



CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

Again, death has taken its toll from among our ranks.

It is my sad duty to announce to you the passing away of

Johan Diederik Nicolaas de Fremery

who succumbed on November 9, 1984, after long illness.

Acn. de Fremery was a dedicated promotor of IAQ from the very beginning. A member of the 3x6-man-Board, he never tired from bringing EOQC (he was Secretary-General from the foundation of that organization for more than a decade) to sponsor its coming into being. Our now deceased member participated in all IAQ meetings as long as he was still active in his office. After his retirement IAQ promoted him to emeritus status in 1978.

All of us, who had the good fortune to work with Nic will keep a fond memory of this resourceful man who has made his mark especially in the European Quality scene.

Election Procedure of new Members

With the demise of again one of our old guardians, the question of suitable new members gains importance. From a correspondence between Acns. Bertin and Freund I take up the cue that not all of our members may be totally aware of the procedure to elect new members of the Academy. Here is a short statement of the essentials:

1. Any Academician, including emeriti and honorary, may propose a person for election into the Academy by filling in our form 101 with the candidates biodata and achievements. The form is available from our Secretary-General Acn Zeller.

The sponsors should make sure to propose only such persons who are willing and able to contribute actively to the work of IAQ, to participate at least in its Triennial Meetings (a working knowledge of English is mandatory) and to pay the annual dues. They should absolutely refrain from sponsoring persons who seek election mainly to enhance their personal status.
2. The candidate should already have a more than local reputation on the field of Quality Technology and/or Quality Management. To ensure this, the candidate must be sponsored at least by 3 Academicians, at least one of them having his/her working base in another region of the world than the candidate and the proponent. At present, IAQ recognizes in this context regions North America, South America, East Asia, Australia-Pacific and Europe.
3. Although it should not need restating, it should be remembered that a close business associate should not sponsor or co-sponsor a candidate. It is important for the Academy to maintain the appearance of a proper process as well as the actual performance.
4. IAQ Board and Officers, acting as Nominations Committee, reserve the right to gather additional information about any candidate. To this end they may contact senior members from the candidate's region or take any other step they deem necessary to get a rounded-out picture of the candidate's eligibility. If they have satisfied themselves in this respect and if a unanimous decision is taken in favour of the candidate, the president informs him/her in writing of his election to the Academy. If the addressee answers in the affirmative, stating that he is willing to share all duties, he/she is officially listed as a member of the Academy from that day on.

Dear colleagues and friends, the International Academy for Quality can prosper only and fulfill its raison d'être, if and when the members have the necessary format and status and at the same time assume responsibility for cooperation. Our president has made a new start by defining a number of projects. This must not be considered an empty tryout. We need old and new talent dedicated to our good cause!

The periodical EOQC-Quality carried in its third issue 1984 a comprehensive report on the current work of that Technical Committee, written by Mrs. Kerstin Jönson of Sweden. In this report the scopes of Subcommittees SC1 (QA-Terminology) and SC2 (Q-Systems) are outlined. The document DP 9000 is considered a "road-map" for DP 9001--9004 prepared by WG's 1-3 respectively. SC1 is authorized to send its DP 8402 to ISO Central Office for combined DIS vote. The same was decided for the above mentioned documents of SC2 under certain provisos.

On invitation from the Japanese Standards Ass'n, the next meeting of ISO/TC 176, its subcommittees and Working Groups has been scheduled for the week of 7-12 October 1985 in Tokyo.

As you know, Acn. Freund represents IAQ in TC 176. Any details should be available from him in due time.

Staquarel '84

I'm indebted to Acn Zaludova for a report on Staquarel '84, held in Prague from 27 -29th March 1984. It was the 4th conference of its kind, organized by the Committee for Quality and Reliability of the Czechoslovak Scientific and Technical Society. It was devoted to new applications of statistical methods in the fields of quality control and reliability assurance through all the life phases of a product or service. Similarly to previous Staquarel conferences a special seminar ran concurrently with the conference sessions on the second day, the theme of the seminar being stochastic modeling of reliability problems of electric power plant equipment.

The conference was attended by 250 delegates of whom 60 were from abroad. Of the total of 63 papers presented, about half were devoted to problems in the field of reliability and related topics, 13 of the latter forming the program of the seminar.

There is no space in CONTACT to give details of the papers, but the 5 thematic groups may be reproduced, as the report lists them:

- A: Statistical modeling of general problems of wide-sense reliability of technical systems and their components,
- B: Systems approach to quality management, SPC and process capability studies
- C: Statistical sampling inspection plans
- D: Optimal strategy in production control
- E: Probabilistic solutions to problems of technical practice.

A limited number of the 2 volumes of the proceedings containing 385 pages of text in the original languages of presentation (English, German, Russian, Czech) are still available from the House of Technology, Gorkého náměstí 23, 11282 Prague 1, CSSR.

