24th International Conference on ISO & TQM 24-ICIT

Theme: "ISO & TQ/AI for Service & Education Excellence in OBOR Countries"

Date: 6-8 Feb 2025 (Thu.-Sat.)

Venue : Riverside Regal Hotel, Shatin, HKSAR, China (www.hk5sa.com/icit)

Sponsored by: Top Emerald Portfolio of Academic Journals, UK (including the TQM Journal)
~ Listed on the Thomson Reuter citation index – Institute for Scientific Information (ISI)

With **Special Edition** from the **Journal of Service Management** *(Prof. Sam HO was the ex-Chief Editor)*
(**Grade-B** journal ranked by the **HK Research Grants Council & Australian Research Council** in a 4-tier ranking)
Also recommend to publish in some **SSCI Journals** (Prof. Sam HO was the Editor in some of these.)

Deadline for Abstract: 30 Sep 2024 *(Papers will be double-blind peer-reviewed before Acceptance.)*

Objectives

Specifically, the **24-ICIT** will focus on how best practices in ISO portfolio of standards and TQM will affect quality trends in the new economy. TQM provides an overall concept that fosters continuous improvement in an organisation. The first objective of the conference is thus:

> *To provide a forum for the identification of contemporary development in the theories and practices of TQ/AI Service & Education Excellence and for the sharing of experience of the One-Belt-One-Road (OBOR) countries.*

The number of ISO certified companies has seen a phenomenal rise. The importance of the ISO series of standards, and its close relationship with TQM give rise to the second objective:

> *To establish the impact of ISO Standards implementation on TQM towards enhancing Growth and Productivity amongst the OBOR countries, in particular on TQ/AI Service & Education Excellence.*

History of the ICIT (Founder Chair – **Prof. Sam HO**)

ICIT	Year	Host *(Every year since 1996, except 2009 – cancelled at Egypt due to Gaza War in the middle East)*	Theme	Papers	Delegates	Countries
1	96	Leicester Business School, De Montfort Uni., UK	Inaugural	45	80	10
2	97	Luton Business School, Luton University, UK	Business Excellence	75	100	12
3	98	School of Business, HK Baptist University, HK	ISO 9000 & TQM	104	160	18
4	99	School of Business, HK Baptist University, HK	TQM & Innovation	130	180	20
5	00	Productivity Quality Research Centre, NUS, Singapore	Action 2000: Imperatives for Change	119	160	26
6	01	Paisley Business School, Uni. Of Paisley, Scotland	Integrated Management	95	150	21
7	02	Centre for Mangt. Quality Research, RMIT, Australia	Change Management	160	250	29
8	03	National Quality Institute, Montreal, Canada	Business Excellence	84	150	24
9	04	Foundation for TQM Promotion in Thailand	TQM Best Practices	80	280	20
10	05	Shanghai Academy for Quality Management, China	TQM & 6-sigma for Competitiveness	150	300	26
11	06	APBEST Academy & HSSC, HK	TQM & Corporate Governance	85	150	25
12	07	APBEST Academy & Nat. Chin-Yi U. of Tech., Taiwan	Going for Gold	68	120	18
13	08	APBEST Academy & SIRIM, MPC & UiTM, Malaysia	Innovation for Competitiveness	77	220	25
14	10	APBEST Academy & University of Scranton, USA	Lean Management	55	100	20
15	11	APBEST Academy, UNITEN, SIRIM, MPC & UiTM	Sustainable Development via Innovation	98	160	21
16	12	APBEST Academy, HKBC & Linnaeus U., Sweden	ISO, TQM, Medical Tourism & Safety	44	60	15
17	13	APBEST Academy & U. Technology Sydney (UTS)	Innovation for Sustainability & OD	37	45	13
18	14	APBEST Academy & UiTM-Sarawak, Malaysia	Enhancing Growth through TQM	57	150	17
19	15	APBEST Academy & Kenya Institute of Management	TQM for African Development	34	100	14
20	16	APBEST Academy & U. of Buraimi, Oman	ISO & TQM for Lean Production	32	90	15
21	17	APBEST Academy & School of Int. Business, BNU-ZH	ISO & TQM for OBOR's Sustain. Dev.	37	100	11
22	18	APBEST Academy & Honors College, BIT-ZH	Cultural Harmonization via ISO-TQM	34	100	8
23	19	APBEST Academy & BNU/HKBU-UIC, ZH	ISO & TQM: Teaching Quality - OBOR	35	80	10

