

# Summary of the Future of Quality in Higher Education Summit

Dr. Lotto Lai



## GLOBAL VIRTUAL SUMMIT ON FUTURE OF QUALITY IN HIGHER EDUCATION





Dec 9, 10, 16, 17 (2022)

(6-8pm PKT, 5-7pm UAE, 2-4pm CET (Europe), 9-11am EDT (USA), 9-11pm PHT)

Future of Quality in Higher Education Summit is organized by the Quality in Education Think Tank (QiETT) of International Academy of Quality (IAQ), which is a global group of international experts and enthusiasts on Quality in Education. The summit will focus on changing trends in Quality aspects of higher education and sow the seeds to transform education in a rapidly changing world.

QiETT aims to be a useful and impactful IAQ space that helps in defining, improving, and providing access to quality in education and its improvement.



DAY 1, Dec 9 (Fri)	DAY 2, Dec 10 (Sat)	DAY 3, Dec 16 (Fri)	DAY 4, Dec 17 (Sat)
 <p>DR. KAMRAN MOOSA CEO PIQC INSTITUTE OF QUALITY PAKISTAN CHAIR, QiETT</p> <p><b>METACOGNITION: IMPROVING STUDENTS QUALITY OF LEARNING</b></p>	 <p>DR. LARS SORQVIST PRESIDENT ELECT INTERNATIONAL ACADEMY FOR QUALITY, SWEDEN</p> <p><b>EDUCATION 4.0 – GETTING HIGH QUALITY EDUCATION WITH BLENDED LEARNING</b></p>	 <p>DR. NARIMANE H. HAMOU CEO, CENTER FOR LEARNING INNOVATION AND CUSTOMIZED KNOWLEDGE SOLUTIONS, UAE</p> <p><b>QA IN NON- TRADITIONAL EDUCATION</b></p>	 <p>DR. JORGE J. ROMAN BUSINESS EXCELLENCE ADVISOR, DUBAI POLICE, UAE</p> <p><b>FUTURE TRENDS IN HIGHER EDUCATION</b></p>
 <p>DR. PEDRO SARAIVA VICE RECTOR, NOVA UNIVERSITY OF LISBON, PORTUGAL</p> <p><b>ENTREPRENEURIAL UNIVERSITIES</b></p>	 <p>PROF. MOUSTAFA HASSAN, VC (IC), HAMADAN BIN MOHAMMED UNIVERSITY, DUBAI, UAE</p> <p><b>GLOBAL IMPLEMENTATION OF A BENCHMARKING FRAMEWORK FOR ONLINE HIGHER EDUCATION</b></p>	 <p>DR. KIM STANSFIELD, UK REP IN INTERNATIONAL COUNCIL FOR QFD, UK</p> <p><b>TECHNOLOGY ENHANCED LEARNING (TEL): A VIRTUAL REALITY CASE STUDY</b></p>	 <p>ANIL SACHDEV PRESIDENT, TQM INTERNATIONAL LTD, INDIA</p> <p><b>NEW TRENDS IN QUALITY TRAININGS</b></p>
 <p>DR. LOTTO LAI EX-CHAIRMAN, HONG KONG SOCIETY FOR QUALITY</p> <p><b>INNOVATION METHODOLOGY &amp; TRAINING CASES IN HONG KONG UNIVERSITIES</b></p>	 <p>DR. NGO VAN NHON, PRESIDENT INSTITUTE FOR QUALITY ASSESSMENT AND DEVELOPMENT, VIETNAM</p> <p><b>SUSTAINABILITY EDUCATION DEVELOPMENT WITH INTEGRATED MANAGEMENT SYSTEMS</b></p>	 <p>DR. REY B. FREMISTA PRESIDENT PHILIPPINE SOCIETY FOR QUALITY, PHILIPPINE</p> <p><b>BEST PRACTICES OF PHILIPPINES QUALITY AWARD UNIVERSITIES</b></p>	 <p>DR. AHMAD ELSHENNAY PROF UNIVERSITY OF CENTRAL FLORIDA, USA</p> <p><b>QUALITY 4.0 IN HIGHER EDUCATION</b></p>
<p>SPECIAL TALK ON DEC 10 ON HOW TO SET-UP POLICIES AND PROCEDURES ON BENCHMARKING IN HIGHER EDUCATION</p>		 <p>DR. ROBIN MANN CHAIRMAN, GLOBAL BENCHMARKING NETWORK, NEW ZEALAND</p> <p><b>BENCHMARKING IN HIGHER EDUCATION</b></p>	



