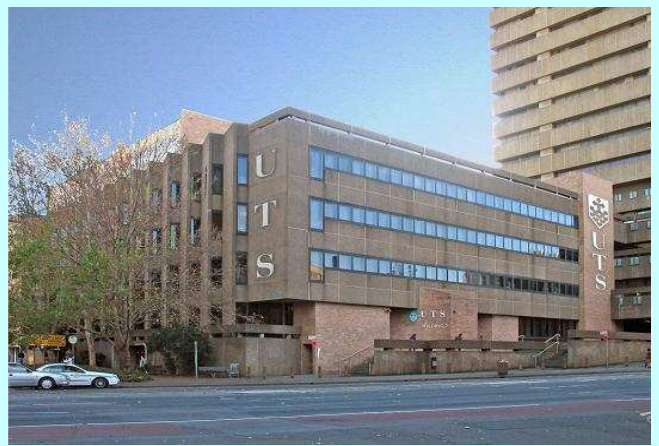
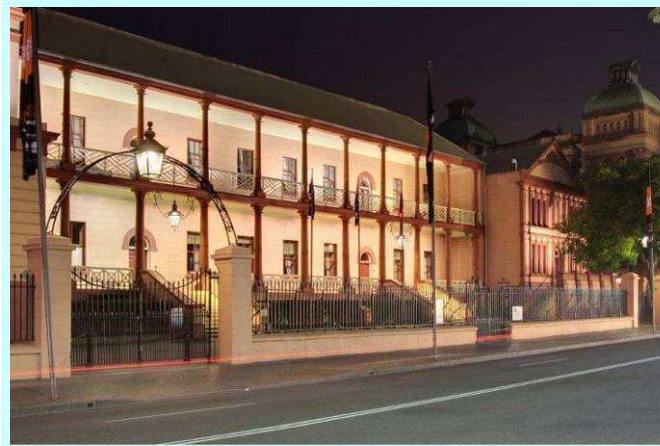






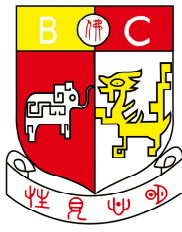

Innovation for Business Sustainability & Organisational Development

Proceedings of the 17th International Conference on ISO & TQM 17-ICIT

23-25 Aug 2013 at NSW Parliament House & UTS Business School, Sydney, Australia
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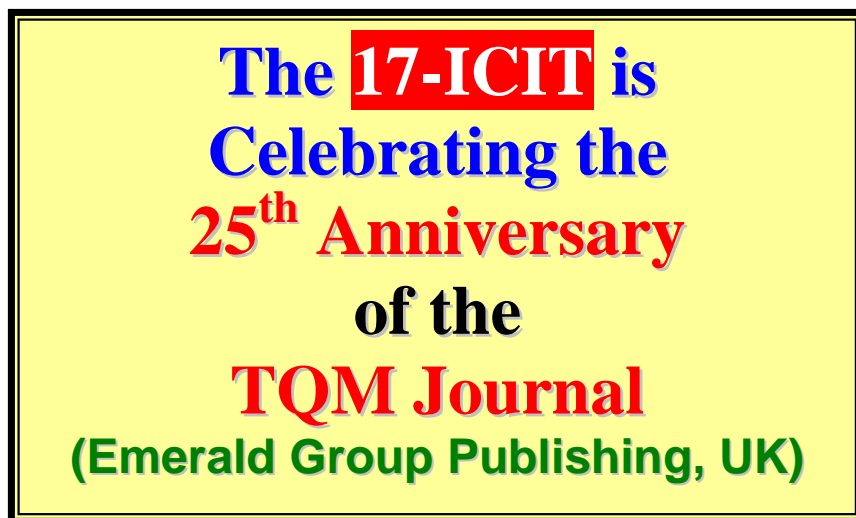
					
