



monitor

A Quarterly Newsletter of the Asia Pacific Quality Organization (APQO)

Please
Deliver to

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TIME TO SAY GOODBYE....

It has been a full twenty years of stewardship of the Asia Pacific Quality Organization (APQO) for me. I had been with the organization from the time it was conceived in 1981 in the Philippines, to the time it was born in Mexico in 1983 and baptized and legalized in China in 1985. Now I believe it is time to transfer the helm to a younger generation. APQO deserves to grow and prosper and a younger touch can probably give it the youthfulness it so richly deserves.

I have decided to retire effective after approval by the APQO Core Council members but not later than December 30, 2002. Co-terminus with my retirement is that of Ms. Carmen Loot who served as APQO Treasurer through all these years, yet remained mainly in the background. She received a Plaque of Appreciation at the 8th APQO Conference in China. How I wish APQO could have given her more than just a plaque.

At the 10th APQO Annual meeting in year 2000 in Scottsdale, Arizona USA, the Core Council approved the position of Deputy Secretary General and accepted Ms. Victoria Vallesterro to hold the position. This was an important consideration because the position of Secretary - General is not an easy job. One has to have certain capabilities to handle the work properly, having to deal with the international community. I have requested permission from San Miguel Corporation authorities to allow Ms. Vallesterro time to train for and later perform her functions as the new APQO Secretary General. (Her picture and brief bio-data was presented in the APQO Monitor, Vol. XIV No. 1).

I hope you will all welcome Ms. Vicky Vallesterro as your new Secretary – General and extend to her the same full support and cooperation you gave me during my watch. Good luck and God speed, thank you all and *au revoir*...Dr. Miflora (May) M. Gatchalian, outgoing APQO Sec-General.

17 YEARS OF APQO EXISTENCE ... The 8th APQO Conference marked a full cycle of APQO life since it was in Beijing, China in 1985 when the APQO charter was approved by the founding Core Council and individual members. All individual founding members carry the prefix FMN (Founding member number) before their number and after their name. There were twelve original member countries in the Core Council. The following pages show APQO through the years, with a hope that history will not be forgotten by succeeding leaderships. This is the **4th Quarter APQO Monitor (2002) and the last issue** I prepare for you. I hope you will enjoy reading it as I bid you all good bye and good luck ---



At left, the **FIRST APQO Conference** held on October, 1985 in Beijing, China, but this was the 3rd Asia Pacific Congress on Quality Control (APQC'85). The first was held in the Philippines (APQC'81) hosted by then Philippine Society for Quality Control. The second was in Mexico (APQC'83) sponsored by IMECCA. But the 4th (APQC'88), held in conjunction with the 2nd APQO Conference, in Seoul Korea, hosted by Korean Standards Association (KSA) dropped the Quality Congress number, thereby also dropping part of APQO history.

Photo at right shows the honored guests, who were well-known top-ranking Chinese government officials who promoted the opening of China to the world. It should be remembered that the **APQCO Conference (APQC'85)** was the first International Conference ever to be held in China. It was a historic event from the point of view of China and the world. I remember how, as APQO Ad Hoc Committee Chair I was asked to limit the number of International delegates to not more than 200 since there were no hotels available to foreigners. There was also difficulty for US Dollar exchange. At extreme right in the picture is **Dr. Yuanzhang Liu**, the person responsible for APQC'85 and for supporting APQO formation in Beijing.



At extreme left is **Ms. Carmen Loot**, the lady behind the scene who was the APQO Treasurer (since 1985). From **zero funding** at the time of the organization's conception, she managed to save for APQO a sizeable amount which she recently turned over to **Ms. Zeny Veloso**, the new APQO Treasurer. She was also a member of the Ad Hoc Committee formed in 1981, chaired by **Dr. Miflora M. Gatchalian** who was given the charge to organize the APQO. Through all those years, there was **Gen. Walt L. Hurd** (extreme right), past ASQ President, who supported the formation of APQO and in whose honor the **Walt L. Hurd Foundation** was formed. Next to **Walt** is wife **Ann**, who gave much moral support to the APQO.



The **2nd Asia Pacific Quality Control Organization Conference** was held three years later on October, 1988 in Seoul Korea. Through the efforts of **Dr. Jong Wan Choi** (at the rostrum at right), with able support of **Mr. Hyun Woo Shin**, KSA won the bid to host the second triennial Conference. This was also a very successful affair in terms of organization and execution. It was at this time that the **first APQO President was elected**. At the Beijing Conference where the APQO charter was approved, both **Dr. Kaoru Ishikawa** and **Dr. H. James Harrington** were requested to serve as **Honorary Presidents** representing Asia and the Pacific, respectively, since an APQO President could not yet be elected, then.



