



INTERNATIONAL
ACADEMY for
QUALITY

*A community of the world's leading executives, practitioners
and academics dedicated to promoting the cause of Quality*



30 October 2019

Communication on Engagement

October 2017 to October 2019

International Academy for Quality (IAQ) is a nonprofit corporation incorporated in the State of Wisconsin, USA. The Headquarters is located at 600 North Plankinton Avenue, Milwaukee, WI 53202.

Administration office of IAQ is managed by a part time officer of American Society for Quality (ASQ). IAQ is a member-based organization with limited membership from around the world. There are no employees. As of now there are 134 members from 45 countries.

“A community of the world’s leading executives, practitioners and academics dedicated to promoting the cause of quality.”

After signing the UN Global Charter in December 2010 IAQ revisited its purpose and values to align it with the Global Compact principles. In 2012 IAQ redefined its purpose and values which are the same indicated in the last report from October 25, 2017.

The IAQ works collaboratively to achieve results, both as individuals and in actual or virtual teams.

The IAQ seeks to expand application of the philosophy, principles and methods of quality management, while developing new approaches to address the changing needs, particularly in the context of environment, conservation, healthcare and education.

The IAQ will focus its priority on the fundamental social and economic needs of developing nations and ageing societies.

The benefit the IAQ seeks is for humanity in terms of physical, emotional and intellectual wellbeing of people that could lead to peace and harmony with equity and justice for the greater good.

Core Values:

Excellence: The IAQ expects the best of its selves and one another and the outcomes of its efforts.



INTERNATIONAL
ACADEMY for
QUALITY

*A community of the world's leading executives, practitioners
and academics dedicated to promoting the cause of Quality*



Professionalism: The IAQ work together in voluntary activities using fact-based management that leads to excellence.

Respect: The IAQ honors individual cultures and beliefs that express the human spirit, cooperating in harmony with nature.

Integrity: The IAQ stands up to challenges and maintain its convictions in the face of adverse conditions.

Compassion: The IAQ reaches out with openness, kindness and concern in its relations with others without politics.

We as members live by these values and promote the same with organizations we work with.

Members collectively and individually contribute to the sustainability objectives working with their clients and for development of new methodologies and technologies that could be used by various organizations to address various development issues under the Millennium Goals and now the Sustainable Development Goals to make the planet earth a better place to live in.

Collective work is done through following Think Tanks of the IAQ:

1. **Quality in Governance (QiGTT):** This TT done excellent work and contributed to the IAQ image very much. Some of the leading business leaders and top executives have received Bertin Quality in Governance Medal (BQiGM). This includes Chairman of Corning Inc. US, Komatsu Ltd. Japan, Tata Group in India and Herend Porcelain Manufactory in Hungary. This group works closely with Global Corporate Governance Forum (GCGF) of the International Finance Corporation. Winners of this medal include luminaries heading various corporations supporting the Global Compact.

2. **Design Improvement (DITT):** Its main task to develop new improvement methodologies those are relevant for issues of conservation and sustenance. The TT has developed a standard Continual Improvement Model (CIM) which is currently in a piloting process to demonstrate its application in various circumstances. Draft models for lean management and innovation have been prepared and integrated into a model for the formulation of improvement strategies. Briefings presented at three EOQ Conferences. The Think Tank has identified improvements to several standard quality tools with the idea of updating them for improved application through digitization and clarification of methods that had been developed based on heuristic approaches. The members of the Think Tank will develop a series of published academic papers to promulgate these improvements.

3. **Quality in Education (QiETT):** This Think Tank works in conjunction with UNESCO and GUNNI. It has conducted collaborative work in India, Vietnam, Thailand and Kazakhstan contributing to improvement in quality of education. The purpose of the prepared White Paper is to outline the meaning, scope, major concerns, and perspectives around "quality in education". It is the first of a series of documents with



INTERNATIONAL
ACADEMY for
QUALITY

*A community of the world's leading executives, practitioners
and academics dedicated to promoting the cause of Quality*



“random thoughts” collected, organized, and promoted by this Think Tank. While this paper addresses a broader scope of topics and puts into perspective the overall field of “Quality in Education”, setting a common ground for further reflection and guidance of QiETT activities, the forthcoming papers will focus around more specific subjects, and try to go deeper into particular topics, always based upon the collection of international inputs from quality and education experts. The collected thoughts compiled in this paper are presented, according to headings that correspond to clusters of contributions received from the authors, with different backgrounds and from four distinct continents, but all sharing in common, as core QiETT members, a passion to promote Quality in Education.