### FREE REGISTRATION

Please register with the QR Code  
or with the link - (<https://bit.ly/qiETT-iaq>)

## **IAQ QiETT Future of Quality in Higher Education Summit – Day 1**

Dr. Kamran Moosa (CEO, PIQC Institute of Quality, Pakistan; Chair, QiETT) was the first speaker and his topic named “Metacognition: Improving Students Quality of Learning – Students Perspective”. Firstly, he explained metacognition that defined as recognition, understanding and control of one’s own thinking and learning process.

[Metacognition: Improving Students Quality of Learning - Dr. Kamran Moosa - YouTube](#)

Then Dr. Moosa briefed students’ quality chain and quality requirements of employers & society. He identified seven changing trends from decreasing value-added learning to degradation of physical and psychological fitness under changing learning environment.

And then Dr. Moosa mentioned the Bloom’s Cognitive Domain and Teaching Trigonometry at the ‘Application Level’. He compared teacher’s capability and student’s learning based on six domains under Bloom’s taxonomy.

After that he evaluated student’s learning outcomes (SLO) and discussed how to align an unaligned course. The student feedback form was also demonstrated to survey SLO for online classes performance.

Finally, summary of results was demonstrated that teachers could understand student learning capability on different quality tools in this case. He added “Success equal to IQ plus EQ”. Lastly, Dr. Kamran Moosa concluded that only knowledge is not valuable but skill must be addressed. Both hard & soft skills must be developed by students and teachers. Building a better world means setting up foundation of students on sound Knowledge, Skills, Emotional Intelligence, Law Obedience and creating opportunities for better business opportunities for them.

Dr. Pedro Saraiva (Vice-Rector of the NOVA University of Lisbon; President of the Portuguese Association for Quality) was the second speaker and his presentation entitled “Entrepreneurial Universities Education”. Firstly, Dr. Saraiva explained what is an entrepreneurial and innovative Higher Education Institution (HEI) that to empower students and staff to demonstrate enterprise, innovative and creativity in teaching, research and the third mission.

[Entrepreneurial Universities - Dr. Pedro Saraiva - YouTube](#)

Then he explained why creative thinking in education because of different world, skills, people, values, priorities, organizations and societies, etc.

And then he discussed people behavior changed in the digital era. Therefore, Maslow Pyramid should be extended to add the connectivity needs as fundamental.

After that Dr. Saraiva encouraged to run out the comfort zone to learning zone and panic zone. He said role models are vital! He raised some creative environments for positive collisions and provided flexible solution such as MIT Schwarzman College of Computing, so as to redesign where we work and learn.

Lastly, he promoted disruptive innovation in education and the role of low-tech high-quality learning. He gave final message about that awards, rewards, incentives, recognitions and sharing are important in creative thinking.

Dr. Lotto Lai (Adjunct Professor, CityU; Former Chairman, HKSQ) was the last speaker and his topic named “Innovation Methodology & Training Cases in Hong Kong Universities”. In the beginning, Dr. Lai introduced the first IAQ/ANQ Symposium organized by IAQ in Hong Kong in 2012 and successful kick off education initiative in Asia Pacific.

[Innovation Methodology & Training Cases in Hong Kong Universities - Dr. Lotto Lai - YouTube](#)

Then he introduced HKSQ Model on development of quality professionals (QProfD Model) to align the needs between industry and universities. In order to fill those gaps, HKSQ had different professional certificates including CQE, CSSGB, CSSBB and CLabQS to accredit some local universities courses if met our body of knowledge. HKQF aligned with EQF was also briefed.

After that Dr. Lai briefed recently revamped courses in both CityU and PolyU for undergraduate and postgraduate programmes, so as to enhance innovation and entrepreneurship contents. One of example in CityU named “Professional Engineering Practices”.