SUPPORTED BY

Business School, Uni. of Technology Sydney, Australia	Luton Business School, Uni. of Bedfordshire, UK
Centre for Mangt. Quality Research, RMIT, Australia	National Quality Institute, Montreal, Canada
Dept. of Marketing, Linnaeus U., Sweden	Paisley Business School, Uni. of Paisley, UK
Emerald Publishing, UK	Productivity Quality Research Centre, NUS, Singapore
Enterprise Mangt. Research Centre, SYSU., China	School of Business, HK Baptist Uni., HKSAR
Foundation for TQM Promotion, Thailand	School of Management, Edith Cowan U., Australia
Hang Seng Management College, HKSAR	Shanghai Academy for Quality Management, China
Inderscience Publishers, USA	SIRIM Training Services, SIRIM Berhad, Malaysia
International 5-S Organisation	Universiti Teknologi MARA (UiTM), Malaysia
International Academy for Quality	Universiti Tenaga Nasional (UNITEN), Malaysia
Kania School of Management, U. of Scranton, USA	University of Buraimi, Oman
Kenya Institute of Management, Kenya	Beijing Normal University, Zhuhai Campus, China
Leicester Business School, De Montfort Uni., UK	Beijing Institute of Technology, Zhuhai Campus, China
National Chin Yi Uni. of Tech., Taiwan	BNU/HKBU-UIC, Zhuhai, China

Keynote Speakers (* = Distinguished Keynote Speakers; # = Co-chairs)

Australia	Prof. John Dalrymple *(Prof. of Operation Management, Swinburne U. of Tech.)* *
	Prof. John Hamilton *(Head of Management & Governance, James Cook U, Cairns)* *
China-Mainland	Prof. Wu Nganquan *(Ex-Director, Centre for Management Research, SYSU)*
	Mr. Yongming Chan *(President, Fujian Province CZX Holdings Ltd.)*
China-HKSAR	Prof. H.S. Chui *(President – Gratia Christian College)* #
	Prof. Sam Ho *(Founder Chair – APBEST Academy, ICIT & I5SO; Dist. Prof.-SYSU.; Speaker-Oxford U.)* #
	Prof. Andrew Leung, SBS, FRSA *(Ex-Director-General, London of the Hong Kong SAR Government)* *
	Prof. Karen Cheung – delegate *(President, UNESCO-HK & HK Inst. for Sustainable Development HiESD)*
	Dr. Shirley Yeung *(Head of Business – Gratia Christian College)*
	Dr. Catherine Chan *(Founder Chair – HKQFD Association)*
Dubai	Prof. Ebrahim Soltani *(Professor in Quality, HBMSU)*
Malaysia	Prof. Jamil Hj. Hamali *(Rector, UiTM, Sarawak Branch)* *
Singapore	Prof. Pui-Mun Lee *(Ex-Dean, Singapore University of Social Sciences)* *
Spain	Dr. Palmira Lopez-Fresno *(VP, Spanish Quality Association & Spanish Quality Award Chief Examiner)* *
	Dr. Fernando Fernandez Gonzalez *(Nero-surgeon & Ex-Head, Hospital Central de Asturias)*
Sweden	Prof. Mosad Zineldin *(Prof., Faculty of Health & Life Science. Linnaeus University)* *
UAE	Prof. Leslie Chan *(Prof. & Chair of Accounting, American University of Ras Al Khaimah)*
UK	Prof. Alex Douglas *(Ex-TQM Journal Editor & Prof. at Management U. of Africa)* *
	Dr. Hesham A.E. Magd *(Director of Teaching, Learning and Quality of Data, UK Management College)*
USA	Prof. Douglas Hensler *(President & CEO, A. Douglas Associates & Dean Emeritus, U. of Wisconsin-GB)* *
	Prof. Jay Kandampully *(Professor of Service Management and Hospitality at the Ohio State U.)* *

Call for Papers

With an exciting theme and clearly defined objectives for the upcomng **24-ICIT**, we would like to invite papers for the following **Sub-themes**:

1.	ISO & TQM for TQ/AI Service Management in OBOR	5.	TQ School-based Management
2.	ISO & TQM for TQ/AI Education in OBOR	6.	TQ Practices in Services & Tourism
3.	ISO 9001 / 14001 / 27001 / 45001 / 50001, etc.	7.	TQ Practices in Health & Public
4.	5-S, 6-σ, Lean, SDG, BPR, QFD, ESG & other Tools	8.	TQ for Social & Christian Services

Kindly note these important dates for the submission of papers:-

30 Sep 2024 (**Final date** for submission of abstract, biography and Conference Paper Submission Form)
A 500 word extended abstract (without author's name), a ***100-word*** *biographical note* (appended to the end of the the abstract), and the *Conference Paper Submission Form* in the same Microsoft Word file must be sent via email to the Conference Chair. All conference abstracts will be reviewed by the Editor to ensure their academic rigour, professional contribution and relevance to the conference sub-themes.

31 Oct 2024 - Feedback on Abstract -- Authors will be informed if their abstracts have been accepted to proceed.

30 Nov 2024 (**Latest date** for submission of full conference paper)
The MS Word conference paper, written in **6-8 pages** according to the format provided, should be received **via email** to: samkmho@gmail.com All conference papers will be **double-blind peer reviewed** by the International Technical Committee before final acceptance.

