

CONTACT

A Newsletter of the International Academy for Quality – N° 83, May 2002

LITERATI AWARD FOR DR. HARRINGTON



This is to inform you that one of IAQ's past presidents, Dr. H. James Harrington, has been selected by the European Literati Club to receive a lifetime achievement award at this year's Literati Award for Excellence ceremony. The award will be presented on April 11, 2002, at the Lord's Cricket Ground, London, U.K. The award is given to honor Dr. Harrington's excellent literature contributions to the advancement of quality and organizational performance.

Dr. Harrington's award is based upon his many technical papers, his monthly column in Quality Digest, his many publications in European journals,

his columns in the AQP Newsletter, the many CD-ROMS he has produced and the many books he has authored (list attached). I believe that Dr. Harrington is the most prolific author of quality materials in the world today.

Dr. Harrington retired as COO from Systemcorp in January 2002 and now is the Chief Executive Officer of the Harrington Institute with offices in San Jose, California, Orlando, Florida, and Ottawa, Canada.

**CANDACE R. ROGERS PROGRAM DEVELOPER
HARRINGTON INSTITUTE**

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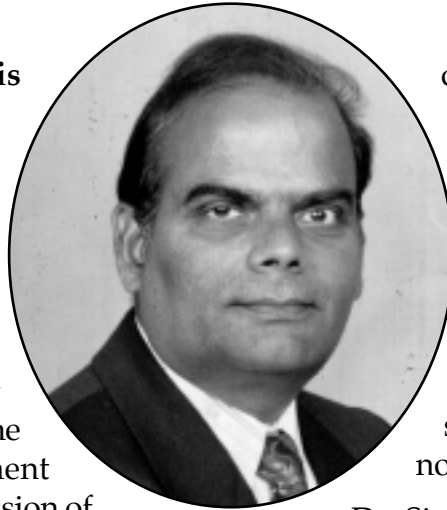
LEADERSHIP AWARD

PRESENTED TO MADHAV N. SINHA

A Quarter of a Century of his Pioneering Contributions in the Development of Quality Control Science in Engineering Disciplines and for related Educational and Promotional Activities

Dr. Madhav N. Sinha, P. Eng; Chief of Engineering and Technical Services of the Manitoba provincial government department of Labour, started his vision of changing the landscape of Manitoba and Canada's industrial competitiveness for making everyone's product and services synonymous with world-class quality, quarter of a century ago.

For over quarter of a century that followed since, Dr. Sinha's leadership legacy has left many landmark creations in the province and in the country. He has established and helped in the establishment of many "firsts" in Manitoba and Canada, coast to coast, in the areas of quality control education and training programs, provincial and Canadian national quality award programs, development of



quality management standards such as ISO 9000, quality awareness campaigns, government-wide service excellence initiatives, community quality councils and self-help learning networks, and many other such novel initiatives that are aimed at improving and benefiting all organisations - big or small, public or private, for profit or not-for-profit.

Dr. Sinha has also contributed extensively in the field of education and research for quality control sciences, quality engineering and total quality management. He taught at the University of Manitoba's quality management certificate program for fifteen years, and has authored, co-authored and edited ten books on quality, including a textbook, many training manuals, study guides and over 50 research papers that are published internationally, some translated into foreign languages.



5TH INTERNATIONAL QMOD

QUALITY MANAGEMENT AND MOTIVATION FOR ORGANISATION DEVELOPPEMENT



Pusan, Korea

29 - 31 October 2002

Contact: Acn. Jens J. Dahlgard

For more details about the conference look at: www.ksa.or.kr

BILL GOLOMSKI

PASSED AWAY LAST FEBUARY 17, 2002

We are saddened to inform you that Bill Golomski passed away last feb 17, 2002. Bill had been experiencing some health problems these past few years, but had been resilient and continued his activities until late November 2001. Bill has been a friend to all of us and a tremendous resource who will be greatly missed.



I have pasted in below a note that we received from Bill's wife, Joan:

Dear Family, Friends and Associates,

We are so sorry to bring you this sad news. William A. J. Golomski - Bill to all of us - passed away on Sunday evening, Feb.17, 2002 after a brief battle with cancer. Bill is remembered today by his wife Joan, daughter Gretchen, her sons Zachary and Robie, son William A. Jr., sisters Dorothy and Arlene, his cousins Marcella Kolacke and Angie Coulthurst, and all of you dear friends and relatives.

Bill was a great advocate and pioneer of the quality movement for which he has been recognized with many honors awarded him by you his peers. We know he will be sorely missed by all his close friends and associates, and by others who were greatly influenced through his teachings and contributions to education and to the business world.

Funeral services was held on Thursday, Feb. 21 at St. Joseph's Catholic Church in Sturgeon Bay, Wisconsin.

Donations in Bill's memory may be given to the St. Josephs Indian School, Chamberlain, S.D. 57320, c/o Brother David Nagel. We thank you deeply for your friendship and support of Bill over these many years.