In this context: Thank you, Nana, for sending me also your closing remarks at the seminar Communicating Info on Quality, Brighton.

Coming event

A message from Acn Kondo deals with a conference on "Advances in SQC", scheduled from June 4 to 6, 1985 in Winnipeg, Canada, at the University of Manitoba. Informations are available from Professor Dr. Lai K. Chan, Head, Dept. of Statistics at the University of Manitoba, Winnipeg, Manitoba, Canada, R3T 2N2.

Academicians on the Road

Acn Bicking in Germany

Imagine my surprise, when coming home late one day in November, I found a message of Acn Bicking on my telephone recorder telling me that he was in Heppenheim (of all places! About halfway between Frankfurt and Heidelberg) to teach a QC course in an American client's German subsidiary there. Next day we met in the presence of Mrs. Bicking over coffee in their hotel. Topics of IAQ-projects were part of our discussion.

Acn Masing in Bangla Desh and India

On invitation of the German Cultural Institute in Dhaka yours truly was there in October. On the agenda was among other assignments a particularly highranking affair with Topmanagers, honoured by the presence of their excellencies the Minister of Economics and the German ambassador. Both gave appropriate adresses to the audience. As a fallout of this, on December 1rst a Bangla Desh Association for QC was founded and officers elected. Grants are already coming in from industry at a very rewarding scale, to foster the activities. On behalf of IAQ I promised help if needed.

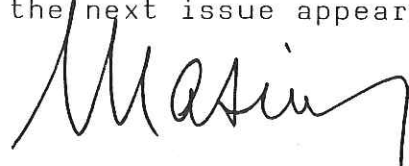
Assignments in Delhi and Bangalore followed. The Indian Society for Quality and Reliability was instrumental in doing all the preparatory work including for public appearances, and seminars co-sponsored with other societies such as Productivity Engineering, while the German Cultural Institution (in India called the "Max Mueller Bhavan" after a wellknown German indologist) picked up the tab.

Again I was impressed by the wealth of theoretical knowledge of our Indian colleagues, while applications in practice play decidedly second fiddle. But in this respect also great improvements were to be noticed in comparison of what I saw there 3 years ago. They are on their way!

In Conclusion a personal Note

When this issue arrives at your desks, the New Year has already begun. My most cordial greetings and good wishes for health and successful work in 1985 go to you all. At the same time I like to thank all of you, dear friends, who were kind enough to send me season's greetings, notably our chairman, the other Board members, our president, vice-president and secretary-general. Acn Aschner wrote from Nigeria, others from their home-offices or vacation spots. I appreciated every single card or letter. But please forgive me if I don't answer them with a personal message. Take my intention for the deed.

Until the next issue appears





CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

accept my apologies, please: My firm intention was to have this issue out at the end of September. But alas! Due to a trip to Bangladesh and India and various other commitments this proved to be impossible. Special apologies are due to Acn Ito, who sent me reference material of 3 important events in Brasil for dissemination. But, dear colleague, if the next issue of CONTACT is due September, there is little point in a reference to functions scheduled for August 28 or September 18. Even news about the 3rd South American Seminar on QC, November 12-14, come too late, because none of us can decide on 4 weeks notice to participate in a function anywhere in the world. You yourself couldn't. People like us need earlier warnings.

I'm happy to report that since the last issue appeared, an unusual amount of interesting items have been sent to me for publication. Thanks are due to those of you who have taken my plea to heart. This will ensure the steady flow of information among us - the very lifeblood of any group of people like us. Keep on that way!

But first things first. Again we welcome a new member to our ranks.

Acn. Juan Carlos López Musi

Acn. Musi is manager QA and Food Law at the River Plate Division of the Coca Cola Export Corporation, Argentina. He has a Ph.D. in chemistry from the University of Buenos Aires. From the list of his professional societies' offices I mention a few. He is Founder and Past-president (1969-79) of the Argentine Association of Food Technologists and President of the Argentine Institut for QC. He presided over the 2nd Biennial of QC and 2nd South-American Seminar for QC. His teaching and consulting record is impressive, and he has represented his country on many important foreign functions.

He writes to me in his acceptance letter:

"...I hope to be able to be a faithful and helpful member of this important institution..."

We are sure, dear colleague, that you will be.

Address: Dr. Juan Carlos López Musi
La Pampa 1576, 12th floor
1428 Buenos Aires
Argentina

Now let me handle those items which I had to postpone from issue Nr. 17, July 1984.

