International Conference on Quality
2014 Tokyo





Innovation through Quality
Creating New Value for the World!

October 19-22, 2014

ICQ'14
Tokyo, Japan










Organized by
Union of Japanese Scientists and Engineers

JUSE

In Cooperation with
American Society for Quality (ASQ) / European Organization for Quality (EOQ) / International Academy for Quality (IAQ)

Invitation to ICQ'14-Tokyo

We are very proud to announce that the International Conference on Quality (ICQ'14-Tokyo), to be hosted by Union of Japanese Scientists and Engineers (JUSE), will be held in Tokyo from October 19 to 22, 2014.

This conference was held, for the first time in 1969, sponsored by JUSE, successfully formed an epoch in the field of quality by offering precious networking opportunities to share and exchange information, opinion and ideas among quality experts and business executives around the world. The conference up to the present, has been represented by the American Society for Quality (ASQ), the European Organization for Quality (EOQ) and JUSE every third year by turns. The ICQ'14-Tokyo will be the start of its 6th turn.

The remarkable development in the manufacturing industry has been achieved in China, India and ASEAN countries, whereas the U.S.A. is showing strong leadership in IT and service industries. Although the type of business that is focused varies, it is common, in every part of the world, that diligent effort in management has been made to strengthen competitiveness under the severe business environment.

Brushing up activities to understand the strength of yourself and leverage it, will be more and more significant in business. In order to make such activities realized, implementation of TQM; Total Quality Management at higher level will be required by reinforcing capability of Gemba (work place), creating attractive quality and ensuring to establish its quality assurance with preceded business model.

At this particular period of time, ICQ'14-Tokyo, where quality experts and business executives will gather at once, plays a significant role in creating new values for the world, and finding a path to "Innovation through Quality"

Under the theme, "Innovation through Quality-Creating New Value for the World", we have gratefully received to present more than 150 papers for concurrent sessions and SGA KAIZEN competition from 25 countries and regions of the world.

We are convinced that ICQ'14-Tokyo will not only serve to revitalize the global quality movement, and deploy it with a majestic leap, but also be of great help in exchanging vital information, promoting global friendship and leading to international goodwill. We cordially invite your enthusiastic participation in this world-wide notable event.

Masahiro Sakane

Masahiro Sakane
Chairman of Organizing Committee
ICQ'14-Tokyo

Program Outline

International Conference on Quality 2014 – Tokyo (ICQ'14-Tokyo)

Theme: Innovation through Quality-Creating New Value for the World

Date: October 19 - 22, 2014

Venue: Keio Plaza Hotel, Tokyo, Japan (www.keioplaza.co.jp)
2-2-1 Nishi-Shinjuku, Shinjuku, Tokyo 160-8330, Japan
TEL: 03-3344-0111 FAX: 03-3345-8269

General Program at a Glance

Date	Morning	Afternoon	Evening
Oct.19 (Sun)	Pre-Conference Seminar(*)	Pre-Conference Seminar(*)	Welcome Reception
		Registration	
Oct.20 (Mon)	Opening Plenary Session Keynote speech Special lecture	Concurrent sessions	
		Top Management Panel Discussion	
		SGA KAIZEN Competition	
Oct.21 (Tue)	Concurrent sessions		Farewell Banquet(*)
	SGA KAIZEN Competition		
Oct. 22 (Wed)	Industrial Visits(*)		

(*) Optional: Separate registration is required with additional charge

Official language of the conference is English.

Organizer	Union of Japanese Scientists and Engineers (JUSE)
Co-organizer	American Society for Quality (ASQ)
	European Organization for Quality (EOQ)
	International Academy for Quality (IAQ)
Supported by	Asian Network for Quality (ANQ)
	China Association for Quality (CAQ)
	Corporate Synergy Development (CSD)
	Malaysian Productivity Corporation (MPC)
	Technology Promotion Association(Thailand-Japan) (TPA)

*Information valid as of 01 April, 2014

Welcome Reception Oct.19 17:00-19:00

All registered participants of the ICQ'14-Tokyo are cordially invited to the Welcome Reception. Light snacks and drinks are provided.

Opening Plenary Session Oct.20 09:00-11:30

Grand opening of the ICQ'14-Tokyo will begin with opening address by President & CEO of JUSE. All the international guests are warmly welcomed by the organizing committee, followed by one keynote speech and two special lectures.

Keynote Speech:
"Innovation through Quality"-Creating New Value for the World

Mr. Masahiro Sakane
Advisor, Komatsu Limited

Komatsu is the second largest construction machine manufacturer on earth after Caterpillar. Placing Quality in the center of management, Komatsu as well as Mr. Sakane himself, are the winner of the Deming Prize. Taking advantage of his successful experience at Komatsu, Mr. Sakane will explain in his speech, how Komatsu created new value to the world, and how quality is linked to innovation.

