

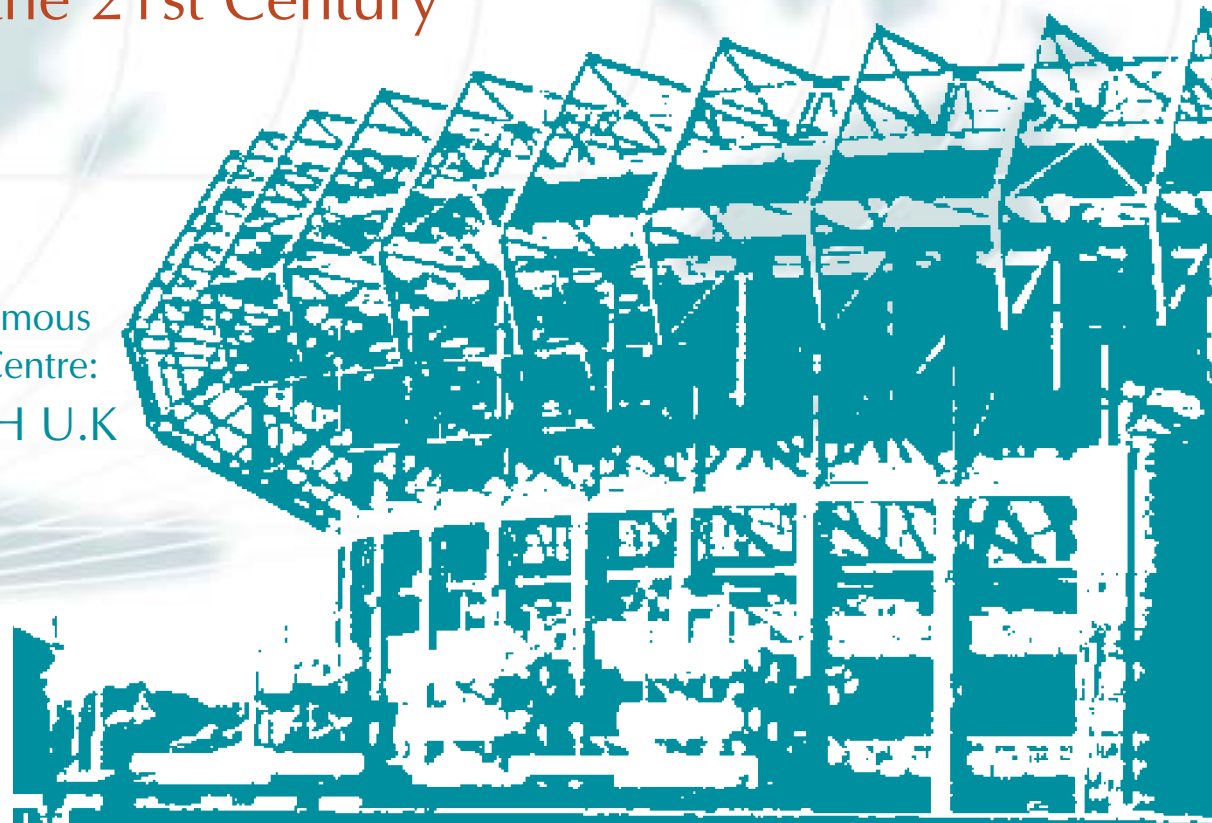


# 12th WORLD CONGRESS FOR TOTAL QUALITY MANAGEMENT

“Developing Competence to Improve Business Performance  
for Rapid Change in the 21st Century”

At the World Famous  
Murrayfield Stadium Conference Centre:  
EDINBURGH U.K

27th & 28th September 2007





# About the World Congress for TQM

The World Congress for Total Quality Management (WCTQM) has been established since 1996 by Prof Gopal K Kanji, Professor of Applied Statistics at Sheffield Hallam University and now the director of Kanji Quality Culture Ltd, Emeritus Professor at Sheffield Hallam University and Visiting Professor at Leicester University, UK.

