



QUALITY AND EXCELLENCE WEEKS

15-29 SEPTEMBER 2021



- QUALITY AND DIGITIZATION
- QUALITY AND PUBLIC SECTOR
- QUALITY-CULTURE AND LEADERSHIP
- QUALITY AND IMPROVEMENT WORK
- QUALITY, EXCELLENCE AND CORPORATE DEVELOPMENT
- GLOBAL QUALITY WORK - LEARNING FROM EACH OTHER

PROGRAMME WEDNESDAY SEP 15

09.30-12.00 OPENING SESSION

Lennart Sandholm; *Past President Sandholm Associates AB*
 Lars Sörqvist, *President and Partner Sandholm Associates AB*
 Christian Levin, *President and CEO Scania*
 Noriaki Kano, *Honorary Chairperson, Asian Network for Quality(ANQ), and Honorary member, American Society for Quality and International Academy for Quality*
 Mats Deleryd, *President & CEO of the Swedish Institute for Quality, SIQ*

12.30-13.15 Shinichi Sasaki, *Appointed President of JUSE and IAG, Past Executive Vice President, Toyota Motor Corporation* **Challenge of 'Quality-Oriented Management' - Correspond to changing Social & Customer Needs.** ●

13.15-14.00 Duan Yonggang, *Vice President & Secretary General of China Association for Quality (CAQ)* **Made in China - 40 Years' Journey to High Quality Development** ●

14.00-14.45 Janak Mehta, *Chairman & Managing Director of TQM International Pvt. Ltd. (TQMI)*
 Mahendra Yadav, *Director of Caizin LLC*
TQM/Business Excellence leveraging ICT* for the benefit of organization, its customers, and the society ●

14.45-15.30 Sr. Mary Jean Ryan, *President/CEO Emeritus of SSM Health* **Service is more than a kindly act; it has the power to heal** ●

15.30-16.15 Jörgen Nordenström, *Emeritus Professor of Surgery, Dept Molecular Medicine & Surgery Karolinska Institutet* **The Challenge of Improving Value in Healthcare** ●

16.15-17.00 Elizabeth M. Keim, *Current Chair and former President of the International Academy for Quality (IAQ)* **Preparing Quality Professionals for the Future** ●

17.00-17.45 Bo Bergman, *Professor emeritus, Quality Sciences* **Reflections on the Covid-19 pandemic from a quality improvement point of view** ●

21.00- LATE NIGHT SPEECH



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PROGRAMME THURSDAY SEP 16

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|-------------|---|---|
| 08.00-09.15 | Greg Watson, <i>Past-Chair and Honorary Member of the American Society for Quality (ASQ)</i>
Augmenting the Actual with the Abstract: An Austere AI Application | ● |
| 09.15-10.00 | Willy Vandenbrande, <i>Founder and President of QS Consult</i>
Lost in the Unpredictable World | ● |
| 10.00-10.45 | Elmer Corbin, <i>Founder and Managing Director The Corbin Company LLC and Past Corporate Quality Executive IBM</i>
Quality-Driven Digital Transformation | ● |
| 10.45-11.30 | Joseph A. DeFeo, <i>Chairman Juran Institute</i>
Wanted! Chief Quality Officers | ● |
| 12.30-13.15 | Miflora M. Gatchalian, <i>PhD CEO, Quality Partners Company, Ltd.</i>
Culture Based "Sugod" approach to TQM The case of People 360 Consulting Program | ● |
| 13.15-14.00 | David Hutchins, <i>Chairman and Senior consultant David Hutchins Innovation Limited</i>
The core concept of Hoshin Kanri and Total Quality Management | ● |
| 14.00-14.45 | Gerth Forlin, <i>Global quality director for Rosemount Tank Radar AB</i>
Fact Driven Product Reliability Growth - Our Journey the Recent Ten Years | ● |
| 14.45-15.30 | PANEL Possibilities and effects of linking quality to sustainability | |
| 15.30-16.15 | Ronald D. Snee, <i>Founder of Snee Associates, LLC</i>
Holistic Improvement - Taking Improvement to the Next Level | ● |
| 16.15-17.00 | Dag Kroslid, <i>Chief Operating Officer (COO) of the NorDan Group and Managing Director of NorDan AB</i>
How NorDan AB actively apply the SIQ Management Model to become a better company in times of disruption | ● |
| 17.00-17.45 | Eva-Lena Sahlström, <i>Manager of Quality and Continuous Improvement at Sandvik Coromant AB</i>
Inclusion, how Sandvik Coromant have motivated people and the importance of having focus on humans in a high tech company | ● |



