

Bibliographies of the Forum' Chairs and Speakers

ABDRAKHMANOV, AZAT A., IAQ Companion is Doctor of Medicine at Alma-Ata State Medical University He was working at the Institute of Standardization, Metrology and Certification, Republic of Kazakhstan. His Academic rank is Professor of Medicine. Other important qualifications: EFQM Assessor & Trainer, TÜV CERT Quality Management Systems Auditor, Environmental Auditor, Auditor of Occupational Health, Auditor of Energy Management. Work experience: President as well as Consultant, Trainer & Personal Certification Auditor of the Kazakh Organization for Quality and Innovation (KOQIM); since 2002 Chief Editor of Newspaper "Quality World"; also, he's President & Lead Auditor of InterCert Certification Centre Ltd. He's the Kazakh national representative at EOQ beginning from 2007 and at Asian Network for Quality (ANQ) from 2009. He delivered several presentations at international conferences and other quality events.

AGRAWAL, JITENDRA, IAQ Associated Academician is presently Sr. Vice President - Business & Service Excellence (BSE) at HDFC Standard Life Insurance Company. He has over 24 years of experience in driving leadership roles in Business Excellence function of various industries namely Manufacturing, Retail, ITES, Telecom, Banking and Insurance. He is Life Member of Indian Society for Quality (ISQ) and Quality Council of India (QCI). He has been the Advisory Council of World Quality Congress & Awards (WQCA) and Advisory Board of Economic Times Operational Excellence 2014. Jitendra Agrawal has been involved in panel discussions and has presented his concepts & case studies in various fora of repute. He is also guest speaker in reputed B-Schools and corporate. He is recognized as 50 Most Talented Quality Professionals in India and awarded in 2014 for Innovative Leadership in Quality. Jitendra Agrawal is a Production Engineering graduated from Mumbai University, M.Tech in Reliability Engineering from IIT Mumbai and has an Executive MBA from Crompton Greaves & COSMODE. He is a Six Sigma Champion, TQM Facilitator, Lean Practitioner, Assessor for EFQM & Malcolm Baldrige criteria and Lead Assessor for ISO 9001 / ISO14000 / ISO 27001.

AL-SALMANI, NASSER SULAIMAN MOHAMED is currently Quality Professional in the Ministry of Health-Oman. Education: PhD in Quality Management, Erasmus University of Rotterdam (2011-present) • Master in Managing Quality and Services Improvement in Health Care. September, 2005 – September, 2006 Birmingham University. • Bachelor in Science of Nursing (BSN) January, 2003 - May, 2004 Villanova University, Pennsylvania, USA. • Diploma in Science of Nursing. September, 1995 – August, 1998 Rustaq Nursing Institute, Rustaq, Oman. Working Experience: • September, 1998 to December 2003 worked as staff nurse at Rustaq Hospital. • October 2006, Head of quality assurance, South batinha region health services. • December, 2006 up to date working as central in charge of nursing services in primary health care department - Ministry of health (MOH) headquarter- Muscat. • January 2007, act as a member in the central quality team which is responsible to implement & follow-up quality management system in all regions.

ANDERSEN, BJØRN, IAQ Academician is a professor of quality and project management at the Norwegian University of Technology and Science. He has authored/co-authored around 30 books, 50 journal papers, and held more than 100 presentations at international conferences. Over the last twenty years, he has managed and been involved in several national and international research and implementation projects on process improvement, benchmarking, performance measurement, and project management. He serves at the Director of Project Norway and is co-editor of the International Journal of Production Planning & Control, and directs the NTNU master program in mechanical engineering.

ANDO, YUKIHIRO, IAQ Academician has offered his expertise as a TQM consultant to a large number of companies in the manufacturing and services sectors, not only in Japan but also USA, Thailand, India, and Singapore. With Yukihiro Ando's consultation, 25 of those companies have been awarded Deming Application Prizes so far. Besides his business as a TQM consultant, he has also been serving as a committee in various organizations including a lead examiner in Deming Prize Committee and the Honorary Advisor of QC Circle Saitama Region. Yukihiro Ando was awarded the 2010 Distinguished Service Award for Promoting Quality Control from Japanese Society for Quality Control. His book published in 2011: "Daily Management - The TQM way" was awarded 2011 Masing Medal from International Academy for Quality.

ANTTILA, JUHANI, IAQ Academician has an expertise of 50 years in the field of quality including 35 years at different quality related positions at Telecom Finland and Sonera Corporation. He has involved several decades with international and national standardization of quality, reliability, information security and telecommunications. Many years he was as an Assembly Representative and Vice President of the European Organization for Quality (EOQ). Mr. Anttila is Honorary Member of the Finnish Society for Quality and co-founder and developer of the Finnish National Quality Award, a developer and assessor of the European Quality Award. Juhani Anttila has been board member or chairman in some companies. He has been senior adviser for several organizations in quality management, dependability management, information security management, crisis management and social media, a lecturer in universities and educational institutes, and expert in projects in some developing countries. He has contributed by writings, lectures, and speeches globally on five continents.

AUBREY, CHARLES, IAQ Academician and Member of Board of Trustees is currently an Executive Coach and Consultant at Aubrey Partners. He is a Master Lean Six Sigma Black Belt. He recently retired as Vice President of AndersonBrecon Pharmaceutical, a subsidiary of Fortune 500 AmerisourceBergen Corporation. He was formerly President and is now Chairman of the Asia Pacific Quality Organization and their Representative to the World Alliance for Quality. He is also on the staff of both the Juran Institute and Harrington Institute. He worked as Vice President Consulting for ten years, primarily with Dr. Juran at the Juran Institute. He is a former President and Chairman of the American Society for Quality and is also a Fellow of ASQ. Aubrey was a Senior Examiner for the Baldrige National Quality Program for four years and is a retired Captain from the United States Navy. He is the 2006 recipient of Harrington/Ishikawa Medal for his extensive quality contributions in Asia and is also holder of several other awards. Aubrey has written two books: *Quality Management in Services and Teamwork – Involving Employees in Quality and Productivity*. He has also written chapters in seven other books, most notably in Dr. Juran's *Quality Management Handbook*. He has published over 150 articles and papers that have also been translated into a variety of languages.