The WCTQM has been the premier research, educational and training event for quality and business professionals working in the field of quality enhancement, academics and researchers focusing on improving business performance. The Congress, the first time in Scotland, will provide delegates with leading edge insights, practical skills and knowledge on what it takes to become a successful organisation in today's competitive business world. The Congress is a unique opportunity for business leaders and quality practitioners to share insights and learn from leading scholars, academics, researchers, consultants and peers at the forefront of leading on quality worldwide.

## Key Objectives:

- How to improve leadership, management capability and people strategy that can impact on business
- How to improve and sustain high levels of business performance
- How to develop and apply practical ideas and best practices in areas of Quality Management.

The Congress will provide ample opportunity to share good practice, experiences and insights through paper presentations and workshops on themes including:

- **Business Excellence • Leadership • Performance Measurement • Innovation**
- **Process Management & Improvement • Six-Sigma • Lean Six-Sigma • Benchmarking for Quality**
- **Developing Competence for Quality • People Development and Organisational Capability**
- **Lean and Rapid delivery approaches • Effective Customer Care and relationships**
- **Systems approach to management strategies • Performance measurement in Health Care**
- **Performance Measurement in Local Government • Leadership in Corporate Governance**

## Key Note Speakers



**Dr Tito Conti** is a Consultant on organisational quality, in particular organizational diagnosis for performance improvement. He is a member of the formal Assessment Task Forces of the two largest Italian Universities, La Sapienza in

Rome and Francesco II in Naples. He is Visiting Lecturer at several Italian and foreign Universities. He is President of the International Academy for Quality and Fellow of the American Society of Quality (ASQ). He is a member of Advisory Board of the e-TQM College in Dubai, a member of the World Tourism Forum for Peace and Sustainable Development (Brazil) and Honorary Member of the China Quality Association. He is a Past President of the Italian Association for Quality and the European Organisation for Quality, of which he is now Honorary Member. In 2004, he received the Lancaster Medal of the ASQ for his contributions to the study of TQM models, self-assessment and organisational improvement. He is the author, co-author or editor of numerous papers on organisation management and TQM. His book *"Organizational Self Assessment"* was published in 10 languages. He is on the editorial boards of 3 journals, was the main inspirer of Excellence Model of the European Quality Award. Dr Conti was educated at the University of Bologna and has worked for many years in the electronic and IT fields. In the 1980s, he was the CEO of an electronic company and was VP in charge of corporate quality at the Olivetti Group.



**Prof. John Oakland** is Executive Chairman of Oakland Consulting plc and head of its Research and Education Division, The European Centre for Business Excellence. He is Emeritus Professor in Business Excellence and Quality Management at Leeds University Business School. Over the last 25 years he has researched and consulted in all aspects of

quality management and business improvement in thousands of organisations. He is the author of several best selling books including *Total Organisational Excellence; Total Quality Management; Oakland on Quality Management; Statistical Process Control and Production* and hundreds of papers, articles and reports on various topics on these and related subjects. He is a Fellow of the Institute of Directors, Institute of Quality Assurance and Royal Statistical Society.



**Gregory H. Watson** is President of Business Excellence Solutions which focuses on the applications of strategic benchmarking, business assessment, breakthrough planning and systems engineering using the Six Sigma methodologies. He is an Assistant Professor in the Department of Industrial Engineering and Management at

Oklahoma State University and held a range of senior level positions at Xerox and Hewlett-Packard. He is also a Past-President and Fellow of the American Society for Quality (ASQ). In 2001, he was awarded the Lancaster Medal by the American Society for Quality in recognition of his global efforts in extending the body of quality knowledge. He has authored or collaborated on ten quality-related books including *Strategic Benchmarking* (John Wiley & Sons, 1993), *Six Sigma for Business Leaders* and *Design for Six Sigma: Innovation for Enhanced Competitiveness*, and his book *Design for Six Sigma* was awarded the American Society for Quality Crosby Medal for best book of the year. His latest book, *Strategic Benchmarking Reloaded with Six Sigma*, was published by John Wiley in 2007.