The family and close friends of William (Bill) Golomski

COLLEAGUES

In the spirit of Enrique comments, I want to say how much Bill meant to my career in quality. He took an early interest in my work and strongly encouraged me. Because of his interest in sociology, he encouraged me despite quality being a field totally unaccustomed to having sociologists in its midst. I will miss him. We had a regular e-mail correspondence for many years that lasted until quite recently. To the end, he was giving me good advise.

BOB COLE

IAQ "INFORMAL" MEETING AT DIVAN HOTEL ON 45TH EOQ CONGRESS

ISTANBUL, TURKEY, SEPTEMBER 21, 2001



MEETING SEEN

LEFT TO RIGHT ACN'S AUBREY, FOGUL, GATCHALIAN (BACK),
KONDO, MOLNAR (BACK) AND O'DPNOGHUE



AFTER DINNER AT DRAGON RESTAURANT, HILTON HOTEL

LEFT TO RIGHT ACN KANO, ACN GATCHALIAN, MRS KONDO,
ACN MOLNAR, MRS MOLNAR, ACN NORAY, MRS ASAO, ACN
ASAO AND MR GATCHALIAN



**DR MOLNAR RECEIVING
CERTIFICATE FROM
CHAIRMAN KONDO**



SEGHEZZI VISIT TO BUENOS AIRES



On February 19th Olga and Dieter Seghezzi spent one day in Buenos Aires, returning from a tour to the Antartics.

We had a one hour IAQ meeting followed by a diner with the Swiss Ambassador in Argentina, Dr. Armin Ritz and with the Executive Director of IRAM (Argentina Standards Organization) José Francisco López and wives. Attached a picture. Left to right Ritz, Bertin, Seghezzi and Lopez.

The short IAQ meeting Agenda included our Corporate Governance project as well as our next meeting in Denver and our Triennial in Harrogate. Result: some very good ideas !!

DR. MARCOS E. J. BERTIN



INTERNATIONAL ACADEMY for QUALITY

Dear Academicians,

Please find enclosed the agenda and information for the next IAQ general meeting which will be held at the 56th AGC in Denver, Colorado, U.S.A. This meeting will be your opportunity to network and learn the latest IAQ developments, activities and accomplishments from other academicians.

Please mark the following dates in your calendar:

- Tuesday May 21 (1:30 p.m. - 3:00 p.m.): Session no. T235, **The Business Excellence Culture – The IAQ vision.**
- Wednesday May 22 (2 p.m. - 5:38 p.m.), and Thursday May 23 (8:08 a.m. – 1:00 p.m.): **IAQ general meeting.**
- Wednesday evening: **IAQ dinner.**

AGC keynote speakers include Peter Drucker, Robert Sison, and Michael Wood, M.D., President and CEO of the renowned Mayo Foundation. The enclosed brochure provides more detailed conference information about other sessions, speakers, events, tours, and travel discount information—refer to page 33 for special hotel rates, and page 28 for airfare and car rental discounts. Please register before April 19 to receive the early bird registration fee.

We are also enclosing your IAQ renewal invoice for 2002. Please mail this invoice with your check or credit card payment. You may also fax it to IAQ's Administrative office, attention Linda Zylko to +1-414-755-8871. Contact Linda Zylko via email at lzylo@iaq.org if you have questions about your renewal or AGC. Please let us know if you will be attending the meeting by selecting the appropriate box in the renewal invoice.

We look forward to seeing you at AGC.

Best regards,

Marcos E. J. Bertin
President

Yoshio Kondo
Chairman

P.S. IAQ will hold a session at the EDQ Annual Conference in Harrogate, UK, on October 2, 2002. IAQ speakers will include Greg Watson, Tito Conti, and Noraki Kans. IAQ's Triennial Assembly will take place on October 3.

AGENDA FOR THE IAQ GENERAL

MEETING IN DENVER

WEDNESDAY, MAY 22ND 2:00 PM TO 6:00 PM

The agenda for the general meeting is as following:

1. General announcements – Y. Kondo, M. Bertin
2. Administrative Office report, Communication, Web Site, Dues...- M. O'Donoghue
3. Nomination – H. J. Harrington
4. Financial report – S. Hutchens
5. Conferences and Meetings – Y. Bester
6. IAQ Activities at Harrogate – Y. Bester, T. Conti
7. Annual Report and self assessment – M. Bertin
8. Best in Quality – K. Stephens
9. Projects report – T. Conti
10. Key Performance Indicators – M. Bertin
11. Strategy implementation – Y. Kondo, Y. Bester

12. Organizations and Countries Representatives – M. Bertin
13. Contact report – J.C. Savard
14. Introductory Papers – new Acn's
15. General comments – all members

WEDNESDAY EVENING MAY 22ND IAQ DINNER

THURSDAY, MAY 23RD, 8:00 AM TO 1:00 PM

1. General discussion on the IAQ projects (one hour)
2. Group discussion on strategic topics toward the Triennial Meeting in Harrogate.

