

# ANQ CONGRESS 2024 – Report

**Date:** 16-20, September 2024

**Place:** Keio University,  
Yagami Campus, Yokohama

**Host:** Japan Society for Quality Control (JSQC)

**Mode:** Physical

**Theme:** Prosperity through Quality  
– Returning to Origins,  
Leaping into the Future



The Asian Network for Quality (ANQ) congress was held from 16 to 20 September 2024, hosted by the Japanese Society for Quality Control (JSQC). Around 200 research presentations were registered and presented during the Congress. The Congress also saw the presentations of the Ishikawa Kano Award - Gold and Silver medals, Asian recognition for excellence for quality practice award-winning activities, and the presentation of the Asian Service Award. It is time to recall that the ANQ's inaugural meeting was held in 2002 in Tokyo.

ANQ Congress brings together a diverse group of people from different backgrounds with different interests in quality and allows them to exchange opinions and enhance each other's work, while respecting each other's individuality. This is a great opportunity to create new value through quality. By participating in the congress, one can present individual or organisational achievements and experiences and can also gain deep insights from various presentations.

**From India 30 participants** attended the Congress out of which 25 were paper presenters. 16 ANQ organisations participated in the congress. We are also happy to share that three papers were awarded the “Best Paper Award” from India.



The event was hosted by JSQC and led by Dr. Shu Yamada, ANQ Chairperson (Jan. 2023-Dec. 2024), Professor, Faculty of Science and Technology, Keio University.

## The Theme:

**Prosperity through Quality** means aiming for prosperity through product and service quality, process quality and organization quality, which is exactly what ANQ is aiming at. The measures of realizing *Prosperity through Quality* have undergone various changes. Hence the theme aims at returning to the starting point once more with a purposeful mindset, and to make a leap forward into the future, including data science and AI, the application of these have also produced significant results.

# Program Overview

Time	Wednesday Sep 18, 2024	Time	Tuesday Sep 19, 2024	Time	Friday Sep 20, 2024
8:30-(10:30)	Registration	8:30-(10:30)	Registration	8:00-18:00	Technical Vist & Tour
9:30-12:30	<b>Opening Plenary Part 1</b> -Welcome Addresses -Opening Addresses  <b>Opening Plenary Part 2</b> -Keynote Addresses -Awards Prizegiving -Program Overview	9:30-10:30	Parallel Sessions 4		
		10:30-10:50	Break		
		10:50-11:50	Parallel Sessions 5		
12:30-13:30	Lunch	11:50-13:00	Lunch		
13:30-14:50	Parallel Sessions 1	13:00-14:00	Parallel Sessions 6		
14:50-15:20	Coffee Break	14:00-14:30	Coffee Break		
15:20-16:20	Parallel Sessions 2	14:30-16:30	<b>Closing Plenary</b> -Keinote Addresses -Best Paper Awards Prizegiving -Annoucement on Next Congress		
16:20-16:40	Break				
16:40-17:40	Parallel Sessions 3	16:30-17:00	Break		
		18:00-21:00	Gala Dinner		

## Program 16 09 2024 – ANQ CEC meeting

The day was reserved for the ANQ CEC (Certification and Education Committee) meeting. The meeting was conducted by Mr. Too Meng Ken from SQI on behalf of the committee chairperson. The CEC considered and accepted the resignation from the chairperson of ANQ CEC - Mr. Kenneth Lian due to his ill health and recommended the name of Mr. Too Meng Ken to succeed him. This was ratified subsequently during the board meeting on 17 09 2024. The meeting mainly focused on launching “Service Quality Certification”. The proposal of ISQ in modifying the ANQ CEC program was partially discussed due to lack of time.

## Program 17 09 2024 – ANQ board meeting

The meeting of board members discussed on the preparations of ANQ Congress 2024, future congresses, awards being given during the ANQ Congress 2024.

Current Chairperson Prof. Shu Yamada handed over the charge to CAQ's secretary general to Dr Duan Yonggang to become the new chairperson. This nomination also supported the earlier decision of CAQ taking over the Chairmanship for the coming two years (2024- 2026).

It was also decided that Mr. Too Meng Ken will take over as Chair of ANQ CEC from Mr. Kenneth Liang who had earlier submitted the resignation because of ill health.

ANQ Congress 2025 will be hosted by ISQ and will be held in Bengaluru, India. Mr. Chandra Mouli who will be the Secretary General for ANQ Congress Bengaluru 2025, briefed about the preparations and invited everyone to be the part of next ANQ Congress.

## ANQ Congress 2024 – 18 09 2024

### Highlights:

Prof. Noriaki Kano and Mr. Janak Kumar Mehta gave their messages as honorary chairpersons of ANQ. Ishikawa Kano Award was announced by Mr. Janak Kumar Mehta (Chair, Ishikawa-Kano Awards Committee).

