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).
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:

<table>
<thead>
<tr>
<th>Level of Sponsorship</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum Sponsor</td>
<td>MTR Corporation</td>
</tr>
</tbody>
</table>
| 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:

<table>
<thead>
<tr>
<th>Country / Territory</th>
<th>Oral</th>
<th>Poster</th>
<th>Total</th>
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</thead>
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<td>Kuwait</td>
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<td>Republic of Trinidad &amp; Tobago</td>
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Breakdown of paper presentations by theme is tabulated below:

<table>
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<tr>
<th>Theme</th>
<th>Oral</th>
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<tr>
<td>Customer Satisfaction</td>
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<td>Performance Appraisal and Measurement</td>
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<td>Product Design and Development</td>
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<tr>
<td>Quality and Business Excellence Model</td>
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<td>10</td>
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<tr>
<td>Environmental and Green Operations</td>
<td>7</td>
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<tr>
<td>Quality/Integrated Management System</td>
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<td>3</td>
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<td>Quality Improvement Tools</td>
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<td>Lean and Six Sigma Methodology</td>
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<td>Healthcare Safety and Systems</td>
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<tr>
<td>Buying and Users’ Behaviour</td>
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<td>8</td>
</tr>
<tr>
<td>Other Quality-related Issues</td>
<td>7</td>
<td>3</td>
<td>10</td>
</tr>
</tbody>
</table>
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
Structured 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 Evaluating 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 Kespratham
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 Gwangsuk 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:

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

<table>
<thead>
<tr>
<th>Country / Territory</th>
<th>Number of Participants</th>
<th>Country / Territory</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bangladesh</td>
<td>4</td>
<td>Singapore</td>
<td>14</td>
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<td>Chinese-Taipei</td>
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<td>Iran</td>
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<td>Japan</td>
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<td>Kazakhstan</td>
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<td>Trinidad &amp; Tobago</td>
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<td>Korea</td>
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</tr>
<tr>
<td>Russia</td>
<td>10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

Albert Tsang, Organizing Committee Chair
6 September 2012