**Prof. Kostas Dervitsiotis** holds a PhD degree (1968) in Industrial Engineering from Oregon State University, USA. He has held a number of academic posts as full professor at the University of Piraeus (1985-2000) and Portland State University (1967-1980). He was the founder and Director of the European Masters in TQM (1994-2000), ex-chairman of its European

Academic Board and member of its EFQM Advisory Council. He served as the Chairman of the Department of Business Administration (1991-1995) and has been Research Associate and Visiting Professor and Scholar in Universities in Europe (Denmark, France, Spain) and the US. Professor Dervitsiotis is a member of the IAQ (2004), a member of the World Academy of Productivity Science (1986). He is the recipient of various awards for teaching excellence (Best Educators in America), research (IBM) and publications. He has published numerous articles and refereed papers on quality management and competitive analysis and is the author of 9 books including the award winning *"Becoming Competitive with TQM"* and *"Operations Management"*.



**Dr. Kai Kristensen** is co-founder of the Danish Quality Award (Den Danske Kvalitets Pris), a member of the board of the Scandinavian Academy of Management, a member of a large number of international professional organizations as well as a large number of company boards. He is the author of more than 100 scientific articles and several books. He is active within the

European Foundation for Quality Management, and is one of the founding fathers of the European Master in Total Quality Management (the EMTQM-programme). He is Chairman of the Technical Committee behind the European Customer Satisfaction Index and is one of the founders of the International Foundation for Customer Focus (IFCF) and director of research of this institution. Presently Dr. Kristensen is one of the managers of the Center for Corporate Performance, a research initiative involving several large Danish companies.



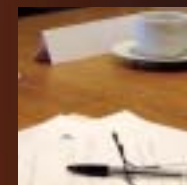
**Prof. Jiju Antony** is Director of the Centre for Research in Six Sigma and Process Improvement (CRISSPI), has published more than 150 refereed papers and 4 textbooks focusing on TQM and Six Sigma and his latest book *"World Class Applications of Six Sigma"* was published in September 2006 by Elsevier Science.

The recent work of the Prof. Antony includes collaborations with a wide range of organisations including Scottish Power, Rolls-Royce, Tata Motors, Bosch, Nokia, GE Domestic Appliances, Scottish Widow, 3M, Land Rover, GE Power Systems, Royal Bank of Scotland, Resolution Asset Management, etc. He is on the Editorial Board of over 8 International Journals and has recently been invited to the Scottish Parliament to deliver a talk on "Process and Quality Thinking for Creating World Class Business Leaders in Scotland by 2020".



**Prof. Gopal K Kanji** is the Director of Kanji Quality Culture and Emeritus Professor of Applied Statistics at Sheffield Hallam University. He is the founder editor of two international journals namely, *Journal of Applied Statistics* and *Total Quality Management & Business Excellence*. He has published over 90 research papers and 15 books on

*Statistics and Quality*, is an active member of ASQ, is President of the European Society for Organisational Excellence, Vice President of the International Foundation for Customer Focus and Vice President of the IAQ. In 2002, the ASQ awarded Prof Kanji the prestigious Grant Medal for his contribution to Quality.