BARSALOU, MATTHEW is a Statistical Problem Resolution Master Black Belt at BorgWarner Turbo Systems Engineering GmbH. He is a Smarter Solutions certified Lean Six Sigma Master Black Belt, ASQ-certified Six Sigma Black Belt, quality engineer, and quality technician, and a TÜV-certified Quality Manager, Quality Management Representative, and Auditor. He has a Bachelor of Science in industrial sciences, a Master of liberal studies with emphasis in international business, and has a Master of Science in Business Administration and engineering from the Wilhelm Büchner Hochschule in Darmstadt, Germany. He is the ASQ country counselor for Germany and editor of the ASQ Statistics division's newsletter *Statistics Digest* as well as author of the books *Root Cause Analysis: A Step-By-Step Guide to Using the Right Tool at the Right Time*, *Statistics for Six Sigma Black Belts*, *The ASQ Pocket Guide to Statistics for Six Sigma Black Belts*, and *Quality Improvement Field Guide* to be published soon.

BEDZSULA, BALINT is currently a Teaching Assistant at Department of Management and Corporate Economics of Budapest University of Technology and Economics (BUTE). Balint Bedzsula is an Engineering Manager, having graduated from the BUTE with a M.Sc. His research area is the Quality Management in higher education.

BERGMAN, BO, IAQ Academician and Representative of the Region Europe is partly retiring from a Chair in Quality Sciences at Chalmers University of Technology. His career started with 15 years in aerospace industry during which period he also became a PhD in mathematical statistics from Lund University 1978 and was a part time professor in Reliability at Royal Institute of Technology, Stockholm. In 1983 he became a professor in Quality Technology at Linköping University and 1999 the SKF professor in Quality Management at Chalmers University of Technology. During 2012-2015 he was a guest professor at Meiji University, Tokyo. He was a co-founder of Centre for Healthcare Improvement at Chalmers and its first director. As a professor he has supervised a large number of PhD students many of which now are themselves professors. In addition he is a member of the International Statistical Institute (ISI).

BERTIN, MARCOS, IAQ Honorary Member is the CEO of the BQCgroup, consultants in governance, management and quality. He is past President and past Chair of the International Academy for Quality. He has received the Distinguished Service Medal and Lancaster Award from the ASQ, the Founders Medal from the IAQ and the Feigenbaum Lifetime Achievement Medal from APQO. He Chairs the Quality in Governance Think Tank of the IAQ and is member of the Private Sector Advisory Group in Corporate Governance of the International Finance Corporation. His past experience includes more than 30 years in Management and Board positions in Firmenich S.A and in the Gillette Co. in Buenos Aires, Boston, Mass, U.S. and Geneva, Switzerland.

BLUVBAND, ZIGMUND, IAQ Academician is the Founder & President of ALD Ltd, Israel. He has accrued 40 years of experience in consulting, coaching and teaching in the fields of all dependability issues worldwide: Quality, Reliability, Availability, Maintainability, and Safety (RAMS), Integrated Logistics Support (ILS), Life Cycle Costing (LCC), as well as development and implementation of advanced methods for the Organizational Quality and Innovation Management and Creating Corporate Quality Culture. Dr. Bluvband has focused his scientific and professional interest on the development of novel techniques for safety assessment and management of failure critical aviation systems. He published 6 books, more than 75 refereed papers and more than 10 patents. His Awards and Professional Recognitions include: IEEE Life Time Achievement Award (2007); Chairman of the Israeli National Quality Award (2010-till now); "Elmer A. Sperry Award" (2011).

BRANNAN, GRACE, IAQ Academician is a Sensory Scientist/Statistician with 20 years of industry and academic research, teaching and grant writing experience. Her expertise is in the areas of sensory science, qualitative and quantitative population-based, behavioral, and public health research studies, quality improvement, design of experiments, and statistics. She held a variety of technical consulting and management positions prior to joining the Centers for Osteopathic Research and Education (CORE) at Ohio University, in 2006. She has co-authored numerous peer-reviewed publications and has co-authored a book on statistically-based quality measures. She has conducted many research, sensory, and statistical trainings globally. In her current position as CORE Research Executive Director she advises physicians, residents, and medical students on research methodology, design, and statistics and quality improvement methods. She holds a Bachelors degree from the University of the Philippines, a Master of Science degree from the University of Georgia, USA and a Doctorate degree from Kansas State University, USA.

CHEEMA, JAVED currently works as Chief Engineer in Performance Enhancement practice area of Altarum Institute in Ann Arbor, Michigan – A premier consulting firm in defense and commercial healthcare sector. Prior to that, he worked at Eaton Aerospace; was Director of Quality at Alcoa Howmet Air Power & Propulsion Division, Vice President Quality Assurance and Lean Six Sigma of Global Transportation Product Division at Molex Interconnect, and Director of Quality and Benteler Operating Systems (BOS) at Benteler Automotive Technik GmbH. Currently, Javed is concluding his research on doctoral work with a theme about lean transformation of medical systems. He holds MS in Industrial & Systems Engineering from University of Michigan, an MBA from University of Central Oklahoma, and a graduate diploma in manufacturing systems (Seisan Hoshiki) from Tokyo Poly-Technique University, Japan. Javed was declared as best international trainee (Kokusai Kenshuin) by the Japan International Cooperation Agency in 1994. Javed is a Fellow of American Society for Quality (ASQ), DFSS & Six Sigma Master Black Belt; serves as Publications Value Stream Chair of ASQ's Lean Enterprise Division, and is an ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE), Quality Engineer (CQE), Quality Auditor (CQA), and Certified Professional Engineering Manager (PEM) of Society of Engineering Managers. Javed has been a keynote speaker and presenter in many prominent conferences and events around the world.