Special Lecture:
"Quality Management in Siam Cement Group"

Mr. Kan Trakulhoon
Group Chairman, Siam Cement Group

Siam Cement Group is one of the largest conglomerate in Thailand, which will become one of the largest in ASEAN when economically integrated. Holding 9 Deming winning companies in the group, lecture will feature how quality management has been rooted for their sustainability, leading to innovation, and how Mr. Trakulhoon is seeing future vision after ASEAN integration.

The other special lecturer will be announced soon. Details will be updated in our website.

Concurrent Sessions Oct.20 Afternoon / Oct.21 Full day

You can choose to listen from more than 100 paper presentations proceeded in concurrent streams. Each concurrent stream will support sub-themes of the conference. The poster session may well be arranged as required.

SGA KAIZEN Competition Oct.20 Afternoon / Oct.21 Full day

A couple of concurrent session streams will feature small group activities, originated from Japan. You will be able to feel the enthusiasm of their activities, which will be evaluated by the selected judges to award either a gold, silver or bronze medal.

Top Management Panel Discussion Oct.20 Afternoon

The highlight of the conference will take place after the opening plenary session at one of the concurrent session streams. You will be able to hear opinions directly from top executives of winning company for distinguished global awards in Quality, such as the Deming Prize and the Malcolm Baldrige National Quality Award, including Mr. Narendran, Managing Director of TATA steel, and Mr. Nakao, Chairman of GC.

This panel discussion will be led by Dr. Hiroshi Osada, Professor Emeritus, Tokyo Institute of Technology to discuss what kind of value for customers and the society would be on demand in future for a business and organization; what it would be that innovation required for corporate strategies, business processes, organizational capability and human resources to create such a new value, and the role, expectations and challenges of TQM, in order to achieve the objectives.

Optional Programs/Social Events

Pre-Conference Seminar — Oct.19 Full day

Two popular seminar courses are packed in one day with lucid explanation of academic theories by the notable lecturers, followed by the case studies of the company that have discovered the secret on successful practice.

Seminar 1: TQM Promotion and implementation 09:00-11:30

Dr. Noriaki Kano, the guru of Japanese TQM, will lecture in this seminar with Meido, the latest Deming Grand Prize winner and other overseas companies. You will be able to understand how TQM is introduced, and the successful framework of TQM is established.

Seminar 2: Data Analysis for Innovation 13:00-16:00

Dr. Hiroe Tsubaki, a leader of Japanese data analysis will lecture in this seminar on how the successful companies make use of data for their innovative activities. This course features the case study of two Deming Grand Prize winners: Komatsu in Japan and Mahindra & Mahindra from India.

A separate registration is required.
Each seminar: JPY10,800- per person
A set of two seminars: JPY19,440- per person, including lunch

Farewell Banquet — Oct.21 18:00-20:30

The official banquet dinner, featuring a wide range of Japanese and international dishes, will be held in buffet style for a wonderful memory of this global event. A separate registration is required.

Fee: JPY10,800- per person

Industrial Visits — Oct.22 Full day

A pursuit for Japanese quality experience at the ICQ'14-Tokyo will not be completed without visiting a Japanese company, and observing how they work on quality. International participants of the ICQ'14-Tokyo, wishing to visit the Japanese companies such as Nissan Motor, Toshiba, etc., can make a separate registration for an industrial visit. Details of registration will be announced on our website.

Fee: JPY8,640- per person, including transportation, box lunch and interpretation

