

15TH ANQ CONGRESS 2017 REPORT



The 15th Asian Network for Quality (ANQ) Congress'2017 was held in Soaltee Crowne Plaza Hotel, Kathmandu, Nepal on 20th Sep 2017 to 21st September'2017. The Congress theme was "Quality Culture for Sustainable Prosperity". Congress was addressed by experts and practitioner of Quality from India and Overseas. Total 8 top Quality gurus addressed as a keynote speakers.

Day-1 20th September'2017 session started with, Nepal traditional performance music and dance. Welcome Speech addressed by Mr. Janardan Ghimire (President, NQPCN) he extended a warm welcome to all distinguished guests and delegates at Kathmandu, the resilience valley of the Himalayas and capital of Nepal.

The Inauguration was done by Chief Guest – Hon. Minister, Sunil Bahadur Thapa (Minister of Industry). In his speech he addressed QC in products and services were important.

After that Prof. Azat Abdrakhmanov (President, ANQ) gave an opening speech and briefed ANQ way to all participants.

Few Glimpses:



AWARDS & CITATION

Prof. Azat Abdrakhmanov and Mr. Janardan Ghimire presented an appreciation certification to Prof. Noriaki Kano.

The Ishikawa-Kano (IKA) award 2017 winner is Mr. Qin Yufeng (President Dong EE Jiao Corporation Limited, PRC). He has more than 30 years of experiences in manufacturing industry, specifically the traditional Chinese medicine industry. Qin has demonstrated significant achievement and advancement in quality discipline by developing and implementing a successful supply chain based quality control mechanism and an innovative GAP traceability system.

Mr. Segey Katyrin (President of Russian Chamber of Commerce and Industry (CCT). He has over 25 years of experience in the Chamber of Commerce and Industry of Russian Federation. He is taking active part in development of the new Russian Federal law of "On Standardization in Russian Federation" and initiated the inclusion of special article on quality into draft Federal Law "One development of agriculture in Russian Federation". Mr. Katyrin's main contribution to quality is in the policy making area at macro level. Since Mr. Katyrin was not able to join the congress, Dr. Yuri Gusakov (Senior VP and CEO, ROQ) represented him to get the award.

Few Glimpses:



From India- Session Chairs served by Mr. J. Ravikant (Vice President & Head TQM, SRF Limited) and Mr. Anil Sachdev (President, TQM International Pvt. Ltd).

Plenary Session 1:

The first keynote speaker was Prof. Noriaki Kano (Honorary Chairperson, ANQ) and his presentation topic entitled “Service Quality Management in the New Era”

Plenary Session 2:

The second key speaker was Prof. Azat Abdrakhmanov (President, ANQ) and his presentation topic named “Global risks and threats – how the Quality will allow us to overcome them”.

The third key speaker was Mr. Janak Mehta (Chair, IAQ) and his topic entitled “IOT as Enabler for creating Quality Culture and Sustainable Prosperity”.

Plenary Session 3

The first key speaker in day 2 was Mr. N. Ramanathan (Independent Counsellor in Quality-based management & Adviser (TQM), SRF Limited) and his presentation topic entitled “Battles over Paradigms”. Mr. N. Ramanathan said “A Paradigm is the patterns or mental models that we work with. And it is the foundation for a system of beliefs.”

The second key speaker was Prof. Dinesh P. Chapagain (Founder President and Advisor of Network for Quality, Productivity and Competitiveness Nepal (NQPCN)) and his presentation title was “Developing Quality Culture through Students’ Quality Circles”

The third key speaker was Prof. Sung Hyun Park (President and Professor, Social Responsibility and Management Quality Institute of Korea) and his topic named “The 4th Industrial Revolution and Its Impact on Quality, Quality Management and Quality Professionals”.

Plenary Session 4

The keynote speaker on closing of congress was Mr. Shinichi Sasaki (Advisor and Senior Technical Executive, Toyota Motor Corporation) and his presentation entitled “The Progress of TOYOTA Quality – History & activity background to be recognized as today’s TOYOTA Quality”.



There is also a **5 Technical Sessions** in the Congress, for individuals to share their research / study / implementation experience / other insights in the area of quality and organizational excellence.

Few Glimpses :



