



International Academy for Quality

The IAQ is now 40 years old!

CONTACT

Newsletter of the IAQ

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In Memory: Riccardo Dell'Anna



It is with great sorrow that we announce that Academician Dr. Riccardo Dell'Anna

passed away on Oct 2, 2005. He was suddenly taken ill; he was diagnosed a brain cancer, underwent a surgical operation, but it was too late.

Riccardo was young: he had just turned fifty. He had a brilliant career with the Swedish multinational company SKF. He was just forty when he became Executive VP of the most important SKF business units, car bearings, with plants all over the world. Previously, he was VP for Corporate Quality. Recently, he had been given the responsibility for Corporate Research and the task to revamp the corporate quality strategy of SKF.

Riccardo had been President of the North West Italian Quality Society for years. From 2000 to 2002 he was President of the European Organization for Quality (EOQ). He became an Academician in 2001. He was a exceptional example of a business-based Academician: he was concurrently a high level executive in a large company and an expert in quality management.

Riccardo participated in the new Project "Quality in a Global World". The topic that he focused on was what changes in organizational architecture, leadership, people management, ethical values are required for large companies (multinational in particular) to pursue a strategy of global sustainable excellence. Riccardo was very strong in the theoretical elaboration of this subject and we had confidence that he would bring a pragmatic approach to the execution of this project.

Riccardo was, above all, an open minded and a wonderful person. It is a big loss for Italy, since he had contributed and was contributing a lot to the diffusion of the quality culture among top executives and line managers in the country. But it is also a great loss for the Academy, because he would have certainly contributed - if his life were not so suddenly cut short - to the work of the Academy.

- Tito Conti



Mourning for Umberto Turrello

Umberto Turrello began his career in the Pirelli Company in 1949, where he was assigned the responsibility of introducing the new statistical quality control methodologies. He spent most of 1957 in the USA, where he met, among others, Dr. Feigenbaum and Dr. Juran. In 1973 he had a special assignment from Mr. Leopoldo Pirelli: to introduce total quality control under the guidance and support of Dr. Feigenbaum and the General Systems company. In 1977 he became Director of the Organizations and Systems department of Pirelli Tires. Here are a few personal comments from Dr. Feigenbaum:

Umberto Turrello was my longtime friend and one of the truly outstanding leaders of quality improvement. His leadership of the quality initiative of the great Pirelli Company, his outstanding strength of quality for the International Academy for Quality, his long period of outstanding contribution to quality movements in Europe and in America stand tribute to one of the great men of our quality field.

His passing will be deeply mourned by his many friends and colleagues; his personal assistance to so many younger quality

practitioners was outstanding.

We offer our condolences and continuing friendship to his family and we want them to know how greatly admired Umberto Turrello was as a major leader, friend and practitioner in the global field of quality.

- Val Feigenbaum

Contact Newsletter is published quarterly by the International Academy for Quality. For questions or to provide input of news or articles, please send all correspondence to the office of the IAQ:

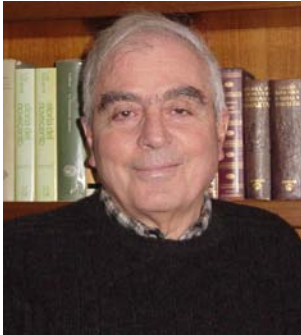
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Message from IAQ Chairman Spencer Hutchens, Jr.



In reviewing what I wanted to say at the end of my term as President, I realized that it would consume the entire edition of our Contact Newsletter. As a result, I decided to communicate directly with the entire Academy through a letter that will be emailed to everyone and also posted on our web-site. Please review the list of our accomplishments – we have good reasons to be proud of what we have done as we also face the challenges that lie ahead!

Message from IAQ President Tito Conti



Every three years a new team of Academicians takes the responsibility to serve the Academy in different governance roles. The Chairman and the Board set the policy and direction for the Academy and guarantee oversight, the President and the Executive Committee are responsible for policy implementation and for leading all the activities of the IAQ. *Serving the Academy* should be a common purpose for all Academicians. It may take many different forms – direct involvement in governance, participation to projects, attendance to Conferences and IAQ meetings, publications - all active Academicians *should serve the Academy*. Membership in the Academy in fact is not only a high professional honor, it is also a personal commitment to contribute to the aims of the Academy and boost its image.

Now is our turn to serve the Academy. On behalf of all the Executive Team I want to transmit to all our Fellow Academicians our commitment to do our best to guarantee continuity in all aspect that need continuity and innovation where innovation is needed. The 2006-2008 Plan will give more information on what we aim to do, but our approach will be flexible, open to the suggestions coming from all the Academicians. This is a fundamental point: we do our best to interpret the needs of the Academy as well as the needs of the Society that may become obligations for the Academy, but your contribution to those aims is essential.

We start our mandate with a new set of guiding documents: the revised By Laws. The Academy formally approved them at

the end of last year. Now is the time to internalize them and apply them. It is the minimum level of participation to the life of the Academy. It is an opportunity to re-discover our obligations and to take our cue from them and revise our participation in the life of the Academy.