Another revamped course named “Management of Innovation and Technology”. I added much more innovation contents including TRIZ and China original innovation methodology named “Extenics”. Thus students learned Extenics to generate their new products/services as well as using business model to give a proposal pitching for investor during the final group project presentation.

Finally, Dr. Lotto Lai showed students’ project self-evaluation results and selected some projects for demonstration. It concluded that innovation plus startup and entrepreneurship training had synergy effect to let students to learn the concept to create their ideal product and employ business model skill to convince investors for realizing their dream

Q&A Session performed at the end.

## **IAQ QiETT Future of Quality in Higher Education Summit – Day 2**

Future of Quality in Higher Education Summit is organized by the Quality in Education Think Tank (QiETT) of International Academy of Quality (IAQ) on 9 & 10 and 16 & 17 Dec 2022. It is the first global virtual summit arranged by QiETT. The day 2 was chaired by Mr. Matthew Barsalou (Co-chair, QiETT) on 10 Dec 2022.

Dr. Lars Sorqvist (President elect, IAQ, Sweden) was the first speaker and his topic entitled “Education 4.0 – Getting high-quality education with blended learning”. Dr. Sorqvist briefed the Industry 4.0 and Quality 4.0 and he questioned what about education in a digital world.

#### [Education 4.0: Getting High Quality Education with Blended Learning - Dr. Lars Sorqvist - YouTube](#)

Then he briefed the historical online opportunities through satellite-based conference since 1996 and then e-learning in 2002 but weak interest from student. After Covid-19 pandemic, 100% digital education performed over a night.

Dr. Lars Sorqvist said the new normal is blended that combining online education (IRT – in real time) with face-to-face classroom education (IRL – in real life). And then he compared both teaching mode.

After that he discussed the learning characteristics for online pedagogics including shorter lectures, breakout rooms discussion, teacher commitments as well as technology employed for digital teaching.

Finally, he discussed the important area for development future face-to-face learning. Some points were discussed including “Need for a higher level of interaction”, “Social and networking activities”, “Reflections and interactive learning”, “Flipped classroom and active learning”, “Time to learn”, “Need for new and creative learning environments” and “Never-ending learning”, etc.

Prof. Moustfa Noureldin Hassan (Vice-Chancellor for International Cooperation, Hamdan Bin Mohammed Smart University Dubai-UAE) was the second speaker and his presentation title was “Global implementation of Benchmarking Framework for Online Higher Education”. Firstly, he introduced Hamdan Bin Mohammed Smart University is the first accredited university for online education in the Arab world and has established since 2002.

#### [Global Implementation of a Benchmarking Framework for Online Higher Education - Dr. Moustafa Hassan - YouTube](#)

And then Prof. Hassan briefed the benchmarking framework journey since the launch of the international consortium in Feb 2019, Dubai.

After that the benchmarking framework dimensions were introduced that included “Teaching & Learning”, “Learner Services”, “Technology Environment”, “Outcome and Impact on Society”, “Diversity and Inclusiveness” and “Organizational Aspects”. There are 37 indicators in six dimensions.

Finally, Prof. Hassan demonstrated the criteria of dimension I and explained the marking range from 1 to 5 based on students’ satisfaction such as 1 (<30%), 2 (30%-50%), 3 (51%-70%), 4 (71%-85%) and 5 (>85%).

Lastly, Prof. Hassan showed some results and introduced a tool of benchmarking framework website that involved more information.

Dr. Ngo Van Nhon (President, IQAD; Chairman, VQAH) was the last speaker and his topic named “Sustainability Education Development with Integrated Management Systems Approaching”.

[Sustainability Education Development with Integrated Management Systems - Dr. Ngo Van Nhon - YouTube](#)

In the beginning, Dr. Ngo introduced ISO 9001 and ISO 21001 framework where ISO 21001 is more specific to education field.

Then Dr. Ngo compared 7 principles of ISO 9001 and 11 principles of ISO 21001. It was found three additional principles more than ISO 9001 and they were “Accessibility and Equity”, “Ethical Conduct” and “Data Security and Protection”. Moreover, the main focus of ISO 21001 is boarder than ISO 9001.