CHIN, KWAI-SANG, IAQ Academician is an Associate Professor in the Department of Systems Engineering and Engineering Management, City University of Hong Kong. Before joining the university in 1991, Dr. Chin had several years of experience in the Hong Kong manufacturing industry, holding senior positions in industrial engineering, product development, and quality assurance and management. He is a Chartered Engineer in the UK and Registered Professional Engineer in Hong Kong. Dr. Chin is Fellow of American Society for Quality (ASQ), of Hong Kong Society for Quality (HKSQ) and of the Hong Kong Quality Management Association (HKQMA), as well as senior members of several international engineering institutions. His teaching specialization and research interests are quality and innovation management, and new product development strategies and process. He has conducted more than 30 industrial projects in the past few years in the areas of quality and innovation management, industrial engineering and engineering management, including training courses and consultancy projects conducted in Hong Kong, Pearl River Delta, Shanghai, and Philippine. Dr. Chin has published over 180 international refereed journals and conference papers and he is now serving as editorial board members and associate editors of several international journals.

CSOKA, ILDIKO is an Associate Professor at University of Szeged (1990 -). She received Dr. habil. degree (2006), , PhD (1997), MSc in Health Care Management (1996), Dr. univ. (1991), and MSc. Pharmacy (1990). Ildiko Csoka has special qualification on Quality Assurance (2011) and on Pharmaceutical Technology (1993) **PROFESSIONAL EXPERIENCE:** Head of Quality Management, Rector's Office (2012-), Head of Institute of Drug Regulatory Affairs, Faculty of Pharmacy (2008 -), Director of Department of Clinical Pharmacy, Faculty of Pharmacy (2011-2012), Head of Quality Management, Faculty of Pharmacy (2004-2011), Head of Office for Post-Graduate Studies, Faculty of Pharmacy (2010-2011) and Institute of Drug Regulatory Affairs, Faculty of Pharmacy (2004 -).

CUDNEY, ELIZABETH A., IAQ Academician is an Associate Professor in the Engineering Management and Systems Engineering Department at Missouri University of Science and Technology. She received her B.S. in Industrial Engineering from North Carolina State University, Master of Engineering in Mechanical Engineering and Master of Business Administration from the University of Hartford, and her PhD in Engineering Management from the University of Missouri – Rolla. Her major areas of interest are Hoshin Kanri, quality engineering, pattern recognition, Lean Six Sigma and healthcare systems engineering. She has published four books and over forty journal papers, seventy conference papers. Beth is an ASQ Certified Six Sigma Black Belt, Certified Quality Engineer, Manager of Quality/Operational Excellence, Certified Quality Inspector, Certified Quality Improvement Associate, Certified Quality Technician, and Certified Quality Process Analyst. She is a member of the Japan Quality Engineering Society (QES), American Society for Engineering Education (ASEE), American Society of Engineering Management (ASEM), American Society of Mechanical Engineers (ASME), American Society for Quality (ASQ), and Institute of Industrial Engineers (IIE). She served as the 2013-2014 President of ASEM. She is currently the editor of the ASQ journal Quality Approaches in Higher Education and deputy editor for the ASQ Quality Management Forum. She is also active on several ASQ committees. She received the 2008 ASQ A.V. Feigenbaum Medal and the 2006 SME Outstanding Young Manufacturing Engineering Award.

DEFEO, JOSEPH A., Chairman and CEO of Juran Global, is recognized as one of the world's leading experts on transformational change and breakthrough quality management. His special fields are increase sales, reduce costs and improve customer experiences through the deployment of performance excellence programs such Business Process Quality Management, Lean, Six Sigma, Strategy Deployment and Change Management. His recent publication, Juran's Quality Essentials for Leaders, provides a concise message for managers to teach them how to embrace quality to be a globally competitive enterprise. He also provides a "Playbook and Transformation Roadmap" for success addressing complex issues. Together with other well-known quality gurus, Dr. DeFeo has co-authored three other popular texts. He's a frequent motivational guest speaker at international conferences: he has presented in over 30 countries.

DELERYD, MATS, IAQ Academician is Senior Vice President Quality, Safety & Environmental Care at the Volvo Group based out of Gothenburg, Sweden. He holds a PhD in Total Quality Management and a full Professorship in "Quality and Organizational Development" at Mälardalen University. Before joining the Volvo Group in 2006 he worked with quality and environmental management in the train industry at ABB, Adtranz, Daimler Chrysler and Bombardier Transportation. He is Vice Chairman of the Board of the Swedish Institute for Quality, SIQ and a co-founder and member of the Swedish Quality Management Academy. He is chairman of one of Sweden's largest research schools – INNOFACTURE focusing development of new innovative approaches to production.

DÉNES, RITA VERONIKA is PhD student at the Budapest University of Technology and Economics (BUTE), Department of Management and Corporate Economics. Research fields: Quality Management in the healthcare, Quality techniques and methods, Quality indicators. Education: Engineering and Management (MSc) - Budapest University of Technology and Economics (BUTE); European Spatial Planning and Regional Development (MA) - Blekinge Institute of Technology, S-371 Karlskrona (Sweden); Landscape architect (BSc) and Corvinus University of Budapest.

DENG, JI, IAQ Academician graduated at Beijing Jiaotong University, majored in transportation economy. After graduation, he won the award “Chinese economic master made highlight contribution” by China’s Ministry of Education. In 1980s-1990s, he took office chief economics manager for Shanghai railway administration the largest railway company in China which controlled 8000 km railway line and 300,000 employees. He took charge in the transportation safety, service quality management. He had the honour of “Excellent management Expert for young and middle – age”, by China’s Ministry of Railway. Since the 21th century he has worked in Shanghai Academy of Quality Management. As director of academic committee, he has undertaken 9 national key projects. His personal interests in quality are focused on service projects and economical quality, such as the relation between quality and economy, the analysis of poor quality costs (COPQ), the core competition of quality, the management for quality chains, fulfilling social responsibilities of enterprises, the measure, analysis and improvement for customers satisfaction and the theory and method about service contact.

DENIS, ROMAIN is the Chief Quality Officer for Mölnycke Health Care, a medical device and pharmaceutical manufacturer with headquarters in Gothenburg, Sweden. He is responsible for directing the design and development of all company-wide quality practices; creating and implementing the manufacturing site certification strategy for environmental, health, and safety; managing the compliance with medical device and pharmaceutical standards; developing relationships with notified bodies in all nations of operation; and assuring that quality methods and information systems support the company-wide system. Unites all of these areas of responsibility are an integrated compliance-based daily management system that is called “Succeed.” Prior to his current assignment Romain was the Quality Director for the Europe, Middle East and Africa (EMEA) region of operations for Boston Scientific and the Quality and Regulatory Affairs Manager for Stryker Spine. Romain holds degrees in mechanical engineering and bio-mechanical engineering with specialization in industrial quality, reliability and maintenance, and materials science. He is a senior member of the American Society for Quality.