“Quality the International Language” was the theme of the **3rd APQCO Conference** held in New Zealand on March, 1991 under the leadership of **Mr. Mark Dykes**, New Zealand Organization Quality Control (NZOQ) President. He was later elected as the **second President of APQO**. It was during his second term of Office that the **Walt L. Hurd Foundation (WLHF)** was formed. Shown in the photo are two APQO Founding individual members. At left is **Mr. Ed Kolinka (FMN 0023)** who offered for free a web space for APQO, as well as his services. At right is Prof. Louie Schultz (LM003), now an APQO life member.



The Institute for Quality Control Malaysia (IQCM) was the host of the **4th APQCO Conference** which was held on August 8-10, 1994. **Dato Aziz Mat** was then President of IQCM. In the Core Council meeting at this time, it was decided that succeeding APQCO Conferences be made biennial and the “C” for “Control” in APQCO be dropped. Shown in the photo at right are some members of the APQO Core Council. From left seated: A. Mat, an IQCM Official, Y. Liu and M. Dykes. Standing from left: J. Gonzalez Prado, Z. Veloso, four IQCM Officials, W. Hurd, M. Gatchalian and Nguyen .Huu Thien (Director of DSQ-Vietnam)





The **5th APQO Conference** (October 21-23, 1996) was hosted by the Philippine Society for Quality, led by **Ms. Zenaida Veloso**, lady in left photo. She was then the immediate past President of the Philippine Society for Quality Control (PSQC) and current APQO VP for Conferences. This was the first time PSQC hosted an APQO conference after it conceived the organization of APQO in 1981. There were more than 700 local and international delegates, including 23 world-renowned quality gurus who were speakers. It may be remembered that the first Asia Pacific Quality Control Conference was held on December 4-6, 1981 in Manila under the leadership of the PSQC. It was at this time that the *ad hoc* Committee was formed with the major assignment of following-through the formation of the APQCO. At the right hand side of **Ms Veloso** is **Mr. Lim Chong Chuan** (MN 0046) of Malaysia, who was very supportive of the APQCO. After he resigned from APQO we lost tract of Mr. Chong - any information about him would be most welcome.

Picture at right shows people very important to APQO, from left: **Mrs. Kaoru Ishikawa**, **Dr. Jim Harrington**, **Dr. Val Feigenbaum** and **Mrs. Walt L. Hurd**. All four of them graced the **5th APQO Conference (APQO'95)** in Manila. Jim is President of the Walt L. Hurd Foundation (WLHF) which was formed to honor the memory of **Gen. Walt L. Hurd** who was one of the APQO pillars. **Val** was the first recipient of the **Harrington-Ishikawa (H-I) Award** for Excellence as the World's Quality Professional. This award was presented to **Val** by **Mrs. Ishikawa**. The first WLH Award for World Quality Executive was presented to **Mr. Takanori Noneyama** by **Mrs. Hurd**, widow of Gen. Hurd and WLHF adviser. Recently, WLHF lost **Ann**.



Important international guests at the **5th APQO Conference** are shown in the picture at left. Standing from left are: **Ms. Ophelia Barretto** (USA), Eng. **Jose Gonzales Prado** (Mexico), **Ms. Ann Hurd** (USA), **Dr. Yoshio Kondo** (Japan), **Dr. Yossi Bester** (Israel), **Mrs. Y. Bester**, **Dr. John Hromi** (USA), **Dr. James Harrington** (USA). Except for Mrs. Bester, all those in the picture presented a paper on their experiences as quality practitioners in their respective countries. Ann spoke about Walt and his quality-related activities all over the world including his hopes and dreams for the APQO. Her paper served as an inspiration to most of the APQO pillars. **Dr. Hromi** (APQO MN 0080) was then President of Rochester Institute of Technology in New York. **Dr. Bester** was President of Israel Quality Organization.





The **6th APQO Conference** was held for the second time in Seoul, Korea on September 14-16, 1998. This was hosted by the Korean Standards Association (KSA) under the leadership of **Mr. Ahn, Kwang Koo**, Chairman and CEO of KSA and ably assisted by KSA's International Relations Department Manager, **Mr, Hyun Woo Shin**. Picture at left shows Mrs. Kaoru Ishikawa, with her son (interpreting her Japanese speech) addressing the Conference delegates. Note the backdrop about the Conference and sponsors. Despite the economic crisis,

KSA achieved its target of having at least 500 participants from 22 countries. KSA also presented, with pride their **Conference Proceedings**.