After that Dr. Ngo also showed the additional requirement comparison clause to clause with PDCA cycle.

Finally, Dr. Ngo demonstrated a case study in the Education and Training Department of Son La Province that found significant achievements resulting from IMS implementation (ISO 9001 and ISO 21001).

At the end of summit, Q&A session was performed.

**IAQ QiETT Future of Quality in Higher Education Summit – Day 3**

Future of Quality in Higher Education Summit is organized by the Quality in Education Think Tank (QiETT) of International Academy of Quality (IAQ) on 9 & 10 and 16 & 17 Dec 2022. The day 3 was chaired by Matthew Barsalou (Co-chair, QiETT) on 16 Dec 2022.

Dr. Narimane Hadj-Hamou (Founder & CEO, CLICKS, UAE) was the first speaker and her topic entitled “QA in Non-Traditional Education”. Firstly, she pointed out some trends challenging QA in Higher Education (HE) including accelerated rise in student enrolment numbers, internationalization in HE, shifting boundaries between institutional autonomy & accountability, as well as, technological advancements.

[Quality Assurance in Non-Traditional Education - Dr. Narimane H. Hamou - YouTube](#)

Then she briefed the digital education that is the innovative use of digital tools and technologies in teaching and learning and is often rereferred to as technology enabled education; encompassing online, flipped learning and hybrid learning. Different modes of learning spectrum were discussed.

Dr. Narimane mentioned the transition included three level and they were Marco Level (The National/Regional Dimensions), Meso Level (The Institutional Dimensions) and Micro Level (The Functional Dimensions). The Marco Level had 5 imperatives including Agile Policies, External QA, Co-creation, Digital Instructure and Partnerships.

And then she described the Institutional & Functional Level for transitioning to online education using 8 steps.

Finally, Dr. Narimane reviewed quality models for online and open education, as well as, benchmarking framework for online, open, smart and technology-enhanced Higher Education. Lastly, she introduced the UDL framework to overcome challenges of education.

Dr. Kim Stansfield (UK Rep. International Council for QFD (UK)) was the second speaker and his presentation named “Improving Technology Enhanced Learning (TEL) Selection & Deployment Using Modern QFD: A Virtual Reality Case Study”. In the beginning, Dr. Stansfield briefed his experience on QFD and achieved Akao Prize in 2016. He is also member of Voice of Customer Think Tank.

[Technology Enhanced Learning \(TEL\): A Virtual Reality Case Study - Dr. Kim Stansfield - YouTube](#)

Then he introduced the modern QFD based on ISO 16355 from part 1 to 8.

After that Dr. Kim Stansfield discussed the context Virtual Reality (VR) and Mixed Reality (MR) project in Warwick University since 2017. It is pioneering industry sponsored Bachelor and MSc Apprenticeships. Increase of Personalization in Education was observed.

Finally, Dr. Stansfield employed QFD for HE and analyzed HE stakeholder needs using stakeholder table. Lastly, case study evaluation of mixed reality and virtual reality was discussed.

Dr. Jorge J. Roman (Business Excellence Advisor, Dubai Police (UAE) was the third speaker and his presentation title was “Future Trends in Higher Education”. He quoted Forbes that “Higher education is facing one of its biggest periods of unknowns in recent memory. There’s not a single person or aspect of education that hasn’t been utterly shaken by the pandemic.”

[Future Trends in Higher Education - Dr. Jorge J. Roman - YouTube](#)

Dr. Roman then briefed some higher education’s challenges including personalized learner journey, gap between education and work, improving blended learning capabilities, and best possible student experience. Some future trends in Higher Education are also mentioned.

After that he briefed the work trends such as changing in work-life patterns, job polarization has reduced, existing jobs will disappear due to automation, etc. A multi-stage model was induced for re-training and re-education.

Finally, 70% of leaders believed that they needed new talent and skills covered soft and hard skills. Thus, 40% of workers would require reskilling of up to six months by 2024.