4. Quality in Innovation: This Think Tank is attempting to bring quality and innovation together to find solutions to the problems pertaining to sustainability issues. There are two basic difference directions that the members of the Think Tank are interested in. One group is interested in defining how the quality professional supports the innovation processes within an organization with the objective of reducing the number of innovative projects that fail to produce positive results. The other group is interested in using the innovative process to define how quality should function in the future to close the gap between the advances social and business operations have made and the lack of advancement in the quality methodologies. As a result, the TT is in the process of forming two subcommittees that will address each of these issues. 5. Quality in Healthcare (QiHTT): Members of this Think Tank work with various healthcare agencies in different countries. Last Chairperson of the Academy from 2012 to 2014 was Sr. Mary Jean Ryan, Chair of the Board of SSM Healthcare Systems one of the largest healthcare service provider in USA. She motivated people across the 4 continents to improve quality in healthcare. Vision of Healthcare Think Tank is to change the focus of healthcare quality from the baseline approach of organizations such as the Joint Commission to a more challenging approach to make best healthcare practice common practice everywhere. TT members presented papers and participated in panels on healthcare at most of the IAQ events and meetings around the world. Members also tracked healthcare developments in their area and fostered improved quality. The TT chair and other members also met with and conducted workshops for National health care leaders in India, Slovenia, Finland, and the United States. The TT also discussed the concept of the TT facilitating a conversation in how the Chinese practices could enhance health in the west and how western health practices could enhance health in China.

6. Quality in Applied Statistics (QiSTT): The TT promotes statistical thinking for quality and productivity improvement and serves business, industry, academia, and society as a resource for effective use of statistical thinking for quality and productivity improvement. Statistical thinking has been based on the philosophy that all work occurs in processes; all processes show variation; and understanding and reducing variation is the key to success. The Stu Hunter Conference is a research conference that provides a platform for discussion and the free exchange of ideas at the frontiers of statistics and quality research. It is the meeting in which this Think Tank of IAQ meets each other. Statisticians and Quality researchers come together for three days of intense examination of latest research in their field. It consists of six sessions



INTERNATIONAL
ACADEMY for
QUALITY

*A community of the world's leading executives, practitioners
and academics dedicated to promoting the cause of Quality*



(two per day). Each session has one invited speaker, two invited panelists and a number of invited discussants.

7. Quality in Planet Concerns (QiPTT): This Think Tank has one task force working on Planet Earth. Mission of the TT is to bring planet earth concerns to the mainstream of Quality Management and introduce Quality Management into Planet Earth concerns. The Think Tank plans to work on the process for meeting human development needs and goals while sustaining the ability of natural systems to continue to provide the resources and ecosystem services upon which the economy and society depend. Social and economic sustainability should be in harmony with environmental sustainability, that is, the carrying capacity of natural systems should not be exceeded. Quality Management is meant to enable organizations – both business and non-business (such as healthcare) - to achieve challenging objectives by satisfying customer needs efficiently, with the involvement of everyone. Most business excellence models used globally today are based on the principles of quality management. In this context, QiPTT intends to do the following: Firstly, the fundamentals of Quality Management would be reviewed and further refined to relate it to social, environmental and financial dimensions of sustainability. This would help make sustainability a more central concern of business management. Secondly, building on the results from the first step, today's business excellence models used globally should be influenced to capture all three dimensions of sustainability. This would help to redefine the role of business for sustainable development. Thirdly, in line with the mission of the Think Tank, it is sought to bring to light Quality Management concepts, systems, methods and techniques to solutions for sustainable development.

In addition, many Academicians in their respective countries are developing and implementing methods and techniques to improve quality, reduce waste, improve environment, develop capabilities and conserve resources leading to the benefit for the organizations and the societies in which they operate.

IAQ partners are following regional quality organizations:

American Society for Quality (ASQ), European Organization for Quality (EOQ), Japanese Union of Scientists and Engineers (JUSE), Asian Network for Quality (ANQ), Asia Pacific Quality Organization (APQO) and Middle East Quality Association (MEQA). The IAQ also supports the National Quality Organizations in various countries.

Our primary approach is to build capabilities within organizations and within societies through individual work of the Academicians. This has a multiplier effect for improvement in quality of products, services and life. Collectively we learn from each other and enhance our effectiveness.

Recognizing the need for involvement of the top management to drive quality of life and services a new category of membership as Councilor was established. It is planned to get top notch business executives known for quality, conservation and sustainability to become the councilors. First Councilor of the Academy is none other than the honorable Dr. Shoichiro Toyoda, Honorary Chairman of Toyota Motor Corporation as



a foremost champion of sustenance, conservation and environment friendly approaches. He would be the role model for the Academy.

Recognizing the need for actively conducting application research and promoting the Academy for the first implemented the 1st IAQ World Quality Forum in Budapest from October 26 to 27, 2015 where almost 300 academicians and other specialists from 45 countries shared their experiences in different societies to learn from each other and improve effectiveness of their work. The 2nd IAQ World Quality Forum was held in Bled, Slovenia on October 13, 2017. More than 100 participants from 25 countries listen and discussed the 30 lectures and took part at the 3 Panel Discussions with 11 papers with following main topics: the “Future of Quality Profession”, “Quality in Education” and “Quality Management in the Service of Planet Earth.