DERVITSIOTIS, KOSTAS N., IAQ Academician Emeritus a member of the International Academy of Productivity Sciences since 1988. He earned his PhD in 1968 on industrial engineering at Oregon State Univ., USA. Now he is Professor Emeritus at University of Piraeus, Greece, where he was Full Professor (1985-2000) and was the Chairman of Dept. of Business Administration (1991-1995). He is also Visiting Professor and scholar in several European and US universities. Kostas Dervitsiotis is the founder and former Director of European Master's in Total Quality Management (1994-2000). His main award: Yoshio Kondo Research Medal (2010), Best publication in quality management (2002). Kostas Dervitsiotis is author of several articles in quality management and innovation in referred journals, like Total Quality Management & Business Excellence and Journal of Quality and Participation. He is also Editorial Board member of TQM & Business Excellence, The TQM Journal. He is author of 6 university textbooks on Quality Management and Competitive Strategies (one Recipient of Best Publication Award in Quality Management) and is among the authors of university textbook 'Operations Management' (McGRAW-HILL Co., used internationally by over 100 universities).

DOES, RONALD J. M. M., IAQ Academician is a Professor of Industrial Statistics at the University of Amsterdam. He is at the same time director of the Institute for Business and Industrial Statistics, which operates as an independent consultancy firm within the University of Amsterdam. Furthermore, he is director of the Institute of Executive Programs at the Amsterdam Business School and Head of the Department of Operations Management. His current research activities lie in the design of control charts for nonstandard situations, healthcare engineering and Lean Six Sigma methods.

DREGELYI-KISS, AGOTA is Associate Professor at Óbuda University, Budapest, Hungary since 2002. Subjects on Mechanical Engineer BSc: Dimensional measurement, Quality Control in industry. Subjects on Quality Engineer postgraduate course: Metrology, Statistical Process Control I-III., Sampling and Design of Experiments. Research activities: applied statistics in the field of manufacturing technology, determination of measurement uncertainty of dimensional measurement devices. Chairlady of HNC for EOQ Committee "Metrology".

DRLJAČA, MIROSLAV has a doctor's degree in the field of Economy, scientific branch Management and organization (quality management). He finished the education in accordance with EOQ programs and he is: EOQ Quality System Manager, EOQ Quality Auditor, EOQ Environmental Systems Manager, EOQ Environmental Auditor, EOQ Project Manager, EOQ Management Systems Senior Consultant and EOQ Risk Manager. He has been working in civil aviation sector since the start of his professional career and now he is a CEO of Zagreb Airport. He is an author of more than hundred scientific and professional papers published in Croatia and abroad. He is the guest lecturer on four biggest universities in Croatia. He is a member of many scientific societies in Croatia and abroad including American Society for Quality and Scientific Council for Transport of Croatian Academy of Science and Arts. He is President of Croatian Quality Managers Society since 2009. During 2014 he established the Middle and South East European Countries Quality Initiative (MSEECQI) and he was elected as President by 12 institutions from 8 countries. He edited numerous proceedings from international symposiums on quality organized by Croatian Quality Managers Society and Croatian Society for Quality, and one book, too. He was awarded for contribution on Quality Management in Croatia, and other State recognitions too.

FEARY, SIMON as Chief Executive of the Chartered Quality Institute, and his team are leading the re-positioning of the quality profession, responding to challenges from business and industry, the profession's primary stakeholders. After a career in laboratory management in the pharmaceutical industry, and the completion of an MBA in the early 1990s, Simon Feary joined the Institute of Quality Assurance (IQA) in 1994 to head up the International Register of Certificated Auditors (IRCA). He led IRCA from a small UK-focused business to an international brand, synonymous with auditor and training certification - recognized and accepted worldwide as a credible component of the accredited certification landscape. His background and interests are in both business and quality, two areas very relevant to managing the CQI. He is also active within standards development and, through IRCA, retains an involvement in the International Accreditation Forum and other groups charged with developing standards, guidance and best practice.

FEHLMANN, THOMAS is a Lean Six Sigma Black Belt for agile software development and promoter of customer-oriented software product design. He runs the Euro Project Office since 1999, he is internationally recognized as Quality Function Deployment (QFD) expert since 2001, focused on lean & agile software product development. Since 2004, he is Swiss delegate in the International Software Benchmarking Standard Group (ISBSG) and became Vice-President in 2013. Thomas Fehlmann published on Six Sigma for Software, QFD, software metrics and measurements, and transfer functions together with Eberhard Kranich who studied mathematics and computer science with a focus on mathematical programming/optimization, mathematical statistics and complexity of algorithms, and has more than 30 years of industrial experience in oil, food, and automotive industry, as well as in telecommunications.

FELSZEGHI, SARA MD, PhD is a specialist in Occupation Health and Medical Law. She received the „EOQ MNB Quality Manager in Healthcare” in 2015. In addition she is National Quality Management Inspector of Occupational Medicine. Sara Felszeghi is appointed as Associate Professor at the University of Miskolc, and at the Semmelweis University Budapest. At the same time she is the leader of the multidisciplinary Centre for Healthcare and Methodology of the University of Miskolc Her Program on Promoting Healthy Work for People with Chronic Illness was awarded in Brussels as a Successful Model in 2013. She is the member of the board in more scientific societies, has published her research results in international journals, volumes and conferences. She is involved in several EU projects. She was awarded with the “Tóth Imre Memorial Medal” by the Hungarian Scientific Society for Occupational Health and Medicine in 2007, and she got the Pro Urbe Award of the City of Miskolc in 2014.