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PROGRAMME **FRIDAY SEP 17**

- 08.00-09.15** Sunil Sinha, *President Director of Tata Sons for Middle East and North Africa* **Tata Business Excellence Journey – A Race without a Finish Line** ●
- 09.15-10.00** Patricia C. La Londe, *Past Chair of the ASQ Board of Directors* **Management of Risk** ●
- 10.00-10.45** A. Parasuraman, *Emeritus Professor of Marketing and James W. McLamore Chair Emeritus at the Miami Herbert Business School, University of Miami* **Origins, Evolution and Future of Service Quality: Personal Reflections** ●
- 10.45-11.30** Catherine Y. P. Chan, *President of Hong Kong QFD Association, Secretary General of Asia QFD Association* **Deployment: Centrality of QFD** ●
- 12.30-13.15** **Q&A** Session
- 13.15-14.00** Stephen Hacker, *CEO Transformation Systems International, LLC and past Senior Leader at Procter & Gamble* **Transformational Leadership: Addressing accelerated change and increased complexity** ●
- 14.00-14.45** Eric Hayler, *Principal of the Hayler Group and Past Manager Continuous Improvement at BMW and Amazon* **Continuous Improvement in Education** ●
- 14.45-15.30** Austin S. Lin, *Past President of ASQ* **Technology's Future from Quality's Past** ●
- 15.30-16.15** Folke Höglund, *Past Quality Assurance Manager for the SKF Group* **How to establish a win/win relationship with Suppliers** ●
- 16.15-17.45** **WORKSHOP** Using new technology and digital tools in quality work
- 21.00-** **LATE NIGHT SPEECH**



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PROGRAMME **MONDAY SEP 20**

08.00-09.15	James Harrington, <i>Chief Executive Officer for the Harrington Management Systems</i> Total Innovation Management Excellence - TIME	●
09.15-10.00	Ulf Gustavsson, <i>Secretary General, European Organization for Quality, EOQ</i> Generate Growth - Leadership that makes a difference	●
10.00-10.45	Nancy Nouaimeh, <i>Regional Director of American Society for Quality, EMEA</i> Quality initiatives in Middle East and Africa; Then, now and in the future	●
10.45-11.30	PANEL Quality 4.0 - quality work in a future digital world?	
12.30-13.15	Zhuohui Liu, <i>President of China Trade Association for Anti-Counterfeiting</i> Construction of Quality Infrastructure in Digital Age	● ●
13.15-14.00	Benito Flores, <i>Dean of the School of Engineering at the Universidad de Monterrey</i> Quality 4.0: Takes more than technology	●
14.00-14.45	Paul Lillrank, <i>Professor of Quality and Service Management at Aalto University School of Science</i> Personalized care with Mass Production Efficiency - Overcoming Patient Process Fragmentation and Breaks with the Virtual Care	●
14.45-15.30	Anders Janson, <i>Colonel and Director Swedish MAA, Swedish Armed Forces</i> The power of the safety culture for learning organizations and how audits performed in a positive spirit, creates improved flight safety	●
15.30-16.15	Raul Molteni, <i>CEO Improvement Management Consulting Group LLC and CEO Blecx SAS</i> Change management is not a fad, it's a fact based need	●
16.15-17.45	Glenn Mazur, <i>Executive Director of the QFD Institute and International Council for QFD</i> Introductory Tutorial on Modern QFD and ISO 16355	●
18.00-	DIGITAL DINNER	