Acn Harrington on Mainland China

After some remarks about how ASQC-group's tour came into being and about China's economy in general, Acn Harrington states in "Quality World", the newsletter of ASQC's Internt'l chapter:

"On the average, China's Q-Systems parallel the systems that were used in the US in the late '40's and early '50's. But things are changing fast in China...To provide an educational and communication link on Q-techniques and methods throughout this vast nation, they have organized the Chinese QC Association ...50% of the homes in Mainland China have TV's that are actively used by people to improve their educational level".

Acn Harrington has a word of caution for those in the industrialized West, who are overconfident that they can keep their competitive edge in quality without too much effort:

"Remember the story of the tortoise and the hare who set out to race each other? The rabbit was so confident of himself he didn't take the race seriously, and sat down in the shade of a tree and fell asleep. The tortoise continued to pursue his end objective, and as a result was the first to cross the finish line."

More News about China

A letter from our Chairman, Acn Ishikawa, confirms the observations mentioned above. He was there for 2 weeks, starting on July 29, invited as honorary adviser of the Chinese Society for QC. It was his 6th visit to that country. This time he lectured and audited factories in Shanghai, Chengdo, Xian, Lanchow and Peking. He was impressed by the eagerness to learn and to implement TQC. September is "Q month" there, in which awards are given (including gold and silver medals) to outstanding products. A "China QC medal" was established last year to honour best-performing factories. The Chinese Society for QC has 905 local and divisional bodies as of June 1984. There are close to half a million QCcircles there.

Still China: Call for Papers

A first announcement was received these days of the First Conference of Asia Pacific QC Organizations in connection with the 3rd Asia Pacific Congress for QC, scheduled for October 21-25, 1985 in Beijing, China. It contains a call for papers compatible with the general theme "Economic reform and QC". This gives reasonable leeway to many topics ranging from "Transferability of QC experience among enterprises and countries" to "New developments of theory, methods of QC and metrology, inspection, testing".

If interested, write to China QC Association

West Huang Cheng Gen South Street 9
Beijing, China.

The telex number is 22552 SEC CN

QA in Norway's Offshore Activities

A letter from Acn Jersin (written in May already) contains an interesting piece of information. I quote:

"First, let me inform you about one interesting effect of the increasing offshore oil and gas activities on the norwegian continental shelf; quality assurance has become an item of the utmost importance. Before 1981 discussions about q.a. were kept in a relatively small circle. Then a series of norwegian standards on requirements for the contractor's q.a. (NS 5801 - 5802 - 5803) were published. At the same time the authorities made these standards (or equivalent foreign standards) mandatory with regard to the offshore activities. The result is that today everybody discusses quality management and assurance - although with mixed feelings. In order to maximize the benefits of the standards we are now publishing a guide for implementing the most extensive standard (NS 5801). The language will be both norwegian and english."

Center for Quality and Applied Statistics

I'm indebted to Acn Freund for the following news item:

The Center for Quality and Applied Statistics of the Rochester Institute of Technology in Rochester, New York, is making rapid strides in its development as a leading center for advancing modern quality practices. The Center was established with three objectives in mind: to continue and enhance the graduate program in applied statistics; to provide a computer laboratory offering computer access and assistance with problem solving and interpretation of results; and to provide contract training courses and forums in statistical quality/process control and quality management for industry, business and government agencies.

The Director of the Center is Dr. John D. Hromi, a past-President of the ASQC. Another ASQC past-President serving part-time with the Center (in addition to operating his own Quality Planning Services firm) is Academician Richard A. Freund. The Center is unique in that three Shewhart Medalists are actively working for it. They are Dr. Edward G. Schilling, Chairman of its Graduate Statistics Program, Dr. Mason E. Wescott, a very vigorous professor emeritus, and Academician Freund. Several new full-time, as well as part-time, staff members are expected to join the ranks during the coming year.

French Government acts on QC

The French Prime Minister appointed a Member of Parliament, Dr. Gérard Bapt, Député de Toulouse, to conduct a survey on Quality Control. Dr. Bapt and his assistants visited French, British and Swedish companies, and they attended the World Quality Congress in Brighton. They were welcomed at the EOQC banquet by acns. Bill Thoday and Roy Knowles, and they had some fruitful discussions, namely with Dr. Juran and Dr. Ishikawa. The survey had begun January 1984 and Dr. Bapt gave his report to the French Minister for Trade and Technology, Mrs. Edith Cresson, on July 31st. Thanks to this, the Total Quality Control concept was highlighted by French newspapers, and a large educational programme should start in France.

CTd

I got this piece of welcome news from Acn Gogue. It blends well into a general trend, highlighted by the US White House action reported in issue Nr 17.

But there is more to say about Acn Gogue. I learn to my utmost satisfaction about an unusual honour bestowed on him. The President of the French Republic promoted our colleague to the rank of "Chevalier dans l'Ordre National du Mérite", the highest award for civilian achievements in France.