ICQ'14-Tokyo Accepted Papers

Ⓟ indicates poster presentations

Business Strategy and TQM

1. **End to End Strategy for Enhancing Competitiveness by Implementing TQM**
   Venkatesan Swaminathan/ National Institution for Quality & Reliability / **India**
2. **A Comparative Study of National Culture, Organizational Culture and Performance in TQM, ISO and Non-TQM Firms**
   RZ Abdul Aziz / Osaka University / **Japan**
3. **Design of Quality Management System for Sustained Success – Its Design Concepts and Methodology –**
   Masaaki Kaneko / Aoyama Gakuin University / **Japan**
4. **Evaluation method of Quality Management System for sustainable growth of the Enterprise**
   Hiroshi Osada / Tokyo Institute of Technology / **Japan**
5. **Factors Affective for Sustaining Quality Management Practices: Award Firms Perspectives**
   Mehran Doulat Abadi / Universiti Teknologi Malaysia / **Malaysia**
6. **FUTURE TRENDS OF QUALITY INITIATIVES IMPLEMENTATION IN MALAYSIA**
   Sha'ri Mohd Yusof / Universiti Teknologi Malaysia / **Malaysia**
7. **KAIZEN: Quality and productivity Improvement As Competitiveness Enhancement to Ethiopian Industries**
   Bekalu Worku Aligaz / Ethiopian Kaizen Institute / **Ethiopia**
8. **Managing Processes in the Dubai Quality Award Winners Organizations**
   Walid Zaramdini / Carthage University / **UAE**
9. **Overcoming Obstacles to TQM Introduction**
   Narayanan Ramanathan / SRF Limited / **India**
10. **Quality approaches and their impact on companies' quality performance: preliminary results**
    Paulo Sampaio / University of Minho / **Portugal**
11. **Quality Management Model for Sustained Success – Re-recognition of Quality Management**
    Yoshinori Iizuka / The University of Tokyo / **Japan**
12. **Turnaround Journey of CEAT Mumbai Plant**
    Pankaj Lavania / CEAT / **India**
13. **What is the Strength of Japanese TQM Practices? Empirical Evidence from Malaysia Automotive Industry**
    Md Fauzi Ahmad / Universiti Tun Hussein Onn Malaysia / **Malaysia**

Customer Satisfaction/Voice of Customer

1. **A method for obtaining decision rules from inconsistent preference relation and satisfaction**
   Tetsuya Kobayashi / Aoyama Gakuin University / **Japan**
2. **Cost-Effective Customer Audit Approach**
   Ya-Hui Chan / Taiwan Semiconductor Manufacturing / **Taiwan**
3. **Customer Driven Manufacturing: Using the Kano Model**
   Lance Coleman / The Tech Group / **USA**
4. **Proactive approach in Customer Grievance / Complaint Management**
   Shashikant Kharat / CEAT / **India**
5. **Subscribers Perception of Service Quality Delivery of Cellular Mobile Telephone Operators in Kano, Nigeria.**
   Musa Gambo Kasuwar Kuka / KANO STATE POLYTECHNIC / **Nigeria**
6. **The analysis of difference for consumers' quality identification among products using E-WOM**
   Shuichi Takagi / Osaka City University / **Japan**
7. **The Evolution of Customer Value Creation During the Shift from Feature Phones to Smartphones**
   Bjoern Frank / Tokyo Institute of Technology / **Japan**
8. **Visualized Benefit Segmentation Using Supervised Self-organizing Map**
   Fumiaki Saitoh / Aoyama Gakuin University / **Japan**

Globalization

1. **Quality Means - Improving Cross-Cultural Communication**
   Mira Zelivansky / Consultant / **Israel**

Human Error Prevention

1. **Application of Human error prevention**
   Rajinder Singh / Mahindra and Mahindra / **India**
2. **Proposal of a procedure of RCA for identifying weakness of the activities of preventing human inappropriate behaviors**
   Takeshi Nakajo / Chuo University / **Japan**
3. **Solve potential problems using effective process FMEAs**
   Mahesh Hegde / TQM Consultant / **India**

Human Resource Management

1. **Future development of the quality profession**
   Lars Sorqvist / International Academy for Quality / **Sweden**
2. **Human Quality Management** Ⓟ
   Lars Sorqvist / International Academy for Quality / **Sweden**
3. **Human values identification and assessment for TQM implementation: An Exploratory Study**
   Muhammad Noman Malik / Universiti Teknologi Malaysia / **Malaysia**
4. **The effect of autonomous career actions on self-career formation from the Viewpoint of Quality Management**
   Sho Kawasaki / COSPA CREATION / **Japan**

Information Quality

1. **Improvement in Committed Line Item Performance (CLIP) via Mould Management System** Ⓟ
   Manohar Sethpalani / CEAT / **India**
2. **Major infrastructure projects - transition of documents and drawings from major contractors to owner operator document management system**
   Ruth Lee / Bedrock MG / **Australia**

Innovation

1. **Cement Slag Engineering for the Improvement of Environmentally Sound Production Volume**
   Progressive Slag – Team Innovation / PT. Semen Indonesia (Persero)Tbk. / **Indonesia**
2. **Improving the Quality of Emergency management and Customer Satisfaction - Taiwan High Speed Rail Experience**
   Tommy Jen / Taiwan High Speed Rail / **Taiwan**
3. **Reduce Energy Loss at Autoclave Process** Ⓟ
   Bunsakul Udomlap / The Siam Fibre-Cement / **Thailand**
4. **Seat Map Information Management System, (SMIS)**
   Mark Hsu / Taiwan High Speed Rail / **Taiwan**
5. **Strategies for In- house propagation of Innovation through TRIZ** Ⓟ
   Rajinder Singh / Mahindra and Mahindra / **India**