FRIEDLI, THOMAS, IAQ Associate Academician is a Professor since 2000 and a Member of the Faculty of the Institute of Technology Management at the University of St.Gallen (HSG) and is Managing Director of the TECTEM. As an Associate Professor, he leads a team of 14 researchers as Head of the Chair of Production Management. Thomas Friedli's main focus is the management of industrial enterprises. His area of expertise is strategic operations management, management of industrial services and operational excellence in the pharmaceutical industry. He is teaching in several executive programs in St.Gallen, Salzburg, Fribourg and Aachen. Furthermore, he was a battalion commandeer in the Swiss Army and is still an active colonel in the staff of the chief of the army.

GABER, BEGES is responsible for safety testing of electrical appliances and Deputy Quality Manager in the Laboratory of Metrology and Quality, Faculty of Electrical Engineering, University of Ljubljana, Slovenia. This is an accredited laboratory for calibration, safety testing and proficiency testing which is the National Measurement Institute (NMI) in Slovenia for temperature and humidity, for 11 years. He is also employed as Senior Lecturer at the University since 1999, and involved in the Quality Engineering Program. Beside technical quality and European technical legislation and infrastructure he is teaching also measurement and testing, standardization and accreditation, and conformity assessment in undergraduate studies; research and development in the measurement and testing field; development of testing procedures; preparation and maintenance of accreditation of testing laboratories; project cooperation with industry; coordination and participation in laboratory inter-comparisons. Gaber Beges is currently Member of ISO Technical Committees TC61, TC69-SC8-WG2 and TC 176 at Slovenian Standardization Organization and member of Electrical Safety Board at Slovenian Ministry of Economics.

GATCHALIAN, JOSE C. was Former Dean and Professor of the University of the Philippines' (U.P.) School of Labor and Industrial Relations, He obtained his PhD, M.A. and A.B. degrees from U.P., his M.S.S. degree and a Dipl. in Labor and Industrial Relations from the Netherlands Institute of Social Studies, and specialized courses at the ILO Turin Centre in Italy and at the Harvard University Business School in Boston, U.S.A. Jose Gatchalian is presently the Chairman of Quality Partners Co., Ltd. He was a Fellow of the National Defense College of the Philippines and adjudged as an Outstanding Administrator at the U.P. and was a recipient of the Sikap-Gawa Industrial Peace Award of the Businessmen-Bishops Conference (BBC). Jose Gatchalian is past President of the Philippine Industrial Relations Society (PIRS), and was member of the Executive Committee of the International Industrial Relations Association (IIRA). He received the Professional Achievement Award from U.P. College of Mass Communication and a "Distinguished Alumni in Labor Management Cooperation for Industrial Peace and Harmony" award from the U.P. Alumni Association.

GATCHALIAN, MINOZA MIFLORA, IAQ Emeritus Member earned her Doctorate Degree at the University of Tokyo in Japan, Master of Arts in Statistics and BS Food Technology degrees at the University of the Philippines (U.P.). She obtained her graduate Diploma in Industrial Quality Control, with distinction, from Boucentrum International Education in the Netherlands. She is Secretary-General Emeritus of the Asia Pacific Quality Organization (APQO), Philippine Councilor and Fellow of the American Society for Quality (ASQ) and Past President of Philippine Society for Quality (PSQ). She was the first President of the Federation of Institutes of Food Science and Technology, ASEAN (FIFTSTA) and is the founding President of the Philippine Association of Food Technologists (PAFT). Among the latest major honors she received were from: (a) U.P. Alumni Association, Most distinguished Professional; (b) APQO-Walt L. Hurd Foundation the "Harrington-Ishikawa World Quality Professional Medal" (c) the ASQ "E. Jack Lancaster Award" and (d) Shanghai Association for Quality in China, the Magnolia Award for Global Excellence. In 2005, the APQO -Walt L. Hurd Foundation honored Dr. M. M. Gatchalian (MMG) with a medal in her name (MMG Gold Medal) to be awarded to a globally recognized Woman Quality Professional.

GODFREY, BLANTON A. IAQ Academician is a leading practitioner in the field of quality management and a pioneer in developing Lean Six Sigma. He is the founding editor of *Six Sigma Forum Magazine* and was editor for eleven years. He's the Joseph D. Moore Distinguished University Professor at North Carolina State University and was Dean of the College of Textiles from 2000 to 2014. From 1987 to 2000 he was Chairman and CEO of Juran Institute, and from 1973 to 1987 he was at Bell Telephone Laboratories and the last five years he was head of the Quality Theory and Technology Department. Dr. Godfrey completed his B.S. in Physics at Virginia Tech and M.S. and Ph.D. in Statistics at Florida State University. He is a Fellow of the American Statistical Association, ASQ, the World Academy of Productivity Sciences, and the Royal Society of Art. He was the 1991 recipient of the Edwards Medal and the 2010 Distinguished Service Medal from ASQ. In 2005 he received the Deming Lecturer Award from the American Statistical Association, and in 2008 he received the C. Jackson Grayson Distinguished Quality Pioneer Medal from the American Quality and Productivity Center.

GYARMATI FEHER, BARBARA is working as Logistics Administrator at University of Szeged, Faculty of Pharmacy Institute of Drug Regulatory Affairs. Before this she was Lecturer at University of Szeged, Faculty of Gyula Juhász Teacher's Training Institute. She worked also as Lecturer at the Association of Industrial Training Centre of Hungary, at the High School for Technical and Environmental Management in Szeged as well as Marketing and Logistics Administrator at TOSHIBA Electric Co, Department of Logistics and Marketing at the Hospital of Szeged, Department of Logistics and Marketing. She studied at the University of Lóránd Eötvös, Teacher's Training Institute, Department of Educational Studies, Social Pedagogy Institute in Budapest and at the University of Szeged, Faculty of Arts, Institute of German Language. Qualifications: German teacher, Pedagogic Master.