Our most sincere and cordial congratulations to one of the best-known personalities in French QC, a Past-president of AFCIQ, highly professional lecturer and successful author of 3 books, all well received by the readership. He is staff adviser in Thomson S:A: doing auditing, consulting and training jobs. He also lectures at the Ecole des Hautes Etudes Commerciales in Paris. In addition to that, Acn Gogue gives seminars for executives at the Ecole Supérieure de Commerce, also in Paris.

More Honours for an already Honoured

Speaking about honours: Most of you are already aware of the fact, but as a matter of record I repeat: Acn Hurd was the recipient of this year's E. Jack Lancaster Award of ASQC "in recognition of his outstanding leadership, many seminars and presentations on the international scene, promoting the Q-professional throughout Europe, the Asia-Pacific area, Mexico and South-America" (quotation courtesy Acn Freund)

Acn Hurd's familiar face smiled at me from page 77 of the December issue 1983(!) when it finally came to my desk. He was the "Personalities" choice as (quote the end of a 3-column article) "a man of great dedication to the reliability and quality field, a man of diverse interests, a man who cares". His many accomplishments are duly registered including special mention to his affiliation with IAQ. After Acn Liebman, he is the second Academician so mentioned.

New Chores for Acn Wachniak

Some people seem to be able to carry always an additional load of work: In his capacity of Chairman of ASQC's International Cooperation Committee, Acn Freund informs me that Acn Wachniak was elected Vice-chairman of that committee. The International Cooperation Committee serves as the official intersociety body of ASQC dealing with matters of affiliated agreements and society-to-society interchange as well as information exchange and joint activities.

The International Chapter of ASQC serves as home away from home for ASQC members living outside of North America who cannot attend local ASQC section meetings. Its newsletter attempts to keep these ASQC members abreast of activities of interest particularly in the areas in which they reside or plan to travel.

The following is an excerpt from a report of Acn Aschner, who wrote to me about his trip to Australia:

I was lucky enough to participate at the LABEX '84 Exhibition which was actually the third in the continuing series of major laboratory equipment exhibitions, featuring a wide range of laboratory, analytical, diagnostic, quality control and basic research equipment, products and services. This year's exhibition is almost twice the size of LABEX '83 held in Melbourne. It was organized on the showground of Sydney between July 30 and August 2.

There were several exhibitors from all part of the world, including the USA, the GFR, Japan, furthermore there was a national exhibition of the British Laboratory Ware Association and the British Overseas Trade Board. Mr. Warren J. Wilson, organizing manager at BPI Exhibition Pty Ltd made a very good job and equipment for QC and research in agriculture, medical care and other branches of industry were on show.

In addition to that we visited the chairman of the N.S.W. Division of ANZAAS /Australian and New-Zealand Association for the Advancement of Science/, Mr. R. E. Cooke-Yarborough and discussed the possibilities of future co-operation.

Acn Aschner goes on to tell me about his forthcoming visit to the U.S., where he hopes to meet many Fellow-Academicians. I'm looking forward to the new report, hopefully included in the next issue already.

NDE-Symposium Proceedings

For \$ 90 (U.S., Canada and Mexico) \$ 95 (foreign, prepaid!) the proceedings of the 14th symposium on NDE are available from

NTIAC, P.O.Box 28510, San Antonio, Texas 78284, U.S.A.

Unfortunately, the truly impressive listing of the titles of all 56 papers is too long to be reproduced here, and if duplicated, would add too much weight to an already heavy issue. If interested, ask NTIAC for it.

Changes of Address

Acn David S. Chambers' address is now: Industrial Controls Inc.
Box 140535, Doneson Station
Nashville, Tenn. 37214 U.S.A.

Acn Richard A. Freund: Quality Planning Services
155 Yarkerdale Drive
Rochester, NY 14615
U.S.A.

News from Honduras

Excerpt from a letter of Acn Garcia Arrecillas describing a visit to Honduras:

"Last May I was invited to give a seminar in Tegucigalpa, Honduras. It was supported by the German Technical Cooperation Society and the Organization of American States. The theme: QC Management in the Food Industry, duration: 2 weeks. The Honduran Industry is eager to export its products to other markets and the participants were very interested to develop new techniques and to apply them to industry. I also had the opportunity to visit the University of Honduras and give a lecture to students of the Engineering School"

IAQ Lapel-Pins available again

You will remember that to our embarrassment we found out belatedly that IAQ had run out of stock both in lapel-pins and diploma-blanks. Much to our regret we had to ask our new colleagues to wait for them. Now Acn Turello has provided a new set of pins with the same design and the same amount of gold (2 grams) as the old ones and Acn Zeller, our new Secretary-General, saw to it that new diploma-blanks were printed, again in the same design. Both are available again from stock in our office in Berne, Switzerland (ATAG). The price, due to the great increase of the price of gold and labour since our last order has increased to

lapel-pin ——— \$ 45.00, diploma ——— \$ 10.00

both including mail and handling charges.

