President American Society for Quality (ASQ)

Keynote Title: Sustainability: Meeting our Economic and Ecological Challenges with Quality



In the closing plenary:

-Prof. Wan Seon Shin, Sungkyunkwan University, Korea
and Mr. Jang Seok Youn, Samsung Vina Electronics Co., Vietnam

Keynote Title: Quality Strategies for Mutual Growth: A Case of Samsung Electronics

-Dr. Noriaki Kano, ANQ Honorary Chairperson

Keynote Title: TQM Practices in Asia towards World Class Leading/World Class Enterprise

-Mr. Janak Mehta, ANQ Honorary Director, President of the International Academy for Quality-IQA for 2011-2013

Keynote Title: Evolution of Quality Movement in India-Lessons that could be used by other developing regions

Ten Streams

In harmony with the theme of the Congress, the papers were put in streams according to sectors as follows:

- Quality Management
- Quality in Healthcare
- Quality Management Education
- Process Management
- Manufactures & Services
- Best Practice
- Public Sectors
- Information & Communication Technology
- Innovation & Sustainable
- Performance Management

Papers



The ANQ Congress is always based on technical papers, whether academic, conceptual or representing case studies. This Congress had many number of papers. The Program Committee includes members from ANQ member countries. Each country association selects abstracts from

what they receive, and then full papers are submitted by the authors. After severe screening, we still had a large number of papers. As oral presentations are to be necessarily limited, many papers are accepted for presentation in posters for which arrangements were made at the venue.

On the first day there were 15 parallel tracks, and on the second day, 15. There were a total of 30 sessions in these tracks, typically with three-four papers each.

A total of 97 papers were presented in these sessions. 60 papers were presented as posters in the foyer at allotted times.

Country-wise, the papers and posters presented were as follows:

Country	Oral	Poster	Total
Bangladesh (BSTQM)	3	0	3
China (CAQ)	2	0	2
Chinese Taipei (CSQ)	14	13	27
Hong Kong (HKSQ)	3	2	5
Kazakhstan (IAQMA)	1	1	2
India (ISQ)	11	3	14
Indonesia (IQMA)	1	0	1
Japan (JSQC)	26	13	49
Korea (KSQM)	11	12	23
Russia (ROQ)	1	0	1
Singapore (SQI)	3	2	5
Thailand (SQAT)	5	2	7
Vietnam (VQAH)	12	11	23
New Zealand (NZOQ)	1	0	1
Portugal	1	0	1
USA	2	1	3
Total	97	60	157

13 Best Paper Awards

There are 13 Best Paper Awards as follows

CSQ (2)

Exploring the Impact Relationship between Service Quality, Perceived Value, Customer Satisfaction and Students' Favorable/Unfavorable Behavioral Intentions in Higher Education Setting

Tsong Shin Sheu, Kuo Ming Wang

Common causes of Trust, Satisfy and TAM in online shopping: an integrated model

Ling-Lang Tang, Hanh Nguyen T.H

HKSQ (1)

System Dynamics Analysis on Mistake Proofing Approaches for Delivering Quality Construction Projects in Hong Kong

Sammy K.M.Van

ISQ (2)

Technological Aids to Improve Quality of Teaching

Kesav V Nori, Sridhar Chimalakonda

Reduction in EWNRR/EQBG steel grades from 17% to 5% by Response surface method

Sekhar Banerjee, Debashish Das, Manisankar Laru, Kaushik Basu

JSQC (3)

A New Method for Estimating Error Variances in Split-Plot Experiments

Shu Ikeda , Keio University, Shun Matsuura, Hideo Suzuki

A Model for Preventing Patient Falls Determining Concrete Countermeasures based on Assessment

Shogo Kato, Satoko Tsuru, Yoshinori Iizuka, Fumio Fukumura

A paradigm shift from monitoring the amount of variation into monitoring the pattern of variation in SPC

Masanobu Higashide, Ken Nishina, Yuki Hasegawa, Hironobu Kawamura, Naru Ishii

KSQM (1)

The Determinants Affecting Users' Information Protection Behaviors Based on Protection Motivation Theory

Bum-Suk Jee, Liu Fan, Yung-Ho Suh, Sang-Chul Lee

SQAT (1)

Reversed Hypothesis Test : Methods and case studies in SCG

Sereeviriyakul Vithayavut, Phaunruankaew Sayan, Panitcharoen Pasatporn, Sabseree Jaran

SINGAPORE (1)