HARDING, PAUL is the Managing Director of the South African Quality Institute. He is also on the advisory panel of the South Africa Customer Satisfaction Index and Honorary member of International Association of Quality Managers and Auditors. He was the Previous vice chair Sector Education Training Authority Quality Chamber Board. Earlier in his career, he was Head of Corporate Quality, Nissan South Africa, and General Manager of Integrated Systems Management, Nissan South Africa. He has completed his Master Industrial Administration from University Cape Town; and majored in systems engineering practice, manufacturing technology and process design and design & management of operational systems. A dissertation was published on introducing Japanese Hoshin Kanri (policy deployment), quality and productivity improvement methodologies into a South African environment. He has received the dti National Quality Champion award for the biggest individual contribution to promoting quality in South Africa awarded by the South African Minister of Trade and Industry in 2011. He was the co-author of a research paper on the principles of Top Executive Audits in conjunction with Hoshin Kanri policy deployment published in the International Journal of Managerial Auditing February 2007 (Emerald publishers) and a research paper on Dynamic Capabilities and Hoshin Kanri published in the International Journal of Operations and Production Management (published by Emerald June 2008). He was the author of an article in the December 2010 issue of ASQ's Quality Progress magazine entitled "Shining on the World Stage" this article described how South Africa prepared for a Quality FIFA World Cup.

HE, ZHEN, IAQ Academician is a Professor and Deputy Dean of College of Management & Economics, Tianjin University. He got PhD from Tianjin University China in 2001. He is the Chairman of Six Sigma Expert Steering Committee under China Association for Quality. Zhen He is the recipient of NSFC (National Natural Science Foundation of China) Outstanding Young Scholar and recipient of **the New Century Excellent Talents program, Ministry of Education of China**. He was US-China Fulbright researcher of the year 2001-2002. He has got several awards for his research and teaching achievements in Quality Management in China. His main research interests include Quality Management and Quality Control, Six Sigma and Lean Production. Zhen He has more than 100 publications.

HEIST, WILLFRIED is Vice President Group Quality, Product Safety and HSE Management and authorized representative at KNORR-BREMSE Systeme für Nutzfahrzeuge GmbH in Munich since 1997. Before that he was Head of Quality at Fichtel & Sachs AG, Chassis Division; at Zeppelin Metallwerke GmbH and Manager Quality Management at Daimler Benz AG in Germany and Overseas. Willfried Heist has comprehensive experience in creation, realization and further development of Quality Management and Product Safety Systems and QM/Product Safety Strategies.

HUTCHINS, DAVID, IAQ Academician has Bachelor's Degree equivalents in Mechanical and Production Engineering and he was Manager in a high precision automotive products manufacturer. He received Master's Degree in Quality and Reliability at Birmingham University UK. He has visited Japan many times, written 7 books and made significant contributions to others and regularly writes for such journals as Quality World. He achieved significant success in the implementation of TQM and Hoshin Kanri in several 100 companies in many countries. A visiting fellow at Kingston University, and runs his own International Quality College that was commissioned to create the current Chartered Quality Professional courses for the Chartered Quality Institute UK. Was a personal friend of the late Professor Ishikawa, represented Dr Juran in the UK from 1983 to his retirement from international travel in 1993. Davis Hutchins was an invited keynote speaker at Dr. Juran's 100th birthday celebrations.

IIZUKA, YOSHINORI, IAQ Academician is a Professor Emeritus, teaching and researching at the University of Tokyo. His research was focused on quality management, including TQM, ISO 9000, Structured Knowledge Engineering, Healthcare Social System Engineering, Software Quality and Nuclear Safety. He was President of the Japanese Society for Quality Control (JSQC) and of the Deming Application Prize Committee (TQM). He served also as Chair of the National Committee for ISO/TC 176 (ISO 9000s) 2000-2012 and Chair of the QMS Accreditation Committee, Japan Accreditation Board (JAB) for 1999-2012. He also was Chair at the JUSE/SQiP (Software Quality Profession) between 1994-2012. He was awarded with Deming Prize for Individuals in 2006, ASQ (American Society for Quality)/Freund-Marquardt Medal in 2010 and with Industrial Standardization Awards/Prime Minister's Award in 2012. He has authored many papers and books on quality management, for example "ISO 9000 and Restructuring of TQC", "Software ISO 9000" (JUSE Press, 1996), "TQM – Total Quality Management in the 21st Century" and "Special Lectures on Quality Management" (JUSE Press, 2013).

JAHNKE, ROLAND K., IAQ Academician has a long-standing comprehensive knowledge and experience relating to the transformation of public administrations, large-scale companies and quality organizations to efficient international organizations and global players. In different executive functions, he could, in Germany collect comprehensive experience in logistics both in the former Federal Ministry for Postal Services and Telecommunications and the follow-up organization Deutsche Post DHL. The Group, which has 470,000 employees in more than 220 countries and territories, is now the biggest employer in Europe and has meanwhile become a successful world market leader in the mail and logistics sector. Roland Jahnke is Chairman of IAQ's Quality in Education Think Tank (QiETT). He is also an experienced and leading expert in Global Business Excellence in the sector of Postal and Express companies around the world. In addition he is an elected Member of the Global Advisory Committee of the American Society for Quality (ASQ) in U.S., the ASQ Counselor Europe and became an elected ASQ Fellow.. He is IAQ's Representative at UNESCO Headquarters, Paris, and from there employed as a UNESCO observer. Roland Jahnke studied economics in Germany and U.S. Meanwhile he became an International Visiting Professor at different Universities in Asia Pacific Region.

JIANG, SHANCHENG has got his Bachelor's degree(2012) and Master's degree(2014) from Northeastern University in China. He is currently a PhD student supervised by Dr. Kwai Sang CHIN in Department of Systems Engineering and Engineering Management, City University of Hong Kong. His current research topic is prediction of patient arrival patterns in Emergency department, working in the research team with Dr. Kwai Sang CHIN.

JUSSILA, KARI works part-time as Senior Researcher at Department of Industrial Engineering and Management of the Aalto University School of Science in Helsinki. In the role of Management Consultant he can provide organizations with e.g. mergers & acquisitions, strategic planning and finance. Kari Jussila has more than 35 years' experience on senior managerial positions of various organizations, including product development, R&D co-ordination, business development and control. He has also experience on project management and international sourcing. During his career Kari Jussila has had several honorary posts as member in the Board of Directors of major industrial companies as well as innovative high-tech companies.