31 Dec 2024 – Final Date for Registration by Authors & Early Bird cut-off date

Proceedings and Publications

The summary of each paper presented at the **24-ICIT** will be printed in a bound Conference Proceedings called *"ISO & TQ/AI for Service & Education Excellence"*, a link will be provided to each participant to download the full papers and PPTs. The full papers will also be published at the Conference Website to facilitate Internet search and cross-referencing. Style sheets for submission to the proceedings will be sent to you after your paper has been accepted. In addition, accepted papers will be considered for publication in the journals listed below. A **Best Paper Award** will be allocated to each sub-theme. These papers will be **automatically considered** for a special edition, after aligning with the Journal of Service Management requirement.

Editor	Journal	Editor	Journal
Prof. Jay Kandampully	• Journal of Service Management	Prof. Sam Ho	• Managing Service Quality *(Ex-Editor)*
Prof. Maria Vincenza	• TQM Journal	Prof. Cynthia Sunai	• Social Studies Research & Practice Journal
Prof. Chris Brown	• Quality Education for All Journal	Prof. Mosad Zineldin	• International Journal of Work Organisation and Emotion

24-ICIT Conference Paper Submission Form

A *500-word Structured Abstract* (under **5 Headers** of: *Aim, Methodology, Findings, Originality, Value*) and a *100-word biographical note* (appended to the end of the the abstract) should be sent via email to Prof. Sam HO. Please also **append** your other details to the same <u>Microsoft Word</u> file as required below:-

Title of Paper : _____

_____   Preferred Sub-theme No. : _____

Name(s) of Presenter(s): _____

Organisation: _____ Job Title: _____

Address: _____

Mobile: _____   Email: _____

<u>**Note**</u> :   Once **accepted**, the paper has to be presented in person and the <u>same fees</u> are payable as for participant. Please send <u>by email</u> before **30 Sep 2024** (the sooner the better) to:-
Prof. Sam HO, Co-Chair, 24-ICIT,
Email : **samkmho@gmail.com**

Visa Requirement/Application:

For most countries, visa is not required for stay to up to 90 days. However, to obtain details on visa requirement/application, please visit the HKSAR Immigration Dept. website and start from there:
https://www.immd.gov.hk/eng/services/visas/visit-transit/visit-visa-entry-permit.html

Contact:

Prof. Sam HO, Founder Chair, ICIT, I5SO & APBEST Academy.
<u>Mob</u>: +852-9128-9204   <u>WS</u>: +852-5519-4137   samkmho@gmail.com   www.hk5sa.com/apbest

Conference Activities

Pre-Conference Reception: 5/2/2025 (Wed.) 6-8pm – at the Conference Hotel Café
Conference Dinner: 6/2/2025 (Thu.) 7-10pm – at the Conference Hotel Function Room
HK Cuisine Dinner & Night-Tour: 7/2/2025 (Fri.) 7-10pm – FREE to join in the City

Conference Venue & Accommodation

24-ICIT delegates are free to book accommodation with any hotel they choose. Special conference rate has been negotiated with the accommodation supplier below and it has been chosen for its proximity to the conference venue. Please note that accommodation bookings are to be made by contacting the venue directly and to obtain this rate you will need to mention the **24-ICIT** conference. Accommodation bookings close on **15 Jan 2025**, any late registrants will have to take a chance on accommodation availability at this venue.

Regal Riverside Hotel, Shatin, Hong Kong
(4-star with outdoor swimming pool)
34 Tai Chung Kiu Road, Shatin, Hong Kong
Tel: +852-2132-1316   Fax：+852-2637-3976
http://www.regalriverside.com

Special Rate for ICIT delegates (**Form to download**):-
Standard Room: **US$ 120** (1-2 Beds + 1 Breakfast)

Please contact: rrh.sales@RegalHotel.com
Ms. Eva Chow, Admin. Officer Tel: +852-2132-1327

Tourist Information: Please visit **www.discoverhongkong.com**

Interesting Sight-seeing

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24-ICIT

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REGISTRATION FORM

Date: _____

Prof. Sam HO,
Founder Chair, ICIT & APBEST Academy,
Mob: +852-9128-9204   WS: +852-5519-4137
Email: samkmho@gmail.com

(Please use a separate form for each delegate.)

Please register me for the **24-ICIT** on the above dates.

Name (Prof./Dr./Mr./Ms.): _____   Job Title: _____

Organisation: _____

Address: _____

Mob/WS No.: _____   Email: _____

Description	Presenter Fee *	Early Bird (by **31/12/24**)	FT-P/G Presenter #
Conference Fee (Includes tea-snacks, networking lunches, all plenary, parallel and tutorial sessions throughout the program + Conference Dinner and copy of Proceedings + Softcopy)	US$500 / HK$3,900	US$450 / HK$3,500	US$300 / HK$2,350
Please ✓ your amount payable ➔			

\#   *Please enclose a copy of your valid __full-time__ student identity card.*
\#\#   *For participant from HKSAR (**not** presenting paper), you can enjoy the reduced registration fees of __HK$2,350__.*

Payment Method

Internet Bank Transfer * : HSBC
SWIFT Code: HSBC HKHH HKH
Account Name: Asia Pacific Business Excellence Standard Academy Ltd.
Account No.:   004-557-895711-838

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