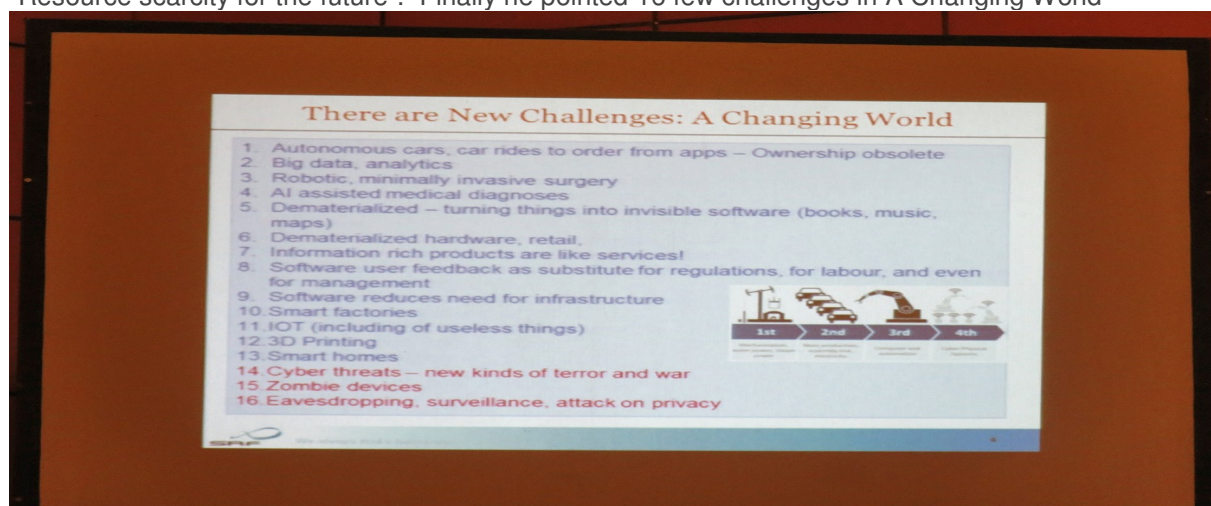
IAQ Panel Discussion – “Quality Culture for Sustainable Prosperity”

Mr. N. Ramanathan was the moderator.



(Left: Dr. Charles A. Liedtke (Strategic Improvement Systems), Mr. Anil Sachdev (President, TQM International Pvt. Ltd.), Acn. N. Ramanathan (Independent Counsellor in Quality-based management & Adviser (TQM), SRF Limited) and Dr. KS Chin (Asso. Professor, SEEM Dept., City University of Hong Kong)

Introductory remarks were given by Mr. N. Ramanathan. He reviewed the contribution of quality management that re-building Japan after the World War II. In 1980s, it pulls US business from the brink through quality and saved lives in healthcare. In 1990s, India recovery through TQM from abruptly liberalized imports and overseas investment. In his speech he also addressed about Bio-extinction”, “Climate warming”, “Lifestyle diseases”, “Pollution of air, land and water bodies” and “Resource scarcity for the future”. Finally he pointed 16 few challenges in A Changing World



Second speaker was Dr. KS Chin his topic “Quality Culture for Corporate Sustainability”. He said that “Quality is not only a matter of profit or economic growth but, more important, of environmental protection or preserving resources reserve.” Thus, quality could optimize the resources and sustain the Planet and prosperity. He also explained the culture is the way you think, act and interact. He also quoted his previous work on TQM implementation framework that the Culture Change was in the heard of TQM Model. Dr. Chin said “Leadership emphasis on quality values and norms – long term commitment to cultivate”. He added combining different factors with different sustainability measures into their strategic decision makings.

Lastly, Dr. Chin used Hong Kong Science and Technology Park (HKSTP) as an example to briefed our ISO Management Systems (IMS + ISO 17025 & ISO 27001 & ISO 50001) and Our Sustainability Management team structure included Quality, Health and Safety, as well as, Environment.

Third Speaker was Mr. Anil Sachdev he shared his view on Quality Culture. He quoted Mr. Fujio Cho (Former Chairman of Toyota) that “we also want to respect their humanity, what it is that makes us human, which is our ability to think and feel.

He concluded that quality culture could provide better products and services with lower waste. Improvement of quality culture can help sustainability of the industry and the planet.

In last Dr. Charles A. Liedtke and his sharing named “The Use of Big Data for Prosperity and Sustainability”. Firstly, he mentioned some current challenges such as disease outbreaks and economic downturns, etc. Then he described the definition of big data with “Four V” framework and they were Volume, Variety, Velocity and Veracity. He also explained the features from Zero Data to Small Data to Medium Data and then to Big Data.

Benefits of Big Data – New insights can be obtained; More complex theories can be tested ; Unique perspectives can be considered. However, there also had some pitfalls such as “Risk of making poor decisions quickly”, “Invasion of privacy”, “Unethical use of personal data”, “Data-based discrimination”, “Hacking and “Cyberterrorism”.

The Asian Quality Award Ceremony was performed. The award named ANQ Recognition for Excellence in Quality Practice (ARE-QP) and awardees were showed as follows:

Surgut District Clinical Hospital, Russia.



Beijing Electric Vehicle Co., Ltd., China



**Standard & Quality Agency
Russia**



**Shandong Lingong Construction Machinery
Co. Ltd., China**



Institute for Quality Assessment and Development, Vietnam



Best Paper & Poster Awards



Mr. Too Meng Ken (Lecturer, SQI)

In the end, Prof. Azat Abdrakhmanov (President, ANQ) gave closing speech and invited all of us to attend ANQ Congress 2018 in NARXOZ University in Almaty, Kazakhstan.