KANDLER-SCHMITT, NINA has international experience in automotive quality management and quality methods. She was leader of audits across the globe. As a VDA approved trainer she trained worldwide and made a lot of presentations, also e.g. at the Andrassy University Budapest and Széchenyi University Győr. She works since 2002 at AUDI AG and since 2012 she coordinates the supplier quality management at AUDI Hungary Motor Kft. She is the leader of the VDA Working Committee of the new VDA standard Robust Production Processes. Further she works 11 years at Freudenberg FFD KG at the lab as a group leader of electrical and caloric measurements and was furthermore responsible for the design and implementation of the Quality Management. She visited the evening course of the technical school and associate as a technical at physical techniques, later she visited the evening course of the University Rüsselsheim and degreed as an engineer at mechanical engineering. She degreed by correspondence course distance learning at the University Braunschweig-Wolfenbüttel as a MBA of environmental and quality management. She absolved an interdisciplinary course about on-board electronics systems and new technologies at the Volkswagen AutoUniversity. Today she is still in process to design her PhD thesis at the Andrassy University Budapest.

KANO, NORIAKI, Honorary Member of IAQ and ASQ (which are very unique recognitions) is one of the world's leading experts in the field of quality management. He is the developer of a customer satisfaction model known as the Kano model, which has a simple ranking scheme that distinguishes between essential and differentiating attributes related to concepts of customer quality. He is a professor emeritus at the Tokyo University of Science. Dr. Kano completed his undergraduate and graduate studies in the engineering school of the University of Tokyo. He was the 1997 recipient of the Deming Prize for Individuals, administered by the Union of Japanese Scientists and Engineers (JUSE). In 1997 he also received the Deming Lecturer Award from the American Statistical Association. Kano is an elected Fellow of ASQ and he was the recipient of two ASQ Medals of Distinction—the E. Jack Lancaster Medal in 2002 and the E. L. Grant Medal in 2007.

KEIM, ELIZABETH, IAQ Vice President is a quality consultant focusing primarily on non-manufacturing sectors, especially Lean Six Sigma. She has worked with numerous clients on 5 continents and in more than 40 countries. She is past president and Fellow of the American Society for Quality. She has received numerous awards from the Asia Pacific Quality Organization and ASQ, including the Distinguished Service Medal. She is an Honorary member of the Singapore Quality Institute. She is an author of a number of papers on service quality and speaker at numerous conferences.

KING, ROBERT, IAQ Academician and Vice President is a 35 year student of quality and innovation. As founder and CEO of GOAL/QPC for 37 years, he adopted the best of the best from thought leaders around the world and led a research committee of leading US companies to transform Japanese TQC into American TQM. He helped prepare instructional materials used by over 12 million students. He was the first to be recognized in Japan by the Akao International Prize for his work in product design –QFD and the first in Europe recognized by the Borel International Prize for his work in Innovation. As IAQ VP for Publication he shares the best thinking on quality and innovation in print and electronic media. He is working with thought leaders around the world to help resolve the toughest problems in healthcare and education, especially in developing areas such as sub-Saharan Africa.

KITIKUN, SITTITEP is Bachelor of Engineering in Industrial engineer since 2007. He has working experience in statistical and sustainable management system such as ISO, TPM and TQM with qualification in statistical, people facilitator and managing systems. He's working at SCG Chemicals - Thailand.

KOVACH, JAMISON V., IAQ Associated Academician is an Associate Professor at the University of Houston. She received her Ph.D. in Industrial Engineering from Clemson University. Her industrial experience includes several years as a product and process improvement engineer in the U.S. textile industry. Dr. Kovach is certified in Six Sigma Black Belt training, and she is the Director of the Lean Six Sigma professional training program for the College of Technology. Her recent research has focused on the application of quality improvement and process design methods within service operations, namely healthcare, supply chain, and IT, just to name a few. In addition, she regularly presents her research at various annual conferences, including more than 60 presentations over the past 10 years. For her work, Jamison Kovach received the 2010 ASQ Feigenbaum Medal, was appointed as one of the "40 New Voices of Quality" by Quality Progress in 2011, and received the IAQ Best Paper Award, at the 1st International Conference on Quality Engineering & Management in 2014.

KOVACS, ANITA is at present Assistant Lecturer at Institute of Drug Regulatory Affairs, University of Szeged. She studied Chemistry at Faculty of Science and Informatics, University of Szeged. Before Anita Kovacs was Development Manager at Florin Chemical and Trade Company, Szeged (Hungary) for development of new cosmetic products, ensure and improve quality consistency of technological processes, plan and administer maintenance of the local quality documentation and programs. She became Quality Manager at Budapest University of Technology and Economics (BUTE), Hungary. She received her Ph.D. at the Department of Pharmaceutical Technology, University of Szeged, Thesis title: Structural evaluation of w/o/w multiple emulsion. Managerial skills: team leader and good command of quality control processes (quality audit)

KOVACS, LAJOS is currently an IT Key Account Manager at Egis Pharmaceuticals PLC, with responsibility for the IT developments and services-related management among users, vendors and IT. He has more than seven years of experience in project management and consultancy in the application development and integration fields in the pharmaceutical areas as well as eight years of experience in the IT service and quality assurance fields. Previously as Customer Focus Unit Manager he was responsible for supervising and performing specification, validation and change management in the Research and Development and Regulatory areas as well. He has more than five years of experience in the IT part of Laboratory Application System. Designing protocols, supervising and performing the IT-related qualification and additional GxP-related activities on the basis of risk-based approach also represent part of his expertise.

KULSHRESTHA, SANATAN is an alumnus of Jodhpur University with Gold Medal in Solid State Physics in his Post Graduation. He joined the Indian Navy in 1975 and was awarded with the Sword of Honour adjudged to the best Naval Officer. He was specialized in Quality Assurance of Naval Armament and held various key appointments at Naval Command Headquarters and finally he became the Director General of Naval Armament Inspection (DGNAI) at the Integrated Headquarters of Ministry of Defence (Navy). He retired from Indian Navy in 2011 as Rear Admiral. As part of self-development he is engaged in the study of strategic aspects of acquisition of nanotechnology in India by both the public and private sector, with specific relevance to National Security issues. He has two degrees pertaining to nanotechnology and associated issues and has a Doctor degree from 'School of International Studies' in New Delhi. The topic of the PhD was "Negotiating Acquisition of Nanotechnology: The Indian Experience". He is a Senior Fellow of New Westminster College, Canada.