The picture at right shows **Dr. James Harrington**, APQO Adviser and President of WLHF patting the shoulders of **Mr. Feliciano Torres**, President and CEO of YAZAKI-TORRES Manufacturing Inc. (YTMI). Mr. Torres received the **Walt L. Hurd World Executive Medal**, a prestigious award given by the APQO- WLHF in recognition of the manner in which he led the quality processes within YTMI and his many contributions to the advancement of the quality movement within the Philippines and the Asia Pacific Region. This medal is given each year to a President, CEO or Chairman of the Board, who best represents the quality role model for other executives in the Americas and the Asia Pacific region. Before making their final choice, the APQO-WLHF nominating committee reviewed several competing executive performances relative to their personal impact upon the quality of their respective organizations.



Dr. Yoshio Kondo, Professor Emeritus of Kyoto University and then Chairman of the Board of the prestigious International Academy for Quality receives his **Harrington-Ishikawa Medal** from **Mrs. Kaoru Ishikawa**. **Dr. Kondo** is a quality guru and a leading quality professional in Japan. He has been active in improving the quality of major companies around the world. This APQO-WLHF gold medal is awarded annually to a quality professional for his outstanding contribution to the promotion of quality methodologies in the Asia Pacific region. This award was named after **Dr. Kaoru Ishikawa** and **Dr.**

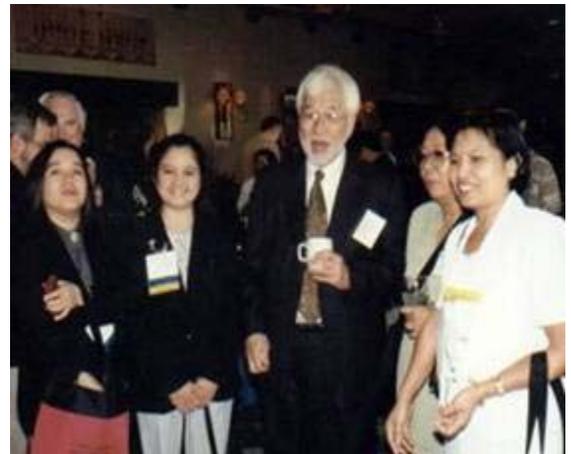
James Harrington, two quality professionals credited with uniting quality professional societies in the Asia Pacific region through the APQO. The first recipient of this award was **Dr. Val Feigenbaum** of the USA, who received the award in Manila at **APQO'95**. The second awardee was **Dr. Miflora M. Gatchalian**, CEO of Quality Partners Company, Ltd. from the Philippines, who received her award in Mexico at the **Latin American Congress' 96**.



The **7th APQO Conference** was held on September 11-13 in Scottsdale, Arizona USA. This was in answer to Walt Hurd's hope that APQO'2000 be held in the USA. This was hosted by the American Society for Quality (ASQ) Service Division, headed by **Dale Morgan** (MN 0089) and ably supported by **Mike Harris** (MN 0088), **Daren Miller**, **Mary Bukovic** and many others. The picture at left shows the honor guards formally heralding the start of the Conference. Among the speakers, 16 were APQO members representing 14 countries in the Asia Pacific region. There were also

delegations from several countries of the world giving a total of 31 countries being represented. The 11th annual APQO Core Council meeting and planning workshops were also held at this time.

The picture at right presents **Mr. Ko Nishimura**, President-CEO of Solectron, USA and the recipient of the **2000 Walt L Hurd gold Medal for World Quality Executive**. The award was presented at the 7th APQO Conference held in Scottsdale, Arizona. He is surrounded by friends from the USA and the Philippines. Aside from China, the Philippines had one of the biggest delegations at this conference. Shown with **Mr. Nishimura** are **Ms. Vicky Vallesterro** (MN 104 and newly appointed Deputy Secretary General at that time), **Ms. Gloria Gapuz** (MN 0085), **Ms**



Zeny Veloso (MN 0071 and PSQ representative to APQO) and **Ms. Noli Cayabyab** (MN 0095). Each of them presented a paper at the simultaneous sessions.



The **International Asia Pacific Quality Award (IAPQA)** of the APQO- WLHF was launched in Mexico on October, 1999 at the Mexican National Quality Congress under the auspices of the Instituto Mexicano de Control de Calidad (IMECCA). Based on the agreed criteria for nominees, the first set of winners who at least reached the "recognition as world class companies" were awarded in Scottsdale, Arizona at the **7th APQO Conference (APQC'02)**. Most of

the awardees were from Vietnam and Malaysia as shown in the picture at left. Core Council members and guests from left include : **Dr. Val Feigenbaum**, **Dato Aziz Mat**, **Dr. May Gatchalian**, winners from Vietnam, **Dr. Bui Quy Long**, **Dr. Jim Harrington** and winners from Malaysia.