ISO Management System

1. **A QUALITATIVE STUDY ON THE CHALLENGES IN ISLAMIC QUALITY MANAGEMENT SYSTEM MS 1900 IMPLEMENTATION WITHIN MALAYSIA'S PUBLIC HIGHER EDUCATION INSTITUTIONS (MPHEIs)**
   Hasan Al-Banna Mohamed / University of Malaya / **Malaysia**
2. **How delightful is your audit program?** Ⓟ
   Lance Coleman / The Tech Group / **USA**
3. **ISLAMIC QUALITY MANAGEMENT SYSTEM MS1900 IMPLEMENTATION WITHIN MALAYSIA'S ISLAMIC INSTITUTION: A CASE STUDY AT DEPARTMENT OF HAJJ (MUSLIM PILGRIMAGE, WAQF AND ZAKAH (DHWZ), MALAYSIA.**
   Hasliza Binti Mohd Ali / University of Malaya / **Malaysia**
4. **Process Approach - Actual methodology for determination and visualization of process elements**
   Yoshito Hirabayashi / Technofer / **Japan**

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Lean

1. **Applied Lean Six Sigma**
   R M Dumidu S B Ranaweera / Sigma Sustainability Institute / **Sri Lanka**
2. **DESIGN AND VALIDATION OF A NEW PROGRAM TO PROMOTE OF A CONTINUOUS IMPROVEMENT FROM 5S SCIENTIFIC APPROACH**
   Luis Paipa-Galeano / University of La Sabana / **Colombia**
3. **Lean Construction for Micro, Small and Medium-Sized Enterprises in Chile**
   Neira-Coulon / Universidad de La Frontera / **Chile**
4. **Quality Management and ROSATOM Production System**
   Grabelnikov Konstantin / ROSATOM State Atomic Energy / **Russia**
5. **Roman Tile Inventory Reduction**
   Wantit Natom / The Siam Fibre-Cement / **Thailand**
6. **Transformation of a Company** Ⓟ
   Vadim Lapidus / Centr Prioritet, ZAO / **Russia**
7. **What is Lean Leadership?** Ⓟ
   Lars Sorqvist / International Academy for Quality / **Sweden**

Life Cycle Management

1. **Remanufacturing Framework towards Sustainable Automotive Manufacturing Industry in Malaysia**
   Aminuddin Bin Seth / Open University Malaysia / **Malaysia**

New Product Development

1. **Assuring product quality through customer needs focus in new product development: the role of national culture**
   Dinush Chanaka Wimalachandra / Tokyo Institute of Technology / **Japan**
2. **Development of Fire-Resisting Wood Structural Elements for Buildings** Ⓟ
   Hirokazu Ohashi / TAKENAKA / **Japan**
3. **Flexi Size System** Ⓟ
   Kanmopakorn Treephop / Siam Fibre-Cement / **Thailand**
4. **Integration of Monozukuri (Manufacturing) and Environment Management Development of Environment-Contributing Products: "Balancing Ecology and Economy"**
   Manabu Okubo / Sekisui Chemical / **Japan**