Dr. Robin Mann (Centre for Organizational Excellence Research, New Zealand) was the last speaker and his topic was “Benchmarking in Higher Education”. Firstly, he introduced two types of formal benchmarking and they were performance benchmarking and best practice benchmarking.

[Benchmarking in Higher Education - Dr. Robin Mann - YouTube](#)

Performance benchmarking is “the comparison of performance data that has been obtained from studying similar processes or activities.” It is useful for identifying strengths and opportunities for improvement such as financial measures and non-financial measures.

Best practice benchmarking is “the comparison of performance data that has been obtained from study similar processes or activities and identifying, adapting, and implementing the practices that produced the best performance results.” It is useful for “learning from the experience of others” and achieving breakthrough improvements in performance.

After that he introduced the Benchmarking Coordinating Unit in the organization. The unit reported to CEO directly and located in Director level. This unit is responsible to all benchmarking projects.

Lastly, Dr. Robin Mann introduced different projects employed benchmarking and part of education session since 2015.

Q&A session

#### **IAQ QiETT Future of Quality in Higher Education Summit – Day 4**

Future of Quality in Higher Education Summit is organized by the Quality in Education Think Tank (QiETT) of International Academy of Quality (IAQ) on 9 & 10 and 16 & 17 Dec 2022. The day 4 was chaired by Mr. Matthew Barsalou (Co-chair, QiETT) on 17 Dec 2022.

Dr. Rey Fremista (President, Philippine Society for Quality, Inc.) was the first speaker and his topic entitled “Best Practices of Philippine Quality Award Recipient Universities”. Firstly, Dr. Fremista played the video related to Philippine quality award.

[Best Practices of Philippines Quality Award Recipient Universities - Dr. Rey Fremista - YouTube](#)

State universities and colleges was one of public sections. Then Dr. Fremista briefed the visionary leaders that focusing on success, employs a robust and well-structured strategic planning and then he demonstrated the core values on valuing people.

After that Dr. Fremista briefed the customer-focused excellence through various systematic approaches and demonstrated a fact-based systematic evaluation and improvement in its processes.

Lastly, he briefed the supports on personal learning in university including faculty members and students about development programmes.

Dr. Ahmad Elshennay (The UCF Quality Institute) was the second speaker and his presentation topic was “Quality 4.0 in Education”. Firstly, he briefed what is quality 4.0 that it is a strategy to use data and digital technologies for a company, organization, group to enhance its ability to achieve stated quality goals.

[Quality 4.0 in Higher Education - Dr. Ahmad Elshennawy - YouTube](#)

Then he explained why need quality 4.0 because of data analytics and connectivity increasing trends, new business models and quality improvement using cases for industry 4.0. And then introduced the foundation of quality 4.0 that is intercept among of people, process and technology.

After that he quoted Bill Gates that “The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.” Dr. Elshennay explained further on data collection, analysis and automation opportunities.

Finally, Dr. Ahmad Elshennay mentioned three dimensions (People, Process & Technology) and 11 components of Quality 4.0 one by one.

Lastly, he demonstrated case study for quality 4.0 strategy in education of Higher Education Institutions (HEIs). The assessment methodology and quality 4.0 maturity levels are briefed. The overall Quality 4.0 Maturity Level Assessment Framework was introduced.

Some results of quality 4.0 maturity level of Saudi HEIs are showed.

Mr. Anil Sachdev (President, TQM Internaitonal Pvt. Ltd (TQMI) – India) was the last speaker and his topic named “New Trends in Quality Trainings”. He quoted Ishikawa that “QC starts and ends with education” in the beginning.

[New Trends in Quality Training - Dr. Anil Sachdev - YouTube](#)

Then he introduced the traditional methods of quality training including in-house training, training by external agencies, seminars & conference, and study missions.

After that he briefed the current trends from back to basics to data analytics.

I like the back to basics including 5S, Daily Work Management (DWM), QC Tools, etc. And some QM focused for Micro, Small and Medium Enterprises (MSME).

For new product development (NPD), the milestone steps were briefed in 14 phases. Finally, he concluded that basic principles of QM remained the same and avoid trap of the ‘flavour of the month’, as well as, more and more focus to be on business solution and data analytics.

Q&A session