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	<p>Prof. Ron Beckett</p> <p>Ron is an industry practitioner with more than 30 years experience in the implementation of creative change and innovation management. He has been General Manger to Hawker De Havilland (now Boeing Australia) for over ten years. Ron has been creative in Technology, Innovation and Operations management in the international aerospace sector. He frequently works at the academia – industry interface and is an Adjunct Professor at Deakin University. He has authored or co-authored more than 100 conference papers, journal articles or book chapters related to the pursuit of best practice in extracting value from innovative ideas in both large and small enterprises.</p>

17-ICIT

17th International Conference on ISO and TQM

23-25 Aug 2013 at the NSW Parliament House & UTS Business School

PREFACE

Welcome to the 17th International Conference on ISO and TQM organised by the UTS, ASCI, NSW Parliament House and APBEST Academy. The history of the ICIT is summarized in the following table:-

ICIT	Year	Host (<i>on Easter Mon.-Wed. every year since 1996</i>)	Hosting Country	Theme	Papers	Delegates	Countries
1	1996	Leicester Business School, De Montfort Uni.	England, UK	Inaugural	45	80	10
2	1997	Luton Business School, Luton University	England, UK	Business Excellence	75	100	12
3	1998	School of Business, HK Baptist University	HKSAR, China	ISO 9000 & TQM	104	160	18
4	1999	School of Business, HK Baptist University	HKSAR, China	TQM & Innovation	130	180	20
5	2000	Productivity Quality Research Centre, NUS	Singapore	Action 2000: Imperatives for Change	119	160	26
6	2001	Paisley Business School, Uni. of Paisley	Scotland, UK	Integrated Management	95	150	21
7	2002	Centre for Mangt. Quality Research, RMIT	Australia	Change Management	160	250	29
8	2003	National Quality Institute, Montreal	Canada	Business Excellence	84	150	24
9	2004	Foundation for TQM Promotion	Thailand	TQM Best Practices	80	280	20
10	2005	Shanghai Academy of Quality Management	Shanghai, China	TQM & 6-sigma for Competitiveness	140	300	26
11	2006	AA & Hang Seng School of Commerce	HKSAR	TQM & Corporate Governance	85	150	22
12	2007	AA and NCUT & CSQ	RoC	Going for Gold	68	120	17
13	2008	AA and SIRIM, MPC & UiTM	Malaysia	Innovation for Competitiveness	77	220	25
14	2010	AA and University of Scranton	USA	Lean Management	55	80	20
15	2011	AA and UNITEN, SIRIM, MPC, UiTM, CIOB(M)	Malaysia	Sustainable Development through Innovation	98	160	21
16	2012	AA & Linnaeus University	Sweden	ISO, TQM, Medical Tourism & Safety	44	60	15

In the past, around 20% of the papers have been published in refereed journals as a result. Riding on this success, the 17-ICIT uses “**Innovation for Business Sustainability & Organisational Development**” as a theme for the further development of ISO and TQM into the new economy.

International Standards Organisation (ISO) series sets out the methods that can be implemented in an organization to assure that the customers' requirements are fully met. Moreover, the organization's requirements will be met both internally and externally and at an optimum cost. This is the result of efficient organization of the resources available, including material, people and technology. The most important standard in the ISO Series is obviously ISO 9000. Over the past fourteen ICIT's the focuses were on ISO 9000. However, with the advancement of mankind, there is a pressing need for other equally important standards for organizations to develop and compete. Such examples include, but not limited to:-

- ISO 9000 - Quality Management Systems
- ISO 14000 - Environmental Management System
- ISO 14064 - Green House Gases
- ISO 14067 - Carbon Footprint for Products
- ISO 15765 - Carbon Emission for Road Vehicles
- ISO 16949 - Quality Management Systems for the Car Industry
- ISO 22000 - Food Safety Management System
- ISO 50000 - Energy Management System