QC Circle/Small Group Activities

1. **Eliminating Kiln Stop Down Time in Plant 5 Caused by Coating Within 7 Months** Ⓟ
   KOMPAS / PT.Indocement Tunggal Prakarsa Tbk. / **Indonesia**
2. **To speed up the reporting process in the monthly water and electricity utilities' consumptions for Utilities Maintenance Division** Ⓟ
   Juwahir / PT. Batamindo Invesment Cakrawala / **Indonesia**
3. **"Pasopati" Fireman creating Portable Water / Foam Monitor to Help Fire Fighting Officer in Fire Fighting process in Balikpapan Fuel Hoared Tank Terminal BBM Balikpapan**
   QCC BBM / PT. PERTAMINA MOR VI / **Indonesia**
4. **To reduce the Cost of Double Stage Air Cooler Servicing for Generator Set Engine in 11 Weeks**
   Jondra Volta / PT. Batamindo Invesment Cakrawala / **Indonesia**
5. **Upgrading the Health Quality Services in the Inpatient Unit to become the Type "D" Hospital Standard level : FASTER; SAFER and APPOPRIATELY CARE For All Patients**
   GWS Six SigmaTeam / KOJA HEALTH CENTER NORTH JAKARTA / **Indonesia**
6. **Activities to improve and promote TQM system**
   Akira Ogawa / Yokogawa Electric / **Japan**
7. **Boost Their Love for Improvement!: A Study of Employees' Engagement in KAIZEN Activity in a Thai Conglomerate.**
   Ronrapee Leelawong / The Siam Cement PLC / **Thailand**
8. **Changes and Global deployment of QC circle activity in Toyota Motor Corporation**
   Hidehito Toba / Toyota Motor / **Japan**
9. **Development of 11kV In-Line Isolator in 11kV Overhead Line System of CLP Power**
   Choy Wai Tim Felix / CLP Power Hong Kong / **Hong Kong**
10. **Eliminating the Frequency of Lift Elevator disturbances In Suspension Preheater Equipment At Kiln Plant 12 Tarjun Site-South Kalimantan Within 28 Weeks**
    QCC "MATRIK" / Indocement Tunggal Prakarsa / **Indonesia**
11. **Empower Your Staff to Eliminate the Eight Wastes Everyday**
    Charles Aubrey / Asia Pacific Quality Organization / **USA**
12. **Energy Saving for Revenue Service Trains**
    Johnny Lee / Taiwan High Speed Rail / **Taiwan**
13. **Improving Condensate Production Of SKG 18 Benuang Through MP Separator Addition & Pigging Optimization In Pertamina EP Asset-2 Pendopo Field** Ⓟ
    QCP CAPRES NEKAT / PT. PERTAMINA EP / **Indonesia**
14. **ISO 14051 MFCA The "pre-improvement" tool**
    Alex YAP Yun Fung / Centrex Training & Consultancy / **Malaysia**
15. **KAIZEN Programme Promotion in Zambia**
    Chola Abel Mwitwa / Zambia Development Agency / **Zambia**
16. **Re-design the Cultivation of the Quarry at Sectors "D" within 20 Months**
    GREEN HILL / PT. Indocement Tunggal Prakarsa / **Indonesia**
17. **Time reduction of melted glaze viscosity test in process of glaze characterization**
    Pongput Nuntawan / Siam Sanitary Ware Industry / **Thailand**
18. **To Reduce Lead Time of Repair of Track Pad Rebuild Process of Excavator Hitachi EX2500 from 63 Days to be 40 Days within 3 Months.**
    Kompak-Rado / PT. Kitadin / **Indonesia**

Quality by Statistical Methods/Statistical Process Control

1. **Application DOE to computer simulation at Development and Design stage for quality assurance**
   Shu Yamada / University of Tsukuba / **Japan**
2. **Application of the Pearson's system of Distribution in Deviation of Noise and Vibration Performance of industrial product.**
   Masaru Kajikawa / Aisin AW / **Japan**
3. **Approach to technical problems in the industry by utilizing Structural Equation Modeling**
   Taku Kondo / Aisin AW / **Japan**
4. **Cost reduction through quality tools and DMAIC in ceramic unit-a case study**
   N.N.Garvalia / L. E. College / **India**
5. **Design for Multi-Input and Multi-Process Based on Hyper Optimization Method HOPE** Ⓟ
   Takenori Takahashi / Mejiro University / **Japan**
6. **Effect of board density and adhesive combination on the production cost of Oriented Strandboard wood panels while complying with quality standards.** Ⓟ
   Martha T. Ramirez-Valdivia / Universidad de La Frontera / **Chile**
7. **Empirical study on timber drying method for creating new value**
   Norio Irikura / Polytechnic University / **Japan**
8. **Fusion Historical Data Analysis : Method and Case Studies**
   Jaran Sabseree / The Siam Cement PLC / **Thailand**
9. **Improve Sales Strength of Monier Concrete Tile at Khonkaen 2 Plant**
   Peerasuk Peeramata / The CPAC Roof Tile / **Thailand**
10. **Internalization of the Method of Bonding Aluminum Wire**
    Naohiro Hosokawa / Aisin Seiki / **Japan**
11. **'Making good products' by focusing Work and the processing point of tool - "Work head" and "Good parameter" -**
    Masaya Yamada / SEKISO / **Japan**
12. **Process combining SQC and CAE for achieving multiple performance objectives on structural reliability**
    Nobuyoshi Ishibai / Hino Motors / **Japan**
13. **QLI – a valuable index on assurance of quality for customers of process industries**
    David D. Hanagal / University of Pune / **India**

ICQ'14-Tokyo Accepted Papers

Ⓟ indicates poster presentations

14	**Reduce Measuring Variation by Gage R&R Expand** **Kanjanapongsawet Watchara** / Siam Sanitary Ware Industry / **Thailand**	
15	**Software Reliability Analysis Based on Hierarchical Bayesian Models and Computational Inferences of Statistical Methodologies.** **Toru Kaise** / University of Hyogo / **Japan**	
16	**Strategy and Politics of Design Based on Hyper Optimization Method HOPE** **Takenori Takahashi** / Mejiro University / **Japan**	
17	**The development of an environmentally friendly product from bottom ash.** **Teerapatch Orankitanan** / SCG Building Materials / **Thailand**	
18	**To improve SmartBOARD surface measurement method** **Mohatan Nattasorn** / Siam Fibre-Cement / **Thailand**	
19	**To Reduce Reject Peeling in Ridge Crystal Blue Color** **Pimmakun Supavadee** / Thai Ceramic Roof Tile / **Thailand**	