More specific details can be seen in the worksheet below:

IAQ worksheet to report participation in the UN Global Compact

References: Sustainable Development Goals: 1. Poverty, 2. Hunger, 3. Health, 4. Education, 5. Gender Equality, 6. Clean Water, 7. Affordable and Clean Energy, 8. Decent Work and Economic Growth, 9. Industry Innovation and Infrastructure, 10. Reducing Inequality, 11. Sustainable Cities & Communities. 12. Responsible Consumption, 13. Climate Action, 14. Life below Water, 15. Life on land, 16. Peace, Justice and Strong institutions, 17. Partnerships for goals. Also Africa 2064 – the master plan for improving Africa

#	UN reference	IAQ member Or partner	Time frame Past, present, future or date	Activity	Progress
1	Support of UN 10 principles	Board of Directors	Past and present	Modeled the behavior needed to follow UN 10 principles by increasing regional representation in all parts of the world, increasing women participating including first	Will continue to make progress in this area



				woman president of organization.	
2	Support of UN 10 principles	leadership	Past present and future	Increasing support of regional quality organizations especially in Africa and Asia and South America	Will continue to make progress in this area
3	Support of UN 10 principles	Glen Mazur others	Past present and future	Members are participating in improving international guidelines for improved organizations through ISO and other standards	New QFD product design standards completed
4	Reducing poverty and hunger in China and India	Madame Tang, Janak Mehta	Past, present	Assistance to government and businesses in finding solutions to help the poorest of the poor.	Hundreds of millions taken out of poverty and starvation
5	Quality Education	Quality in Education Think Tank	Future	Preparation and publication of the following paper: Bergman, B., E. Cudney, P. Harding, Z. He e P. Saraiva, "Global Perspectives on Quality in Education – Part III", The Journal for Quality & Participation, 41(4), January 2019, p. 33-36 (2019).	Document will be a basis for discussion by participants in the international entrepreneurship work on UN education goals
6	Quality Education	Quality in Education	Future	Preparation and publication of the following paper:	Same as above



		Think Tank		Bergman, B., E. Cudney, P. Harding, Z. He e P. Saraiva, "Global Perspectives on Quality in Education – Part II", The Journal for Quality & Participation, 41(3), October 2018, p. 22-25 (2018).	
7	Quality Education	Quality in Education Think Tank	Future	Preparation and publication of the following paper: Bergman, B., E. Cudney, P. Harding, Z. He e P. Saraiva, "Global Perspectives on Quality in Education – Part I", The Journal for Quality & Participation, 41(2), July 2018, p. 1-5 (2018).	Same as above
8	Improve education	Watson & Education committee	Past, present future	Pilots started in over 10 countries around the world, work with UNESCO, developed a new and improved quality curriculum	Significant progress in many nations around the world
9	Improve education	Bob King	Present, future	Developing curriculum for advanced strategy, advance innovation and advanced design and introducing it in multiple universities to assist students and faculty	Slow but steady progress due to resistance of universities



				to work on UN SDGs.	
10	Improve education Decent work & economic growth, build partnerships	Bob King, et al.	Past, present, future	Publish Best of Quality series, & MJs to distribute the best quality and improvement methods to individuals and organizations around the world. In process of converting to online courses	16 million copies in print and 100 million + online.
11	Improve quality education	Greg Watson	Past and present	Created with committee three documents on the future of quality education	Basis for study and world progress
12	Improve governance	Bertin and committee	Past, present future	Governance text, workshops around world, and recognition of leaders using good governance.	Insight adopted by many
13	Improving life on land	Ramathan committee	Past, present future	Papers presented; workshops conducted. Some important insights for India and rest of world	This is focusing on a much-neglected topic
14	Improve Health	Blan Godfrey et. al.	Present and future	Working with University of North Carolina School of public health in Chapel Hill to support the SDG health project world-wide.	Reducing infant mortality during child birth in US & world
15	Create partnerships for success. Africa 2064	Greg Watson et. al	Present and Future	Working with sub-Sahara countries in Africa to establish national quality offices to accelerate	Over 10 national offices have been established in last two years in Africa.



				progress country by country on the UN SDGs	
16	Africa 2064	IAQ with YALI	Present and Future	A cooperation to make Africa the Innovation continent by bringing together leading innovation thinking and support to assist the regional YALI offices to continue and expand over the next two years	Large numbers of Africa youth are involved. Support is needed to expand and continue program
17	Strong institutions (Also 8. Decent Work and Economic Growth; 9. Industry Innovation and Infrastructure;	Gregory Watson Marcos Bertin Hugo Strachan Javier Negri Glenn Masur Beth Cudney Kristin Case Jamison Kovach Hiroshi Osada	Past, present, future	1. Assessment model for a quality Corporate Governance. 2. Several books on how Quality can be embedded in Corporate Governance 3. Insights for future Corporate Governance structure and practices taken with public and private sector collaboration.	1. Done 2. Done. Future based on next point. 3. Planning and preparation steps taken.
18	Sustainable Cities & Communities. Culture of	Marcos Bertin Hugo Strachan in	Past	1. Excellence Model for Boards. 2. National Quality Award for Boards (in Argentina) -	1 & 2 Done (2018)



INTERNATIONAL
ACADEMY for
QUALITY

*A community of the world's leading executives, practitioners
and academics dedicated to promoting the cause of Quality*



	Excellence Ethics. Social responsibility.	collaboration with FUNDECE (Argentina)		includes protection of environmental protection in Criteria 6.	
--	---	---	--	--	--

Ms. Elizabeth Keim

IAQ President