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PROGRAMME TUESDAY SEP 21

08.00-09.15	<i>A. Blanton Godfrey is the Joseph D. Moore Distinguished University Professor in North Carolina State University's Wilson College of Textiles</i> Impact	●
09.15-10.00	Pedro Manuel Saraiva, <i>Dean of NOVA IMS</i> Quality 4.0: same principles, new challenges!	●
10.00-10.45	Ulrika Tysk Wrang, <i>Senior Director Datadriven Consumer Quality at Volvo Cars</i> Daniella K Becner, <i>Customer Satisfaction & Operational Excellence Care by Volvo, Volvo Cars</i> Quality in transformation	● ●
10.45-11.30	Narayanan Ramanathan, <i>Past President of Indian Society for Quality (ISQ) and Vice President of International Academy for Quality (IAQ)</i> Quality 21C - What Corporate Leadership Must Do	● ●
12.30-13.15	Matz Nilsson	●
13.15-14.00	Elizabeth Cudney, <i>Associate Professor of Business Data Analytics in the John E. Simon School of Business at Maryville University</i> Analyzing the Voice of the Customer in Healthcare	●
14.00-14.45	Pal Molnar, <i>Professor for Quality Management and Food Quality and Safety at the University of Szeged</i> Trends in the European Quality Movement in the Last 50 Years	●
14.45-15.30	Jonas Larsson, <i>Owner & Vice president of Skandia Elevator</i> Jerry Olsson, <i>Quality & Production Engineering Manager at Skandia Elevator</i> Our journey - 107 years of development	●
15.30-16.15	Bjørn Andersen, <i>Professor of quality and project management at the Norwegian University of Technology and Science</i> Performance Measurement: A Powerful Improvement Tool, but Beware of the Ten Pitfalls	●
16.15-17.45	WORKSHOP How to increase leadership commitment?	
21.00-	LATE NIGHT SPEECH	

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PROGRAMME WEDNESDAY SEP 22

- 08.00-09.15** Wang Li, *Vice President of Haier Smart Home and General Manager of Haier Air Conditioning*
Best User Experience – The Practice and Performance of Quality Objectives in Air Conditioning Industry
- 09.15-10.00** Anders Fundin, *Director of Research at SIQ – the Swedish Institute for Quality*
Mats Deleryd, *President & CEO of the Swedish Institute for Quality, SIQ*
Towards societal satisfaction in a fifth generation of quality – the SIQ Management Model
- 10.00-10.45** Fugee Tsung, *Chair Professor of the Industrial Engineering and Decision Analytics and Dean of the Information Hub, Guangzhou Campus*
Industrial Analytics Research and Education Facing Digital Transformation
- 10.45-11.30** **PANEL** Quality management on executive level
- 12.30-13.15** Anna-Karin Alm, *CEO of SDS MedteQ*
Quality Management System – A headache or a strategic game-changer
- 13.15-14.00** John Dew, *Author and Past Training Manager at Lockheed Martin*
Quality and workforce development
- 14.00-14.45** Vadim Lapidus, *Director General of Center Prioritet Russia*
Approach System of Systems (SoS) and its Application for Development of Integrated Quality and Lean Systems
- 14.45-15.30** Ola Svanström, *Quality Manager for ABB Sweden*
It is challenging to get the temperature of an organizations quality performance
- 15.30-16.15** Edwin Garro, *Regional Director on the Geographic Communities Council for the Mexico, Central, and South America region*
Developing Creative Thinking for better Kaizen Results
- 16.15-17.00** **Q&A** Session