Because of the significance of the ISO Series of standards, and its close relationship to TQM, **the first objective of this Conference is to consider the impact of ISO implementation on TQM.**

TQM provides the overall concept that fosters continuous improvement in an organization. The TQM philosophy stresses a systematic, integrated, consistent, organization-wide perspective involving everyone and everything. It focuses primarily on total satisfaction for both the internal and external customers within a management environment that seeks continuous improvement of all systems and processes. TQM has been considered by many organizations as the way to survive and succeed. **The second objective of the 17-ICIT is therefore to provide a forum for the identification of the contemporary development in the theories and practices of TQM, and for the sharing of experience.**

The Conference gives us the opportunity to benefit at first hand from the expertise and experience of eminent speakers who are senior executives of many leading edge organizations and distinguished academics contributing to the research and development of ISO and TQM. The 17-ICIT is represented by delegates from **13 countries**. The statistics of the number of papers presented is shown in the following table.

Country	No. of Papers
Australia	14
Malaysia	8
NZ	3
UK	2
China	2
Canada	1
Denmark	1

TOTAL:

Country	No. of Papers
Germany	1
India	1
Iran	1
Oman	1
Thailand	1
UAE	1
from 13 countries	<u>37</u>

The 37 papers of the 17-ICIT have been organized according to different areas of activities in the development of ISO and TQM. They are:

Sub-theme #	Topic	No. of Papers
1	Innovation & Org. Development	6
2	Business Sustainability	6
3	ISO 9000 / 14001 / 50001, OH18001, etc.	5
4	Green, Lean, 5-S & Energy Management	5
5	Service Quality & Supply Chain Mgt.	5
6	Knowledge Management, 6- σ & Learning	5
7	Business & Education Excellence	5
	Total →	37

We are privileged to have the following **10** prominent keynote speakers (* including 2 distinguished keynote speakers who are VC of 2 prominent universities) presenting their expertise opinions on specific issues of ISO and TQM:

Australia	Prof. Ron Beckett (<i>Chair, Alliance of Supply Chain Innovations</i>) Dr. Fawzy Soliman (<i>PhD Supervisor, School of Business, UTS, Sydney</i>) Prof. Mile Terziovski (<i>Head, International Graduate School of Business, UniSA, Adelaide</i>)
Canada	Prof. Stanislav Karapetrovic (<i>Professor, Dept. of Mechanical Engg., University of Alberta in Edmonton</i>)
HKSAR-China	Prof. Sam Ho (<i>Founder Chair, APBEST Academy, ICIT & 15SO; Distinguished Prof., Zhongshan U.</i>)
Malaysia	Prof. Dato' Ir. Dr. Mashkuri Yaacob (<i>V.C., Universiti Tenaga Nasional – UNITEN</i>) * Prof. Jamil Hj. Hamali (<i>Rector, UiTM, Sarawak Branch</i>)
New Zealand	Dr. Michaela Balzarova (<i>Senior Lecturer & Programme Leader in B&M, Faculty of Commerce, Lincoln U.</i>)
Oman	Prof. Hesham A.E. Magd (<i>Vice Chancellor & Dean of College of Business, U. of Baraimi, Oman</i>) *
UK	Dr. Alex Douglas (<i>Reader, Liverpool Business School, Liverpool John Moore University & Editor, TQM Journal</i>)

We would also like to thank the Technical Committee members who have helped us so readily to review the abstracts and/or edit some of the papers. We are indebted to the editors of the **supporting journals** who come to this conference because they trust there are good quality papers for their journal publications. Last but not the least, we would also like to thank all our presenters and delegates contributing to the successful experience of the 17-ICIT. A sincere welcome to you all and we wish you an enjoyable and fruitful sharing experience at the NSW Parliament House & UTS Business School in the beautiful city of Sydney!

Sam Ho & Fawzy Soliman,

Co-Chairs, 17-ICIT

(on behalf of the Organising Committee)

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