Quality Function Deployment

1	**Dynamic QFD (DQFD) applied for concept design of Electric Truck** **Masahiko Teramoto** / Volvo Technology Japan / **Japan**	

Quality in Education

1	**A Case Study of Implementing Quality Improvements in Inter – Departmental Activities at an Educational Institution** **Anand S. Patel** / Nirma University / **India**	
2	**Basic three phases for Problem Solving and case studies** **Masayo Yamashita** / The University of Electro-Communications / **Japan**	
3	**Collaborating with Customers in Quest of Quality** **Ravi Bhattarai** / Axon System / **Nepal**	
4	**Education of Quality Control using QC Seven Tools for Business Management faculty in College** **Tadao Sumi** / Shoin University / **Japan**	Ⓟ
5	**Improvement of Risk Literacy on Food by means of the jigsaw method** **Yumiko Hirai** / Osaka Seikei College / **Japan**	
6	**Quality Improvement Journey of a Medical Training Consortium** **Grace Brannan** / Ohio University / **USA**	
7	**Quantitative evaluation of lathe skill learning between skill elements** **Takefumi Oku** / Polytechnic University / **Japan**	

Quality in Healthcare

1	**A Project to Decrease the Nasogastric Tube Occlusion Rate in a Gastrointestinal Unit** **Chen Chen-Ru** / National Cheng Kung University Hospital / **Taiwan**	
2	**Clarifying the role of related organizations to ensure continuous healthcare services provision during a disaster for Business Continuity Planning (BCP)** **Chisato Kajihara** / Waseda University / **Japan**	
3	**Development of a Benchmarking Method to Enable Standardization of Rehabilitation -Standard Intervention Processes by Speech Therapist in Dysphagia Rehabilitation-** **Shogo Kato** / The University of Tokyo / **Japan**	
4	**Follow-up study of a medical center employee health-related fitness in 2011 to 2013** **Yi-Nei Hsu** / Taipei Medical University-Wan Fang Hospital / **Taiwan**	
5	**Future of Healthcare and Quality in the Kingdom of Saudi Arabia** **Zuber Mujeeb Shaikh** / Dr. Sulaiman Al-Habib Medical Group / **Saudi Arabia**	
6	**Managing Hospitals by Performance Leading Indicators** **Javed M Cheema** / Eaton Aerospace Group / **USA**	
7	**Quality Management Approach to Healthcare – Its Meaning and Significance** **Yoshinori Iizuka** / The University of Tokyo / **Japan**	Ⓟ
8	**Reducing the Treatment Interruption Duration of Curative Head and Neck Cancer Patients** **Lu Min-Chuan** / Buddhist Tzu Chi Dalin Hospital / **Taiwan**	
9	**Regulation of Labelling and Hazard Communication of Dangerous and Harmful Materials for Wan Fang Hospital** **Huang Hui-Chun** / Taipei Medical University - Wan Fang Hospital / **Taiwan**	
10	**Structuring Patients' Information for Quality Assurance of Surgery at Hospitals** **Ryoko Shimono** / The University of Tokyo / **Japan**	
11	**Surfacing The Performance Indicator of Private Medical Clinic Business Through Satisfaction, Loyalty and Judgment an Reputation Measurement** **Norzaidahwati Zaidin** / Universiti Teknologi Malaysia / **Malaysia**	
12	**The Central Supply Room environmental control plan of glutaraldehyde in Wan Fang Hospital** **Fan-Chung Yang** / Taipei Medical University - Wan Fang Hospital / **Taiwan**	
13	**The research to improve the miss of pain assessments and get higher percentage of pain assessments completion in Chiayi -Branch, Taichung Veterans General Hospital.** **Chen-Yen-Hao** / Taichung Veterans General Hospital / **Taiwan**	
14	**Validating evidence based decision making in health care** **Jacob Eskildsen** / Aarhus University / **Denmark**	
15	**Workplace Health Promotion Program for Wan Fang Hospital-- Pedometer Project** **Huang Hui-Chun** / Taiepei Medical University - Wan Fang Hospital / **Taiwan**	Ⓟ

Quality in Service

1	**Challenges and Approach in implementation of TQM in Service Organizations** **Anil Sachdev** / TQM International / **India**	
2	**Operational Relationship between Productivity and Quality in Services** **Schafiq Amini** / Technical University of Berlin / **Germany**	
3	**Quality Assurance Activity by visualization and computerization in cleaning business** **Toru Kowatari** / Daiichi Kanri Daikou / **Japan**	
4	**The Integration of Kano Model & SERVQUAL Into QFD for Developing Training Program** **Mohd Saiful Izwaan bin Saadon** / Open University Malaysia / **Malaysia**	