The **8th APQO Conference** was held in Beijing , China on **September 16-18, 2002**. Although the organizers were quite pessimistic about the level of success of the conference compared with the first one in 1985, results indicated outstanding performance. Apart from having successfully introduced a pre-conference, “For CEO Forum Only” the host, China Association for Quality (CAQ) was very proud of the extent of world and local participation. The simultaneous sessions led by several local and international speakers were very well attended. There was evident government support for the whole affair which was capped by a visit to the Office of the State Councillor, **Ms. Wu Yi** (shown at the center of the picture above) at Zhong Nan Hai on September 16, by selected APQO officials and world quality leaders.



The **12th APQO Annual Meeting** of the Core Council was also held in conjunction with the **8th APQO Conference (APQC'02)** in Beijing, China on September 16, 2002 from 6PM onward. Shown above were the meeting participants and guests. Among those present during the meeting were from left at back: **Mr. Tran Van Hoc** (DSQ-Vietnam), **Jose Gonzalez Prado** (IMECCA), **Jim Harrington**; **Charles Aubrey**, current APQO President; **Yu Keyang** of CAQ, **Mrs. Magritzer**, **Lou Magritzer** (NSW, Australia), **Hyun Woo Shin** (KSA) and **Byung Mok Kim** (KSA). Front from left: **Vicky Vallesterro**, **May Gatchalian**, **Sonia de Leon**, **Zeny Veloso** and **Lian Hong Xia** (CAQ)

FORTHCOMING WORLD QUALITY EVENTS FOR YEAR 2003

57th ANNUAL QUALITY CONGRESS (AQC) May 19-21, 2003 - American Society for Quality, USA. H. Roe Bartle Hall, Kansas City, Missouri. Visit ASQ Web site: www.asq.org or contact ASQ at 800-248-1946 or 414-272-8575 and ask for AQC Speaker coordinator or Fax 414-272-1734. **Deadline for draft paper, August 2, 2002.**

Q2003 or the 48th EOQ ANNUAL QUALITY CONGRESS, June 4 – 6, 2003.

European Organization for Quality Hosted by Institute of Quality Assurance in The Hague, the Netherlands. To learn about the new approach to congress participation, visit the website: <<http://www.eoq.2003.nl>>

XXXI NATIONAL QUALITY CONGRESS, MEXICO and 21st QUALITY CIRCLE CONVENTION, October 8-10, 2003; Contact – Instituto Mexicano de Control de Calidad (IMECCA) Tel. (+5) 250 1099; (+5) 250 7390; Fx (+5) 254 1047; 254 7390; Email: imecca@prodigy.net.mx

9th ASIA PACIFIC QUALITY CONFERENCE (APQC'03), October 8-10, 2003 in conjunction with the 31st Mexican National Quality Congress. This is hosted by IMECCA Contact – Instituto Mexicano de Control de Calidad (IMECCA) Tel. (+5) 250 1099; (+5) 250 7390; Fx (+5) 254 1047; 254 7390; Email: imecca@prodigy.net.mx

QUALCON 2003, October , 2003 - Australian Organization for Quality. Contact , the Chairman, Qualcon 2003 Organizing Committee. Fax 00612 388 7368; Tel. 00612 350 5825; website www.qualcon.com.au .

15th NATIONAL QUALITY FORUM, October, 2003 - Philippine Society for Quality. Contact: PSQ, Suite 3-2, Sunshine Condominium, 9633 Kamagong St. Makati, Metro, Philippines, Tel. (632) 899-5925; 825 7789; Fax 896-4464; Email: psq@rp1.net

QMOD 2003 PUSAN CONFERENCE, October , 2003. Contact – Korean Standards Association, c/o International Cooperation Team; 13-31, Yoidong, Yoidungpo-gu, Seoul, 150-729, Korea. Tel. 82-2-236 8171 to 3; Fax 82-2-780-3340; Web <www.ksa.org.kr>

16th INTERNATIONAL CONFERENCE OF THE ISRAEL SOCIETY FOR QUALITY, November, 2003. Abstracts of 500-700 words should be submitted by March, 2003, preferably by email to the secretariat: ISAS International Seminars, Email seminars@isas.co.il, POB 43001, Jerusalem 91340, Israel, Tel. 972-2-6520574; Fax 972-26520558.

**THANK YOU FOR YOUR CONTRIBUTIONS and FOR YOUR PATIENCE IN
READING THE APQO MONITOR. THIS IS THE LAST ISSUE THAT I WILL
PREPARE FOR YOU - GOODBYE !!!**

Dr. Miflora (May) M. Gatchalian, outgoing APQO Secretary General (Dec. 2002)