# Programme & Schedule

## DAY 1 27th September



8.30 – 9.00

Registration and Coffee



9.00 – 9.30

Welcome Address and Opening Remarks:  
*Prof. Gopal K Kanji and Scottish Enterprise Nominee*



9.30 – 10.15

Developing Systems Thinking Related Competencies to Enhance Organisation's Fitness for Purpose;  
*Prof. Tito Conti*

10.15 – 10.45

Coffee Break

10.45 – 12.45

Parallel Sessions Presentations



12.45 – 13.30

Lunch Break

13.30 – 14.15

Quality and Operational Excellence: Turning Improvement into Reality in the 21st Century  
*Prof. John Oakland*

14.15 – 15.45

Parallel Sessions Presentations

15.45 – 16.15

Tea

16.15 – 17.00

Quality Competence: Clear Thinking and Decisive Acting;  
*Prof. Gregory Watson*

17.00 – 18.30

Networking

18.30 – 19.30

Civic Reception & Official Address

20.00 – 21.30

Conference Dinner





## DAY 2 28th September

9.00 – 9.45

**Exploring the Connection of Innovation Process Quality and Sustainable Competitive Advantage**

*Prof. Kostas Dervitsiotis*

9.45 – 10.45

**Parallel Streams Presentations**

10.45 – 11.15

**Coffee**

11.15 – 12.00

**Managing the Value Chain**

*Dr. Kai Kristensen*

12.00 – 13.00

**Lunch**

13.00 – 15.00

**Parallel Stream Presentations**

15.00 – 15.20

**Tea**

15.20 – 16.05

**A Perspective on the Future of Six Sigma**

*Prof. Jiju Antony*

16.05 – 16.50

**Performance Measurement: The Path to Excellence**

*Prof. Gopal K Kanji*

16.50 – 17.30

**Closing Remarks and Congress 2008**





# Enhancing Involvement: Sustaining Learning

- A pre-event reading pack will be sent out electronically and will be available at [www.tqmworldcongress.com](http://www.tqmworldcongress.com)
- Presentations from the Congress will be published as a Book of proceedings by Kingsham Press, Chichester, UK.
- The best Papers will be published as a special edition of the International Journal of TQM and Business Excellence
- Any additional masterclasses and specific workshops available will be publicised at [www.tqmworldcongress.com](http://www.tqmworldcongress.com)

## Accommodation and travel arrangements

Delegates wishing accommodation over the 2 days are requested to consult the list of Hotels and other accommodation at the [www.tqmworldcongress.com](http://www.tqmworldcongress.com) site and to make their own bookings and arrangements direct with the hotel of their choice. Please see travel details on getting to Murrayfield Stadium at the Congress website.



# Order Form

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## Delegate fees:

**Early bird rate**  
for the full Congress  
[before 30th July 2007]  
£575 per delegate.

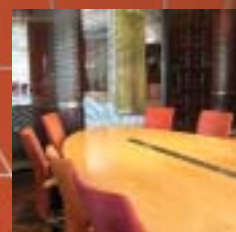
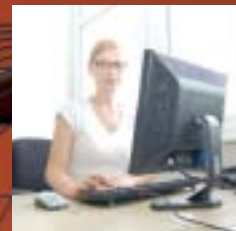
**Early bird rate**  
for 1 day only:  
[before 30th July 2007]  
£295 per delegate.

**Normal rate**  
for the Full Congress  
[from 1st August 2007]  
£675 per delegate.

**Normal rate**  
for 1 day only  
[from 1st August 2007]  
£395 per delegate.

### Booking Form Conditions.

Reservation is a contract. Cancellation must be made 4 weeks before the event in which case a refund less £50 administration fee will be made. Within 4 weeks of the event refund is not possible, but a substitute delegate may attend instead. The organisers reserve the right to change the programme or venue in the event of unforeseen circumstances.



# Masterclasses **Series**

- **Talent Management**

*Sharing good practice from world class companies with Doug Ready  
September 2007*

- **Appreciative Inquiry**

*A masterclass and 2 Day Skills Development Programme led by David Cooperrider  
October 2007*

- **Strategies for Effective Professional Service Firms**

*A masterclass with David Maister  
November 2007*

## About **Aeneas**

Aeneas is a knowledge transfer company, established to promote and support the spread of good practice in the public and private sectors through publications [monographs, handbooks, texts and proceedings] and educational activities [expert seminars and masterclasses].

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