### Winners – Ishikawa -Kano Award: Mr. Ashok Sharma, Dr. Paritud Bhandhubanyong



**Mr. Ashok Sharma** is a former President - Agriculture Sector, Member - Group Executive Board of Mahindra & Mahindra Ltd. He is the recipient of ISQ Ashoka Award in 2015.

### Plenary Hall 2024/09/18 Morning

<b>Opening Plenary</b>	
9:30 AM - 9:35 AM	Opening
9:35 AM - 9:50 AM	Welcome and Introduction Prof. Shu Yamada (Keio University (Japan), ANQ Chairperson)
9:50 AM - 10:00 AM	Greeting from Keio University Prof. Toshiyuki Murakami (Dean, Faculty of Science and Technology, Keio University)
10:00 AM - 10:10 AM	Message from ANQ Congress 2024 Yokohama Organizing Committee Mr. Hiroyuki Wakabayashi (President, Japanese Society for Quality Control (Japan))
10:10 AM - 10:25 AM	Message from ANQ Honorary Chairperson Prof. Noriaki Kano (Honorary Chairperson, Asian Network for Quality)
10:25 AM - 10:40 AM	Message from ANQ Honorary Chairperson Mr. Janak Mehta (Honorary Chairperson, Asian Network for Quality)
Water Break (In front of Plenary Hall)	
11:00 AM - 11:25 AM	Keynote Address 1 - 2S is an Origin of the Management Cycle Prof. Ken Nishina (Aichi Institute of Technology (Japan))
11:25 AM - 11:50 AM	Keynote Address 2 - Q. Platformation: Quality Innovation Based on Digital Platform. Prof. Heejun Park (Yonsei University (Korea))
11:50 AM - 12:00 PM	Ishikawa-Kano Award (IKA) Mr. Janak Mehta (Chair, Ishikawa-Kano Awards Committee) Winners: Mr. Ashok Sharma, Dr. Paritud Bhandhubanyong
12:00 PM - 12:15 PM	ANQ Recognition for Excellence in Quality Practice (ARE-QP), and Asian Service Award (ASA) Mr. Gheng Een Tan (Chair, ARE-QP and ASA)
12:15 PM - 12:20 PM	Brief Introduction of the Program Prof. Watalu Yamamoto (Keio University (Japan))
12:20 PM - 12:25 PM	Closing

In the afternoon of 18<sup>th</sup> and forenoon of 19<sup>th</sup> September, parallel sessions of paper presentations were organised in 7 halls in different topics.

### Plenary Hall 2024/09/19 Afternoon

#### Highlights:

Prof. Prem Motwani delivered a keynote address on “Becoming World Class Lessons from Made in Japan.

Following three papers were awarded the best paper prizes from India

Mrs. Sarika V. Joshi, Mr. Rangaraja P Sundarraj	Empirical study of drivers and challenges in Digital Transformation Adoption: Insights from Indian Mfg Industries.
Mr. Mahesh Hegde	Structured Problem Solving Made Easy: Approach and tool selection using Unique Flow Diagrams
Ms. Aruna Devi P., Mr. Jeyaganesh N., Mr. Yugendhar Singh N., Mr. Dinesh Kumar D., Mr. Kumaran V.	Optimisation of Starting System in Vehicle through a Statistical Approach of Taguchi’s DOE.

<b>Closing Plenary</b>	
2:30 PM - 2:35 PM	Opening
2:35 PM - 3:00 PM	Keynote Address 3- Quality of Health Care Assured by the Organization - QMS Approach - Prof. Masahiko Munechika (Waseda University (Japan))
3:00 PM - 3:25 PM	Keynote Address 4 - Becoming World Class-Lessons from Made-in Japan Prof. Prem K. Motwani (Jawaharlal Nehru University (India))
3:25 PM - 3:40 PM	Best Paper Awards Prof. Shu Yamada (ANQ Chairperson)
3:40 PM - 3:50 PM	Summary of ANQ Congress 2024 Prof. Tomomichi Suzuki (ANQ Congress 2024 Steering Committee)
3:50 PM - 4:00 PM	Greeting from the Next ANQ Chairperson Dr. Yonggang Duan (China Association for Quality)
4:00 PM - 4:10 PM	Announcement of the Next ANQ Congress
4:10 PM - 4:15 PM	Closing Remarks Prof. Shu Yamada (ANQ Chairperson)
4:15 PM - 4:20 PM	Adjourn, and Invitation to Gala Dinner
Walk to Keio University Hiyoshi Campus (10 to 15 minutes) Note: Gala Dinner begins at 6:00pm.	



Prof. Motwani-keynote address



Prof. Kano during Gala Dinner



N Ramanathan -Presentation



Sarika Joshi – Best paper award



TVS Motors- Best paper award



Mahesh Hegde- Best paper award



Dignitaries- Gala Dinner



New Chair for ANQ Congress



Announcing ANQ Congress Bengaluru 2025