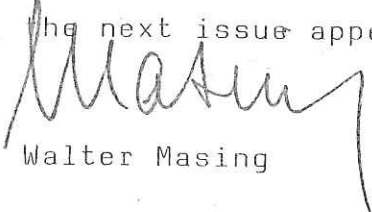
Invoices for our Fiscal Year 1984/85

Secretary General Zeller has sent me the invoices for the current fiscal year of IAQ. I attach them to this issue and recommend them to your attention. Those of you, who have not paid earlier dues, get a one and last remainder. Everybody knows what this means. Please act! That is the least what can be expected.

In Conclusion

Dear colleagues, hopefully, the next issue of CONTACT will be out before the end of the year. There is a report from Acn Zaludova about Staquarel '84 waiting to be published at least in excerpt. You will also be interested to hear from the state of the work of ISO TC 176 and some remarks on QC activities in Bangladesh and India by yours truly. Keep me posted about more news!

Until the next issue appears


Walter Masing



CONTACT

Newsletter of the International Academy for Quality

Dear Fellow-Academicians,

As you may expect, this issue's front-page item is our

6.th Triennial Meeting, London, 22nd June

If Acn Thoday's count is correct, 44 Academicians were present, including Acn emeritus Clifford. President Liebman will send out the official minutes in due time with all details. This is only a short summary for those who were unfortunate enough not to be there.

For this occasion, the organizers, Acns Thoday and Knowles had secured - not without much effort - an especially prominent venue: the venerable Royal Institution in London. While this is a world-renown place, the busdriver in charge of the "IAQ-Special" from Brighton had but a scant idea how to get there. Consequently, we were treated to an extensive unscheduled sightseeing tour through the narrower and more traffic-clogged streets around Oxford Circus. With the combined efforts of some of the sharpest brains in QC worldwide, assisted by a rather rude map of the capital we finally made it to 21 Albemarle Street, too late to start before lunch. It was decided to conduct the business part of our meeting during the meal and to begin the inaugural papers as early as possible in the afternoon.

Because of the remarkable selection of drinks and the fine food our generous hosts, the BQA, had provided, spirits rose fast and the ensuing relaxed atmosphere resulted in unanimous decisions and elections.

With all those present applauding, President Ishikawa welcomed no less than 10 members, who attended an IAQ meeting for the first time: Acns de Buergo, Burgess, Gatchalian, Hansen, Harrington, Leek, Sierra, Schwander, Stephens, Vigier. Secretary-General Liebman reported that the amended Constitution and Rules of Procedure had been ratified after minor corrections, Acn Iurello gave the latest count of membership and Acn Masing showed our bank account to be comfortably in the black. The Board of Directors as well as the Executive Committee were given discharge. On behalf of the outgoing Board, Acn Feigenbaum then proposed the election of new officers as follows:

President: Acn Liebman
Vice-President: Acn Kondo
Secretary-General: Acn Zeller

Chairman of the Board:
Acn Ishikawa
Members: Acns Bertin
Feigenbaum
Masing

Everybody was in agreement.

6.th Triennial Meeting ct'd

Incoming president Liebman thanked the assembled members for their confidence and asked each of them to contribute new ideas for viable projects.

After luncheon we heard introductory papers from 6 newly elected Academicians. They all were of appropriate high level, and lively discussion followed each of them. Unfortunately, we had to limit both, presentations and discussions due to our late start and a rigid closing time set by the Royal Institution. Sincere apologies go to Acns Leek, Sierra and Schwander, who had papers ready for the occasion but time didn't allow us to hear and discuss them. However, they will be found in the minutes with the others.

All in all it was an inspiring event again, topped off by a very nice dinner with accompanying ladies in the Overseas House of the Royal Over-Seas League, a most inviting place right at Green Park. Thanks are due to all members of the Academy (and their staffs) who were instrumental in making this Triennial Meeting such a memorable event.

Since the last issue of CONTACT appeared in March '84, a new member has joined the Academy. It is my pleasure to introduce

Acn Norman Th. Burgess

Acn Burgess, born 1927, majored in Engineering Metallurgy and began his career with the British Aluminium Company analyzing failures in the R&D department. He worked several years for the Central Electricity Generating Board, notably in the QC-Unit. He acquired more experience as Manager, Corporate QA, British Steel Corporation, finally managing 45 engineers on QA and statutory inspection. 3 years ago he joined Gilbert Associates (Europe) Ltd. assuming the post of director, QA services.