Reliability and Safety

1	**12" Inch Gas Pipeline Leak Prevention Due To Abrasion by Making Sand Dunes Trap and Mangrove Vegetation at KP 09.700-15.600 Balongan-Mundu Gas Pipeline of PT Pertamina Gas Mundu District West Java Area** **QCC Mundupolitan** / PT. Pertamina Gas / **Indonesia**	
2	**An effective claim management by using aggregated claims data and statistical analysis** **Watcharathiansakul Meena** / The University of Electro-Communications / **Japan**	
3	**Bivariate Survival Data Analysis and its Application by On-line Monitoring Using Covariate Information** **Masahiro Yokoyama** / Chuo University / **Japan**	
4	**CLP Power's Experience in Development of Detachable Live Work Jumper Cable on 11kV Overhead Line Network** **Yeung Tin Chi** / CLP Power Hong Kong / **Hong Kong**	Ⓟ
5	**Lifetime prediction of vehicle components in considering usage conditions based on online monitoring** **Chiharu Kumazaki** / The University of Electro-Communications / **Japan**	
6	**On Uncertainty Evaluation Of S-N Curve Estimation** **Watalu Yamamoto** / The University of Electro-Communications / **Japan**	
7	**Optimal Decision Policy for Non-Stationary Deteriorating Systems** **Lu Jin** / The University of Electro-Communications / **Japan**	
8	**Structural properties of an optimal maintenance policy for a Markovian deteriorating system subject to random shocks** **Nobuyuki Tamura** / Hosei University / **Japan**	
9	**The proposed technique of looking down the product safety level of safety standards and accident information** **Yasushi Kadota** / Ricoh / **Japan**	

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Risk Management

1. **EQAnalyzer - Effective Quality Analysis Framework for Risk Management**
   Khoo Ai Choo / Altera / **Malaysia**
2. **How to get food safety and Food defence? It starts from Food Hygiene 7S.**
   Sadao Komemushi / Food Safety Network / **Japan**

Standardization and Daily Work Management

1. **Applying the Four Students Model During the SDCA Cycle**
   Charles A. Liedtke / Strategic Improvement Systems / **USA**
2. **DWM Promotion and Implementation at Ashok Leyland Ltd., Pantnagar Plant**
   Vishwadeepak Khandelwal / Ashok Leyland / **India**
3. **Implementation of visual standards in holiday resorts**
   Rajinder Singh / Mahindra and Mahindra / **India**
4. **Introduction to "Guidelines for Daily Management JSQC-Std 32-001:2013"**
   Yukihiro Ando / TQM Consultant / **Japan**
5. **Office work quality improvement in TOYOTA -Built in quality with ownership-**
   Tomoya Ourachi / Toyota Motor / **Japan**
6. **Resource consumption reduction (CO_2 consumption) at Ashok Leyland Ltd., Hosur Plant-II**
   Laxmikant R Kulkarni / Ashok Leyland / **India**
7. **The Deming Cycle: Everyday performance revolution**
   Jan Gillett / Process Management International / **UK**
8. **Visualization of Service Quality and Strategies for Creating Visual SOP**
   Noriharu Kaneko / Service Quality Management / **Japan**

Strategy and Policy Management

1. **Managing the cross functional policy management in logistics business**
   Vipaporn Virachanang / SCG Logistics Management / **Thailand**

Supply Chain Risk/Relation management

1. **A tactical model for backhaul matching optimization under uncertainty**
   Satama Sirivunnabood / SCG Logistics Management / **Thailand**
2. **Supply Chain Visibility for logistics service quality**
   Sutharat Imaporn / SCG Logistics Management / **Thailand**

Taguchi Method/Quality Engineering

1. **A combined approach for product reliability improvement**
   Chao-Ton Su / National Tsing Hua University / **Taiwan**
2. **An Evaluation on Remanufacturing Automotive Component using Mahalanobis-Taguchi System**
   Khairur Rijal Jamaludin / Universiti Teknologi Malaysia / **Malaysia**
3. **Application of Mahalanobis Taguchi System (MTS) in determining value of end-of-use cars**
   Halim Shah Bin Hamzah / Universiti Teknologi Malaysia / **Malaysia**
4. **Mahalanobis-Taguchi System for Pattern Recognition: General Review of Studies Outside Japan** Ⓟ
   Khairur Rijal Jamaludin / Universiti Teknologi Malaysia / **Malaysia**
5. **The Importance of Parameter Design in Measurement System**
   Rozetta Dolah / Universiti Teknologi Malaysia / **Malaysia**