Color Contact Lenses Defect Reduction Through Six Sigma Methodology

Too Meng Ken, Lim Soon Keat

VQAH (2)

Technical Barriers to Trade—TBT Organizations in Vietnam Need to Overcome for the Global Economic Integration

Nguyen Quang Toan, Vuong Lap Binh (VQAH)

Application of Quality Management System ISO 9001:2008 at Ho Chi Minh City University of Food Industry -Vietnam

Prof. Dang Vu Ngoan, Le Hoang Vu (VQAH)

9 Best Poster Awards

The first time in ANQ Congress history, there are 13 Best Poster Awards as follows

Proposal of strategic product development that considers senior
Satoshi Miura¹, Shin-Ichiro Yokoyama, Takeshi Kaneko (JSQC)

Demand for applying quality into education management at universities and colleges in Vietnam - A case study in Sonadezi of Technology and Management
Hoang Thi Minh Ha, Phan Chau Danh (VQAH)

Blown film quality improvement
Khandipanichakul Santad, Sabseree Jaran (SQAT)

Credit-based training at Sao Do University- Steps for integration into regional and global education quality
Dinh Van Nhuong, Nguyen Thi Huyen, Hoang Duc Doan (VQAH)
How to enhance team effectiveness: Theoretical perspective of competition
Che-Hung Lin, Guo-Chang Chung (CSQ)

Proposal of a method detecting survival bugs by test design that uses the dependency structure matrix
Ruoan Xu, Yoshimitsu Nagai, Syohei Ishizu (JSQC)

To improve the wound care and management process, comfort and hygiene for patients with 4 layer bandaging (4LB)
Yeo Han Seng (SQI)

The function of emotion and mood on stress coping
Naoya Ogihara, Takeshi Kaneko, Shin-Ichiro Yokoyama (JSQC)

An empirical study of verifying the 9 business model components
Sae Bom, LEE, Liu, FAN, Sang-Chul, LEE, Kwang Hyuk, IM, Sang-Chan, PARK (KSQM)

Special Sessions

There are 2 special sessions as follows



IAQ-ANQ Special Session 1– Panel Discussion

Role of Quality Management in Sustainable Development

Moderator Mr. Janak Mehta, President IAQ, ANQ Honorary, Board Director

Panelists Mr Greg Watson, Past President IAQ

Academician Chao Ton Su, Taipei

Academician N. Ravichandran, CEO – Lucas TVS Ltd., India

Prof. Dr. Tran Van Hien, Houston-Clear Lake University, USA

Dr. Nguyen Huu Thien, Advisory, VHQA, Vietnam

Special Session 2 – Panel Discussion

Certification Scheme for Asian Quality Profession

Moderator Dr. Yoshinori Iizuka, JSQC
 Panelists Mr. Kenneth Liang, SQI
 Dr. Sangchan Park, KSQM
 Dr. Nguyen Phuc Nghiep, VQAH

ARE-QP Awards

The first time in ANQ Congress history, there are 12 nominated organizations gained ARE-QP Award (ANQ Recognition for Excellence in Quality Promotion) in 2011

No.	Member body	Nominated organization
1	CAQ 1(China)	Hisense Electric Co., Ltd
2	CAQ 2(China)	Nanjing Iron & Steel United Co., Ltd
3	ISQ 1 (India)	Lucas TVS Limited
4	ISQ 2 (India)	Mahindra and Mahindra Farm Equipment Sector
5	JSQC(Japan)	Service Quality Management
6	QPSP(Pakistan)	Aga Khan University Hospital
7	ROQ 1(Russia)	National Bank of Bashkortostan
8	ROQ 2(Russia)	Russian Federal State Unitary Enterprise OKTYABR
9	CSQ(Chinese Taipei)	CHUNG-HUNG Steel Corporation
10	SQAT 1(Thailand)	Chaiyaboon Brothers, Co., Ltd
11	SQAT 2(Thailand)	C.P. Retail and Marketing Co., Ltd.
12	VQAH(Vietnam)	Vietnam National Textile and Garment Group (VINATEX)

IAQ Massing Book Award 2011

The first time in ANQ Congress history, Prof. Yukihiro Ando (JSQC) and Mr. Pankaj Kumar (ISQ), authors of the book "Daily Management-The TQM Way: A key of success in Tata Steel" was awarded "Massing Book Medal" from International Academy for Quality in 2011.