Acn Burgess' publications are too numerous to be listed here. Almost the same is true of his many professional societies' affiliations. Some must be mentioned, however. A member of the Institution of Quality Assurance (UK) since 1968, he serves today as its president. He is Board member of the British Quality Association and chairman of its Energy Section. He is also a founding Board member of the Pressure Vessels QA Board, the same with the Nat'l Accreditation of Test Houses and Laboratory Scheme. In addition to that he does much work for BSI and the EOQC Energy Section. In the educational field, Acn Burgess made his mark by being the chairman of the organizing Committee for Cranfield Institute of Technology course of QA for Energy Industry.

Address: 3 Alder Close, Englefield Green, Surrey, England.

We cordially welcome our new colleague and express our hope that he will contribute to the best of his ability to our good cause. Judging from his performance during the last EOQC congress and our Triennial meeting we may expect quite a strong helping hand.

Georges Borel honored

The memory of the late Acn Borel, a member of the original 6-man-Board, which laid the groundwork for IAQ, is being honored in a fine way: AFCIQ has decided to create a medal carrying his name, to be given each November to a small number of personalities, who have made outstanding contributions to the cause of Quality in France and in the world. The choice will be made by a committee, composed of the president of AFCIQ and his most recent 4 predecessors in office.

Acn Turello in China

The third Academician (after Acns Sandholm and Harrington) to tour mainland China is Acn Turello. A passage of his letter to me/should be of special interest to all of you.

"When in Peking I had some meetings with the Vice President Xu Liangtu and some officers (follow names). I found them willing to keep in touch with us - AICQ and AFCIQ especially, but open to other Associations...I was somewhat informed on their organization...The Chinese Society for QC is 5 years old but well launched in their activities. Maybe in October 1985 they want to organize the 3rd International Conference of Pacific Countries. They wait for European speakers (in addition to the Americans and speakers from Asia)!"

The next issue of CONTACT will carry some observations from Acn Harrington, taken from Quality World, the Newsletter of ASQC's Int'l chapter.

Quality professionals on the wrong track?

From a letter of Acn Crosby I learn that his company is doing well with now 114 people working all over the world. His newest book "Quality without tears: the art of hassle-free management" has been well received. However, he seems to have misgivings regarding the way, quality professionals work:

"I see a movement happening about quality all through the world of management. However, I don't see much happening in the world of professional quality - they are still doing 1955 over again each year....A once in a lifetime opportunity is being missed..."

Acn Crosby sees "the professionals keeping track of the problem rather than making quality happen".

Well, dear friends and colleagues, to have a clear perception of a problem is a necessary but - alas! - by no means sufficient prerequisite for its solution. The quality professional is in a lamentable position. His executive power is not strong enough to make things happen which he feels are mandatory to improve quality. So his only way to bring anything about is persuasion, while sharpening the tools for others to use. Still, I share Acn Crosby's view that a great number of our colleagues still do not have that clear perception of what is necessary. For a notable exception see next page.

The US White House addresses the Quality problem

From IAQ, Acns Groocock and Wachniak participated in a White House Conference on Productivity. President Reagan himself addressed the conference, which was held last September. Prior to the President's speech, Acn Wachniak gave a paper on "the Quality/Productivity imperative". He was kind enough to send me the full text. He stresses the fact that as quality is increased, so is productivity, the by now famous battle against the "hidden factory". It is noteworthy that this issue is addressed at t h i s level.

A press release states: "Following up on recommendations of the White House Conference on Productivity, a private sector group is working to broaden management understanding of "how to" improve quality in American business." To explain further what is meant by this I reproduce a notice from the Hitchcock periodical QUALITY.

Quality Network

A private sector group is working to broaden management understanding of "how to" improve quality in American businesses.

"The integrated quality system is rising from the factory floor up to executive row. And it is a key management business strategy for survival. It is happening in companies and organizations where top

management recognizes its responsibility for changing corporate quality philosophy from the reactive to the preventative mode," said Ray Wachniak, corporate director, QA, Firestone Tire and Rubber Corp.

Working within the American Productivity Center Quality Computer Network, the group is launching a national awareness and educational campaign to deliver the quality improvement message.

Members of the Quality Computer Network are linked electronically and communicate with one another via personal computers. In addition to designing awareness vehicles for the general public, this group discusses, debates and shares quality improvement theories, experiences and advice. For more information, contact The American Productivity Center, 123 N. Post Oak Lane, Houston, TX 77024 (713/681-4020).

ISO/TC 176 meeting

Acn Freund attended the March meeting of the ISO/TC 176 Committee on QA in Pretoria, South Africa, representing the Academy. He reports that a terminology document, a generic quality system guideline, a multi-level (3) quality system contractual guide and a document describing how these are related should be ready for issuance as a Draft Intern't'l Standard (DIS) for comment in about a year.