Traceability and Quality Assurance

1. **A TCA cycle about the construction of the metabolism system and the complementary relations of the quality assurance of the neighboring circuits**
   Toshiaki Nishi / Okayama Shoka University / **Japan**
2. **Dobo fuel terminal is in the area of Marketing Papua Maluku Operation Region VIII, with the main duties are conducting acceptance, accumulation and distribution of fuel.**
   SS ANIS H ISHAK / PT. PERTAMINA MOR VIII / **Indonesia**
3. **Proactive "Quality Point Analysis" to Ensure Zero Contamination**
   Sirin Methakhup / Thai Polyethylene / **Thailand**
4. **The Effectiveness of Time Stamp in Shower Toilet**
   Masahiro Iguchi / LIXIL / **Japan**

Registration fee

Early-bird: JPY75,600- per person
(Fee includes conference proceeding, lunch and welcome reception)
*Registration and payment must be completed by no later than 31 August, 2014

General Participant: JPY86,400- per person
(Fee includes conference proceeding, lunch and welcome reception)

Banquet ticket: JPY10,800- per person

Registration can be made on-line or download a registration form from conference website:
www.juse.or.jp/e/

Organizing Committee

With clear understanding of intent and purpose of the ICQ'14-Tokyo, representatives from the following companies agreed to act as an organizing committee member:

Ahresty, Aichi Steel, Aiphone, Aisin AW, Aisin Chemical, Aisin Keikinzoku, Aisin Seiki, Aisin Takaoka, Asahi Glass, Azbil, Bridgestone, Canon, Denso, Fuji Xerox, FUJIFILM, Furukawa Electric, GC, GS Yuasa, Hino Motors, Hitachi, Hosei Brake Industries, IBM Japan, IHI, JFE Steel, JTEKT, JUKI, JUSE Press, Kojima Industries, Komatsu, Konica Minolta, KYB, LIXIL, Maeda, Meidoh, Mitsubishi Electric, Mitsubishi Heavy Industries, Nachi-Fujikoshi, NEC, Nippon Kayaku, Nippon Steel & Sumitomo Metal, NSK, NTT Comware, Pentel, Sanden, Sekisui Chemical, Showa Denko, Sumitomo Bakelite, Sumitomo Electric Industries, Takenaka, The Institute of Japanese Union of Scientists and Engineers, Tokai Rika, Toppan Printing, Toray Industries, Toshiba, Toyoda Gosei, Toyota Auto Body, Toyota Industries, Toyota Motor, Toyota Motor East Japan, Univance, Yamaha, Yanmar and YASKAWA Electric

We also welcomed professors from Universities in Japan to be a member of organizing committee. Full list of committee members and supporting organizations are available in the conference website.

Travel and Accommodation

Japan is famous for its beauty with four seasons. October in Japan is literally autumn and you will be able to enjoy the turning color of leaves and trees.

Japan National Tourism Board has a comprehensive website which details about Japan in 14 different languages. Be sure to check out **http://www.jnto.go.jp/** before you arrive.

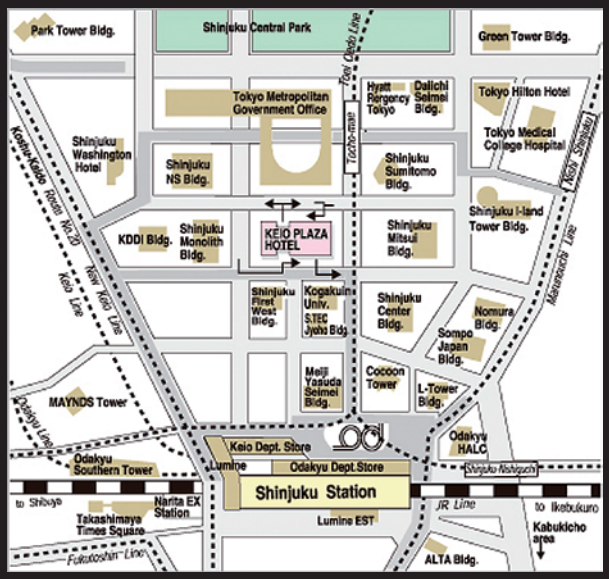
Accommodation and travel arrangement can also be made by our official travel agent, PTS. Contact Ms. Yumiko Kawashima at ykawashima@ptsnavi.jp for inquiries and assistance.

Conference Venue

Situated in the center of Tokyo, Shinjuku is convenient for everything, whether it is pleasure or business. Our conference venue, Keio Plaza Hotel is just a 5 minutes walk from Shinjuku Station.

Keio Plaza Hotel Tokyo

2-2-1, Nishi-Shinjuku, Shinjuku-Ku, Tokyo 160-8330, Japan
Tel: +81-3-3344-0111
Fax: +81-3-3345-8269
http://www.keioplaza.com/index.html



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