I wish each every member of the Academy the best in collegial cooperation that we may attain positive results together for the Academy in the coming year. May I wish you all a healthy and prosperous New Year.

Appreciation from Marcos



I had a great pleasure in working with all the active Academicians as President and Chairman over the past nine years. During this period I was fortunate to coordinate an exceptional team of IAQ officers and Board members. The IAQ has continued to enhance its visibility, participate in international quality events, publish books with thought-provoking content and develop a set of administrative procedures that, with the effective support of our new ASQ office headquarters team, will carry us forth into the future. I wish to thank all of the Academicians very much for your support that made our accomplishments possible. But there remains a lot to be done. We have an outstanding new team of IAQ leaders at the officer and board levels and it has already started working effective on January 1st. I am looking forward to continuing collaboration with the new team of leaders and all members of the Academy as we continue our activities in a proactive, creative and friendly way of working that we have achieved as envisioned by our founders over forty years ago.

Challenges of the Future

As we concluded the activities of the IAQ in the past year, one of our officer-alumni, David Luther made some observations about the challenges that the Academy is facing. I have asked and received David's permission to publish his ideas in order to engage the Academicians in a dialog about changes that we need to make. Here are David's ideas:

1. Implement the recently revised and approved IAQ Bylaws.
2. Improve our internal communication:
 - Publish the IAQ Newsletter, Contact, on a timely basis;
 - Keep the IAQ Website current and update it with all news that's fit to print;
 - Maintain current records for contacting all Academicians (for more information see: <http://asqgroups.asq.org/iaq/>).
3. Focus on the new Academician process
4. Promote active participation by all the Academicians in the projects, conferences, and publications of the Academy.
5. Identify key improvement opportunities for the IAQ by conducting a high-level organizational self-assessment.
6. Add value for academicians by increasing the emphasis of IAQ meetings on learning and deemphasize issues that are related to Academy administration.
7. Increase the level of support that is provided to academicians for published works (books and major reports).
8. Support third world countries with key projects to develop their capabilities to integrate quality into their national culture.

Contact Tito Conti if you have ideas about these challenges (tconti.oam@flashnet.it).

Best Wishes New IAQ Leaders!

At the IAQ Triennial Assembly in Tokyo, Japan, the Officers and Board Members of the IAQ were elected for 2006-2008 term:

Chairman:
Spencer Hutchens, Jr. (USA)
email: spencer.hutches@ram.com

President
Dr. Tito Conti (Italy)
email: tconti.oam@flashnet.it

Secretary/Treasurer
Dr. Charles A. Aubrey II (USA)
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VP Publications:
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VP Projects:
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Board Members:
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Hugo Ricardo Strachan (Argentina)
email: hugo.strachan@fibertel.com.ar

New IAQ By-Laws Approved! ~ Summary of Changes ~

- A new section on standards of conduct has been added to strengthen our governance process (see section 1.5).
- The process for nominating individuals as Associate Members of the Academy has been streamlined and the responsibility of the nominator as mentor has been clarified (see section 2.3).
- The process for nominating individuals as prospective Academicians has been clarified and made more transparent through a streamlined process (see section 2.4).
- The process for nominating and electing officers for the Academy has been clarified and made more transparent through a streamlined process (see section 3).
- Performance expectations for active membership in the Academy have been clarified (see section 4).
- The roles and responsibilities of officers and committee chairs has been specified more clearly (see section 5)
- Procedures for conduct of meetings has been strengthened and expanded (see section 6.1).
- The ability to create reserve funds for other purposes related to the Academy's mission has also been established (see section 6.2).

Announcements of Coming Global Quality Events

Jens Dahlgaard announces the 9th Annual International Quality Management and Organizational Development conference, to be held in Liverpool, UK 9-11 August 2006 on the theme: Creativity, Governance and Transformation - The Building Blocks for Excellence. For more information go to:
<http://www.livjm.ac.uk/QMOD/>

Celebrate the 60th year of ASQ at the World Conference on Quality and Improvement on the theme 'Transforming the Face of

Quality' during May 1-3, 2006 in Milwaukee, Wisconsin. ASQ announces Academicians are eligible for both the early bird special rate and an additional discount of 10% for Academicians. You must use enter the SPECIAL RATE CODE: [AQCIAQ6](#) to get this discount. To register go to:

https://secure.asq.org/wcqi_2006_reg.html

Bertrand Jouslin de Noray Announces the 50th Annual EOQ Quality Conference to be held 28-31 May 2006 in Antwerp, Belgium on the theme: 'Exploring the New Roads to Transformation.' For more information go to:

<http://www.eoq50years.org/>

In the next CONTACT issue:

- Description of the IAQ organization
- Descriptions of IAQ Special Projects
- Descriptions of IAQ-sponsored events
- Definition of the IAQ Publication Policy
- Preview of the IAQ Meeting at the WCQI
- Preview of the IAQ Meeting at the EOQ

[The deadline for submitting personal news items, announcements or articles for the next issue of CONTACT is 15 March 2006! For additional information please contact the IAQ Publications V. P. Greg Watson at \[gregbss@aol.com\]\(mailto:gregbss@aol.com\).](#)