Tracor Jitco relocated

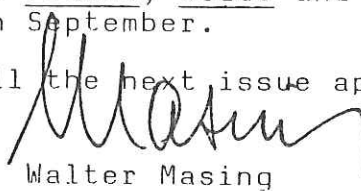
A message was received from Acn Bicking as follows:

Tracor Jitco is pleased to announce the relocation of our new offices and operations to a new facility at 1601 Research Boulevard, Rockville, Maryland 20850, effective June 4, 1984.

The telephone number is unchanged (301) 984-2800.

Thanks are due to those of you, dear friends and colleagues, who have taken my plea for more input to CONTACT to heart. The result was more than a single issue of CONTACT could carry. Wait for more news from Acns Freund, Gogue and Jersin in the next issue, hopefully out in September.

Till the next issue appears



Walter Masing



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Dear Fellow-Academicians,

An unusual workload had me looking for the Easter holiday period because I knew that I would not be able to prepare a new issue of CONTACT before mid-April. I take the first opportunity to get this task off my desk. On the other hand: Judging from the input I get from you, dear colleagues, the silent majority seems to grow in our ranks. If you can't spare a minute or two once in a while to drop me a line, I really ask myself whether or not you may have the time to read the stuff I compile for you?

Well, with every new Academician hopefully a new source of information comes into being. This time I have the pleasure to introduce three new colleagues, who after completion of the usual procedure, have become active members of the Academy.

Acn Wolfgang Hansen

Born 1931, Acn Hansen studied production engineering and materials technology at the Technical Universities of Munich and Stuttgart, where he obtained his Dr.-Ing. degree. After an assignment with BMW he changed to Motoren- und Turbinen Union (MTU) of Munich, where he is presently member of the Executive Board responsible for QA, materialstechnology and standardization.

Dr. Hansen holds important offices in a number of highly respected national and international technical-scientific societies. He is president of the German Society for Quality (DGQ), member of the Board of the German Standards Institute (DIN), and active in some of its working groups. He is also member of the Board of the German Society for Materials Technology and chairs the Board of the Engine-Sectorial-Group of the Association Européenne des Constructeurs de Matériel Aérospatial (AECMA).

Address: Motoren- und Turbinen Union GmbH,
Dachauer Strasse 665, D-8000 München 50, F.R. Germany

Acn H. James Harrington

Acn Harrington. born 1929, studied Production Engineering at the Columbia P. University, Cal, after having obtained a Masters degree in Science of Quality Systems. He went on to a Ph.D. in Manufacturing Methods and has a MBA degree from the Beverly Hills University. He is both a CQE and CRE of ASQC.

His long and distinguished career started with IBM. Today he is Senior Engineer and Manager of Heads Process QA Project of IBM

San Jose.

Dr. Harrington is a Fellow of ASQC and one of its vice-presidents. He chairs ASQC's International chapter. More about his activities in a later paragraph. He is also a Fellow of the British Quality Association and Honorary Member of the Chinese Society for QC. His other accomplishments in this and other fields can be summed up by one word: impressive. The same goes for his long list of papers and publications.

Address: IBM San Jose, Dept 305/005
5600 Cottle Road, San Jose, Cal, 95193, U.S.A.

Acn André Schwander

Born 1941, Acn Schwander got his Dipl.-Ing. (ETH) degree in Electrical Engineering from the Technical University of Switzerland in Zürich, and a Masters degree in Industrial Engineering after 3 years of study at the Research University of Tokyo. He is Vice-Director (Systems and Methods) of Brown Boveri and Cie in Baden (Switzerland) responsible for - among others - Central QA, Productions Methods and Standardization.

Acn Schwander is president of the Swiss Association for the Promotion of Quality (SAQ), the Swiss Full Member of EOQC. He serves also on the Boards of the Standardization Committee of the Swiss Association of Machine-Tool Makers (VSM-NK) and of the Society for the Promotion of the Institute of Industrial Engineering.

Many years of teaching courses and seminars on QC, OR and Risk-Management have given Acn Schwander didactic experiences.

A growing number of papers and publications on these topics do him additional credit.

Address: Mühlbergweg 25 d, CH-5400 Baden/Switzerland

We welcome our new members into our ranks with full confidence that they will use this platform to further increase their activities to the benefit of our good cause: Quality worldwide.

Membership Fee 1983/84

A routine check on our account in Berne uncovered the regrettable fact that not too many of you have paid your dues for our fiscal year 1983/84. I was a little upset at first, but later-on I had to admit that I had forgotten to send you an invoice along with one of the issues of CONTACT, as you are used to. I correct my oversight by doing what I should have done at least 6 month earlier. It would be nice, if you would react a little faster. Thank you! I hope to be able to report in Brighton that our account is à jour again.