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PROGRAMME THURSDAY SEP 23

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|-------------|--|---|
| 08.00-09.15 | Huang Qingfeng, <i>Regional Executive General manager of Yangtze River of CCCC (mother company of ZPMC)</i> The reconstruction of quality management in the digital age | |
| 09.15-10.00 | Yukihiro Ando, <i>Board Member of the International Academy for Quality and Consultant</i> Introduction to JSQC Standards | ● |
| 10.00-10.45 | Paulo Sampaio, <i>Professor of Quality and Organizational Excellence, University of Minho</i> Quality 4.0: The new era of quality | ● |
| 10.45-11.30 | Jamison V. Kovach, <i>Professor in Project Management at the University of Houston</i> Data: Guilty Until Proven Innocent | ● |
| 12.30-14.00 | WORKSHOP The Quality Management System of the future | |
| 14.00-14.45 | Karl Williams, <i>Quality Assurance Manager at Senseair AB</i> From Novice to Master Black Belt - practical competence development | ● |
| 14.45-15.30 | Miroslav Drljača, <i>Assistant Professor University North, Croatia and President and CEO at Zagreb Airport, Ltd.</i> Quality Management system implementation project in the public administration of the Republic of Croatia | ● |
| 15.30-16.15 | Fredrik Hedfors, <i>Head of Quality at CEVT</i> The definition of mobility, by CEVT | ● |
| 16.15-17.00 | Zigmund Bluvband, <i>President of ALD Group</i> How to Lean on Lean? Some thoughts about the Organizational effectiveness | ● |
| 17.00-17.45 | Sanna Nyberg, <i>Platschef på Atea Dalarna</i> Effektmålet måste ligga i fokus när vi digitaliserar | ● |



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PROGRAMME **FRIDAY SEP 24**

- 08.00-09.15** Marcos E. J. Bertin, *Honorary member, American Society for Quality and International Academy for Quality* ●
Javier Negri, *Professor of Corporate Law & Governance, Universidad Austral; IGEP*
Hugo Strachan, *Past President Hewlett Packard Argentina*
Philip Armstrong
- 09.15-10.00** Mike Lubrano, *Co-Founder and Managing Director, Corporate Governance and Sustainability at Cartica Management, LLC*
Mats Isaksson
The future in Corporate Governance
- 10.00-10.45** Per Ciwesson, *Business Transformation Manager in Tetra Pak* **Future is bright but also different** ●
- 10.45-11.30** **Q&A** Session
- 12.30-13.15** Therese Ankare, *Head of Quality and Environment at MTR Nordic* **Key success factors for MTR - double recipient of the Swedish Quality Award - from a quality perspective** ● ●
- 13.15-14.00** Jorge Roman, *Consultant at Dubai Police* **Building a Culture of Service Excellence** ● ●
- 14.00-14.45** Paul Harding, *Chariman of the South African Quality Institute board* **Creating Quality in South African Schools** ●
- 14.45-15.30** Sofia Brunér, *Kvalitetschef Skövde Kommun* **Fokuserat kvalitetsarbete ger goda ekonomiska effekter i Skövde kommun** ●
- 15.30-16.15** Matthew Barsalou, *Researcher at Poznan University of Technology* **Ishikawa Diagrams: Criticisms, Solutions, & Advice** ●
- 16.15-17.45** **WORKSHOP** Challenges for quality professionals - today and in the future
- 21.00-** **LATE NIGHT SPEECH**