LATIN AMERICAN CORPORATE GOVERNANCE ROUNDTABLE

Both Acn. Foguel and myself were invited to the Third Meeting of the Latin American Corporate Governance Roundtable, organized by the Organization for Economic Co-operation and Development (OECD) in cooperation with the World Bank and IFC, taking place in Mexico City from April 8th to 10th.

Acn. Foguel participated with a paper in Session 3: Developing Board Professionalism and Acn. Bertin presented a paper in Session 1: The role of the Board- Its Boundaries, Duties and Competencies.

Also, as members of the OECD core group, participated in the preparation of a white paper with rec-



ommendations to governments and business for the effective implementation of corporate governance best practices in the region.

Of course, both profit of this meeting to discuss IAQ matters, plans for Brazil and Argentina and the IAQ project: "The Impact of Corporate Governance on the Quality of

Management in Emerging Market Economies" This project will be discussed during the IAQ meeting in Denver.

I am sending copy of this e mail to the Acn's that accepted to participate in this project

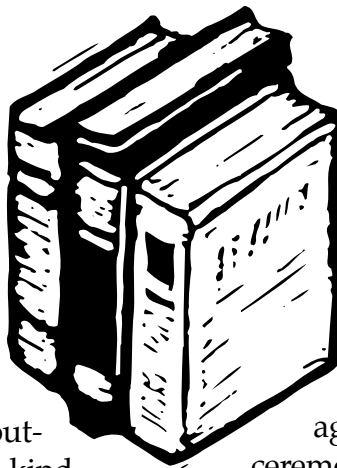
**BEST REGARDS
DR. MARCOS E. J. BERTIN**



THE BEST ON QUALITY, VOLUME 13

DEAR ACADEMICIANS

As I believe you are aware the next issue of "The Best on Quality", Volume 13, is a tribute issue to three of our outstanding academicians, Dr. Armand V. (Val) Feigenbaum, Dr. Karou Ishikawa, and Dr. Walter Masing. It consists of selected works from these three academicians spanning many years, subject matter, global perspectives, future outlooks, etc. Dr. Yoshio Kondo has been kind enough to contribute to the Ishikawa section with respect to the future outlooks. Several academicians have also contributed items for the biographical portions for all three honorees.



The volume is progressing on schedule for a publication well in time for ASQ's Annual Quality Congress to be held in Denver, Colorado, May 20-22, 2002. Consequently, ASQ's Quality Press in conjunction with its Marketing Department has scheduled a "book-signing" ceremony for which Dr. Feigenbaum and Dr. Kondo have agreed to participate. This book signing ceremony will take place on Tuesday morning, May 21, 2002, in the Quality Press "bookstore" area of the exhibit hall, beginning at 9:30am and continuing for as long as we have customers interested in obtaining a signed copy. The period of 9:30 -

10:00am is designated as a "refreshment" break in the exhibit hall, following the keynote speaker, Peter Drucker, on Tuesday morning.

All academicians attending the Annual Quality Congress are encouraged to be in attendance at the book signing event to lend your support to the promotion of IAQ, The Best of Quality "project", as well as to help us pay tribute to our honorees. You might well want to have YOUR copy of Volume 13 signed by Dr. Feigenbaum and Dr. Kondo.

It is also possible that our honorees will be signing additional copies of Volume 13 for sale by Quality Press for those unable to attend the AQC. If you are

unable to attend the AQC this year in Denver, Colorado, and you would like to have a signed copy of Volume 13 of The Best on Quality, please respond to this email message accordingly, and we will arrange with Quality Press to set aside a signed copy for you.

Thank you,

Looking forward to see as many of you as possible in Denver,

**WITH BEST REGARDS,
KEN STEPHENS**

CONFERENCE LISTING

DATE	PLACE	CONFERENCE AND THEME	IAQ ACTIVITY
May 20-22 2002	Denver, Co. USA	56 th EOQ Annual Congress "Performance Excellence: Take it to New Hights"	IAQ Session Contact: Yossi Bester Speakers: Acn's Bester Conti
Sept. 16-18 2002	Beijing China	The 8 th Asia Pacific Quality Organization (APQO) Conference	Contact: Acn. Milflora Gatchalian
Sept. 29 – Oct. 2 2002	Harrogate North Yorkshire U.K.	46 th EOQ Annual Congress "New Times, New Horizon, New Business"	IAQ Session IAQ triennial meeting
Oct. 29-31 2002	Busan South Korea	5 th Quality Management and Organizational Development (QMOD) "Building People and Organizational Execlence	IAQ Session Contact: Yossi Bester
Nov. 2002	Jerusalem Israel	The 14 th International Conference of the Israeli Society for Quality	IAQ Session Contact: Yossi Bester
May 19-21 2003	Kansas City Mu. USA	57 th AQC Annual Congress	IAQ Session
2003	Holland	47 th EOQ Annual	Congress IAQ Session Contact: Yossi Bester
May 24-26 2004	Toronto Canada	58 th AQC Annual Congress	IAQ Session
2005	Yokohama Japan	Quality Congress	IAQ Triennial meeting

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- Zeller, Hermann



NEW MOBIL PHONE NUMBER

As of tomorrow my new mobil phone number is :

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