Triennial (Official) Meeting in Brighton

Secretary-General Liebman has sent out to you all pertinent info regarding this event. There are many important points on the agenda. We expect a fruitful discussion on all business issues, but I'd like to express the expectation that we will not devote too much time to mere regularia.

Amended Constitution and By-Laws

High on our agenda is the amendment of both: our Constitution and By-laws. Secretary-General Liebman has done a great job preparing the documents after consulting with the officers and directors.

The text comes up for discussion and voting in Brighton.

APQCO Constitution ratified

Three years ago, on the initiative of the Philippine Society for QC under the presidency of Acn Gatchalian a number of pacific countries began to investigate the feasibility of an Asia Pacific QC Organization along the lines of the EOQC. According to a recent report from Acn Gatchalian, representatives from 13 countries of that region have debated and ratified the constitution and by-laws of APCQO. At least 10 more countries are potential charter members. Their formal acceptance is being sought by an Ad-Hoc-Committee. The first meeting of the Council with election of officers is scheduled for November 1985 at the 3rd APC-QC in China. In which way IAQ my assist in this worthy cause will be discussed among the officers of IAQ in Brighton.

ASOCALIDAD founded in Venezuela

Acn Garmendia informs me with a letter of February 8 of the foundation of the Asociacion Venezolana para la Calidad (ASOCALIDAD) with 50 charter-members, "all eager to contribute effectively in the development of quality in Venezuela". Acn Garmendia was elected president of the new organization. He has already contacted more than 500 persons potentially interested in the objectives of it. He expects most of them to join in soon.

Our best wishes are with you, dear colleague! Don't forget that you have a lot of internationally-minded Quality professionals for friends, who my lend a helping hand if called upon.

ISQA Conference in October 1984

From an invitation to present a paper I learn from the 5th Int'l Conference of the Israel Society for QC, scheduled for October 22. The letter says among others: "As our advanced technologies based industry is developing in a remarkable trend, so are QA activities. Though the previous conference held in 1982 had a participation beyond the most optimistic expectations, and the presented papers were well received by the local as well as by the guest attendants, we are confident upon the expectations from the next one."

Here is the address for contacts:

Israel Society for Quality Assurance
P.O.Box 3473, Tel Aviv 61033, Israel

11. WCNDT in Las Vegas

Acn Hurd sends me a ICNDT Newsletter which contains a call for papers for the 11. World Conference on Non-Destructive Testing, scheduled for November 3 - 8, 1984, in Las Vegas (U.S.A.). The long list of possible topics covers almost everything interesting in this context. Deadline for submission of papers with 200 words abstract is September 15. Authors are informed about acceptance of their papers by January 1985.

Contact Harold Berger, 11th WCNDT, Industrial Quality Inc.
P.O.Box 2397, Gaithersburg, MD 20879, U.S.A.

News from our Ranks

Acn Hurd honored again

The ASQC magazine Quality Progress informed its readers of an unusual honor bestowed on Acn Hurd. He received the highest award of the Aerospace Industries Association's QA Committee, the "Distinguished Colleague Award" "in recognition of many years outstanding national service in the field of QA".

Our congratulations, Walt! I wonder whether there is still some wallspace left in your study for further awards to come?

Acn Harrington in Taiwan

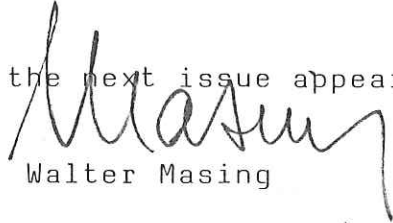
Reading Quality Progress is no problem, but i'm usually at a loss with the QC Journal of the Chinese Society for QC, Taiwan, which I receive regularly after my seminars there some years ago. Still, to my great pleasure, I saw in one of the last issues a familiar figure receiving flags and diplomas and posing with a group of Chinese executives: Acn Harrington. While I could not read the captions, it did not matter. During our meeting last November in Singapore, Acn Harrington had told me that he was on his way to Taiwan. The rest was easy to implicate.

Acn Masing in Mexico

On an assignment to Volkswagen de Mexico I stopped over in Montclair, New Jersey, U.S.A. and spent a night at the home of Acn emeritus Clifford. I found him well and still very active. In Mexico City, Acn Arecillas treated me to a most extraordinary event: A Fiesta de Charros, literally Mexican horsemen doing unbelievable tricks ridin' and ropin', not to mention the performance of the ladies on horseback in gorgeous costumes! All were amateurs, friends of my host, who himself likes to join in. This time he confined himself to keep me company. He must have suffered seeing his companions grabbing the tails of bulls and turning them over in plain carrière! A Quality event, no doubt!

That much for today, dear colleagues. Hope to see many, many of you in Brighton

Until the next issue appears


Walter Masing