19th ANQ Board Meeting & WAQ Meeting & IAQ General Meeting



The first time in ANQ Congress history, the conduct of ANQ Congress Ho Chi Minh City 2011 was a challenge as it was the first time, VQAH a non-Board Member took up the responsibility of hosting the focus of these great meetings as ANQ Board Meeting, World Alliance for Quality (WAQ) Meeting of the Coordinating Committee and International Academy for Quality (IAQ) General Meeting.

Before, ANQ-CEC meeting held at Rex Hotel at 25th Sept.

Outstanding contribution for ANQ Congress 2010



Individuals who have made outstanding contributions in the promotion of ANQ activities. This year 3 individuals from ISQ were honored for making outstanding contributions towards the promotion of ANQ Congress Delhi 2010 activities as follows

Dr. Anil K Srivastava, Mr. J Ravikant and Ms. Kokila Gaur

Participation



The Congress was a great success. We had 460 participants including 240 delegates coming from 18 countries. This is a record number of foreign delegates to attend an ANQ Congress so far.

A total of 170 technical papers were presented during the Congress. 200 students from Vietnam Universities also participated without charge as a learning process.

Country-wise, the participation was as follows:

S.NO	Country	Participants	S.NO	Country	Participants
1	Bangladesh	11	11	Russia	09
2	China	17	12	Singapore	19
3	Chinese Taipei	27	13	Thailand	23
4	Hong Kong	10	14	Vietnam	220
5	India	22	15	Belgium	01
6	Indonesia	01	16	Finland	01
7	Japan	52	17	New Zealand	01
8	Kazakhstan	02	18	Portugal	01
9	Korea	40	19	USA	03
10	Pakistan	02			

Technical Visits & Tour

One university and two companies near Ho Chi Minh City offered plant visits after the Congress on 30th September to showcase the practice of quality management. After delegates completed had a technical visit, they have a lunch then proceed to a tour collection spot.

Group A: Ho Chi Minh City University of Industry (HUI) & Tour Cu chi Tunnels (20 delegates)



Group B: Viet Thang Corporation (VICOTEX) & Tour Suoi Tien Cultural Theme Park (12 delegates)



Group C: Minh Long Ceramic Co., Ltd. & Tour Dai Nam Van Hien Wonderland (18 delegates)



Reception



On the evening of 27th September, ANQ Board welcome dinner was held on Indochina 2 Boat on the Saigon River. 40 members and spouses were welcomed. During the reception, Vietnamese traditional music performed many Asia songs. Delegates were very welcomed and enjoyed.

On the evening of 28th September, the welcome reception was held at Ho Chi Minh City Congress Hall. Over 350 delegates were welcomed.

On the evening of 29th September, after the conclusion of the closing ceremony, a farewell reception was held at Ho Chi Minh City Congress Hall. This was an interesting event, Tong Son artists who Guinness record for blowing harmonica played ecstasy attract more music heard by famous domestic and foreign songs for 15 minutes. Many guests dancing together in response to the trumpet. Next, the unique fire dance performed by a beautiful dancer. Particular, 20 students of HUI had control booths "Mua Sap" traditional dance Vietnam folk instruments full log with bamboo and invited people to join a vibrant dance and attractive. The nice gifts were present for Poster-Visitors to collect more tickets. The reception ended with the traditional group singing by delegates from each country. The Congress thus ended on a high note, with many smiling faces.

Organization



At the apex of the organization was the Organizing Committee led by Prof. Dr. Nguyen Quang Toan. Work was carried out through the Conference Committee chaired by Dr. Ngo Van Nhon. The Program Committee comprised members from ANQ member countries and was chaired by Assoc. Dr. Vo Phuoc Tan with Dr. Nhon as vice chair. Secretariat support for international and national delegates was provided by Mr. Do Nhu Luc and Lawyer Tran Hai Duc. Dr. Nguyen Huu Thien in local, Mr. Jankak Mehta, Brig J K Bajaj (Retd.) and Prof. Yukihiko Ando, in overseas actively involved with the advisory roles.

The registration of delegates for the past several months, site management at the venue, permissions of the authorities, speaker facilitation, hotel reservations, and hundreds of other details were managed by specialists in conference management, the entire team of VQAH played a significant role in the great success of the Congress.

Post-ANQ Congress 2011

The good news is the Ho Chi Minh City University of Industry (HUI) decided to sponsor 15 full-scholarships for Bangladesht students to study a program of Bachelor of Information Technology in four years. HUI, VQAH and BSTQM are processing the procedures to be implement this plan in 2012./.

-End-