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PROGRAMME **MONDAY SEP 27**

08.00-09.15	Pathmani Mangalika de Silva, <i>President Asia Pacific Quality Organization</i> The Role of Perceived Quality in Building Market Share: A Comparison of Brand Values	●
09.15-10.00	Kazuyuki Suzuki, <i>Professor Emeritus and Project Professor, University of Electro-Communications</i> Reliability and Prevention Beforehand	●
10.00-10.45	Robin Mann, <i>Head of the Centre for Organisational Excellence Research, Massey University</i> Importance of Benchmarking & Business Excellence in Today's World	●
10.45-11.30	Bengt Seger, <i>Site Manager at Sandvik</i> Leadership and the importance of clarity for successful quality work	●
12.30-13.15	Erika Leonardi, <i>Trainer, consultant, writer and lecturer on management issues</i> Service management as success factor	●
13.15-14.00	Jonas Telander, <i>Quality manager at Power's Nordic Distribution Center</i> When Quality took lead on the system development	●
14.00-14.45	David Dreven, <i>Master Black Belt at Swedish Match</i> Niklas Sommargren, <i>Master Black Belt at Swedish Match</i> Change starts from within - How Swedish Match have worked with continuous improvement through internal inclusion, culture and engagement within Supply Chain	●
14.45-15.30	Geoff Vining, <i>Professor of Statistics at Virginia Tech</i> Shewhart and Quality 4.0	●
15.30-16.15	Peter Alvarsson, <i>Head of Operational Excellence EMEA Supply AstraZeneca</i> Accelerating the Lean transformation in AstraZeneca by investing in Lean Leadership capability uplift	●
16.15-17.00	Rey Fremista, <i>President, Philippine Society for Quality, Inc.</i> Leading in an Era of Digital Transformation	●
17.00-17.45	PANEL Future development of the Quality Management System	
18.00-	AFTER WORK	

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PROGRAMME TUESDAY SEP 28

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| 08.00-09.15 | Janet Raddatz, <i>President ASQ and Past Vice President of Quality & Food Safety Systems Sargento Foods Inc.</i> 2020 ASQE Insights on Excellence Report | ● |
| 09.15-10.00 | Henrik Røjare, <i>Director of Product & Project Management at Cambrex Karlskoga AB</i> Operational Excellence at Cambrex Karlskoga AB | ● |
| 10.00-10.45 | Abraham Fenn, <i>Chairman & President New Zealand Organisation for Quality</i> New Zealand Organisation for Quality (NZOQ) | ● |
| 10.45-11.30 | Lotto Lai, <i>Adjunct Professor in the Department of Advance Design and System Engineering (ADSE), The City University of Hong Kong</i> Introduction of Extension Innovation Method and its Application | ● |
| 12.30-13.15 | Tiia Tammaru, <i>Member of the Board, Honorary Member, Estonian Association for Quality</i> Thirty Years of Quality Development in Estonia: A Story of Transformation | ● |
| 13.15-14.00 | Jesper Stenberg, <i>Head of Quality Management and Production Control, Region Skåne County Council</i> Quality Improvement is for everyone! | ● |
| 14.00-14.45 | Ekaterina Spiridonova, <i>Head of Operational Excellence and Quality at PostNord Oy</i>
Rory McIntyre, <i>Development Manager at Neste Ltd.</i> Virtual Gemba: leading and facilitation of process improvement events in a virtual world | ● |
| 14.45-15.30 | Anna Zerne, <i>Kvalitetschef Capio S:t Görans Sjukhus, Capio (Ramsay Générale de Santé)</i> Våra patienter - kompletterar och ger ny kraft till vårt förbättringsarbete! | ● |
| 15.30-16.15 | Per Fahrman, <i>Förbättringsledare Engströms Bil</i> Se förbättringsmöjligheterna och våga använda dina Lean kunskaper. | ● |
| 16.15-17.45 | WORKSHOP Development of supplier quality | |
| 21.00- | LATE NIGHT SPEECH | |



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PROGRAMME WEDNESDAY SEP 29

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| 08.00-09.15 | Ajay Naik, <i>Managing Director & Country Manager at SKF Sverige AB</i> | ● |
| 09.15-10.00 | Nicklas Bergström, <i>CEO of Consilium Safety Group</i> Quality-oriented Corporate development | ● |
| 10.00-10.45 | Ji Deng "Public commitment" in the service sector | |
| 10.45-11.30 | Grace L. Duffy, <i>President Management & Performance Systems</i> Cultural and country management sustainability through the SAC-Model | ● |
| 12.30-13.15 | Harnek Singh, <i>Past President, Asia Pacific Quality Organisation</i> Continual Productivity Improvement in-spite resource constraints | ● |
| 13.15-14.00 | SESSION ENDING | |