LAI, LOTTO has doctor degree and more than 15 years working experience in a position of executive level, especially in the area of Quality Management, Testing and Certification (T&C). His profession includes the development and maintenance of quality, safety, environmental & information security management systems, testing & calibration methodology development, certification & auditing and training/coaching in different management systems. Lotto Lai has served the Hong Kong Society for Quality (HKSQ) since 1997. As former Chairman and Fellow, he promotes Quality, Testing and Certification to different industries and to further facilitate cooperation with international organizations such as American Society for Quality (ASQ) and Asian Network for Quality (ANQ). Furthermore, he has been appointed as a member of the Testing, Inspection and Certification Industry Training Advisory Committee (ITAC) by Hong Kong Qualifications Framework (HKQF), Education Bureau, HKSAR, since 2010.

LAKNER, ZOLTAN has MSc in Food Engineering (1983), MSc in Agricultural Management (1987), Chartered Accountant (1987), MSc in Innovation Management (1991), Ph.D. in Food Logistics (1990) and habilitation (2010). He is full-time Professor, Head of Department of Food Economics at Faculty of Food Science and Technology at Corvinus University of Budapest. Zoltan Lakner has more than one hundred papers and over twenty textbooks on strategic planning, econometrics and operations research in agro-food chain. Computer skills: R programming, general-purpose statistical and econometric packages. International experiences: Russia, Kazakhstan, Western Africa.

LAPIDUS; VADIM, IAQ Academician, Academician of the Russian Academy of Quality Problems, Honorary President of International Guild of Quality Professionals graduated from Gorky State University. He is a PhD candidate in radio communication and a Doctor of Sciences in engineering. He gave lectures on Quality Management and statistical methods at Gorky State University, worked as a Professor at the Department of New Methods of Product Quality Monitoring and Control at Academy of Standardization, Metrology and Certification. At the present time he is Professor of Higher School of Economics and visiting Professor at Technical State University (N. Novgorod). He has been repeatedly invited to give lectures on QM methods abroad: Japan, USA, Italy, Israel. He is awarded the Medal I. A. Ilyin, the Medal KANARSPI, the badge "For merits in standardization", the badge "For merits in the development of Russian Railways". Vadim Lapidus has over 40-years of professional activity in TQM, standardization and application of quality control methods, development of methods and tools in control, measurement and testing; leadership, motivation and quality improvement.

LEELAWONG, RONRAPEE received a Doctoral Degree in Operations Management, with specialization in the employees' ideas and suggestions system, from the Isenberg School of Management, University of Massachusetts Amherst, USA. For his latest job assignment, he works as a quality specialist in Total Productive Maintenance (TPM) and Total Quality Management (TQM) at the Quality Management Department, the Office of Organizational Development and Innovation, SCG Chemicals Co., Ltd. His responsibilities include holistic level, system developments (e.g. the development of SCG Chemicals Management Platform), hands-on, projects improvements (e.g. cost and defects reduction) and people development. Moreover, Ronrapee Leelawong has hands-on experiences with TPM implementation as a doer when he was a quality management engineer at Thai Polyethylene from 2002 – 2005 and as a consultant when he was a management system consultant at the Center of Excellence and Sustainability Development, the Siam Cement Group, from 2011 to 2014 (i.e. a consultant to a wide range of company including, for example, SCG Landscape, Thai-British Security Printing, and Thai MFC).

LEPSENYI, ISTVAN, IAQ Academician. His career runs parallel to development of the modern Hungarian vehicle production. He joined Ikarus in 1974 dealing with technological development, then with investment, and from 1986 to 1990 he was technical director. In the improving period of the Ikarus brand he managed the development of the robot and CAD/CAM technology and series production of the new city-bus family. As the next position he became the first CEO of Suzuki Hungary. When he continued his career at Knorr-Bremse in 1995 the Suzuki had been stabilizing its position in Hungary. He advanced the sales, research and development activity of the world's leading manufacturer of braking systems for commercial vehicles in the East European region. Knorr-Bremse Braking Systems Ltd. is today a manufacturing base, Research & Development Centre of strategic importance for the Knorr-Bremse Group Among others he was a Vice President of The International Organization of Motor Vehicle Manufacturers (OICA). He received the several awards for his activities (Cross Order of Merit of the Republic of Hungary 2009, The Manager of the Year 2010 etc.).

LILLRANK, PAUL, IAQ Academician is Professor of Quality and Service Management at Aalto University since 1994. He has served as the Head of the Department of Industrial Engineering and Management and Dean of the School's MBA Program. Paul Lillrank received a Ph.D. in Social and Political Sciences at Helsinki University in 1988. He was six years in Japan where he researched quality management in the Japanese industry. After he joined The Boston Consulting Group in Tokyo and later in Stockholm, he returned to academia in 1992 as Affiliated Professor at the European Institute of Japanese Studies at the Stockholm School of Economics. He has been visiting professor at the University of Tokyo, and teaches at the Indian Institute of Technology-Khagarpur. Paul Lillrank has conducted research in several service industries, such as software, telecom, airlines and retailing. Recently his focus has been in healthcare. He has co-founded The Institute of Healthcare Engineering, Management and Architecture (HEMA), and The Nordic Healthcare Group (NHG) for a consultancy. His current research interests are in Healthcare Operations Management, particularly operating modes, process coordination and knowledge integration, and regional supply systems.

MA, YING earned his Ph.D. in Management Science and Engineering in the Wuhan University of Technology. Now he is Professor in the School of Management at the same university. With several publications in the fields of Risk Management, Enterprise Management and Marketing Strategy Management also coordinates research projects about Food Security in China, the last one focused on the mensuration of consumer food security & risk perception, and its regulation.

MARAI, GEZA is Associated Professor at the Szent István University, Gödöllő. He is Board Member of the Hungarian Bio Alliance. Professional activities: environmental management rating based on the principles of sustainable development, the development of related strategies, as well as to facilitate the practical implementation; natural and certified organic feed, pig and cattle testing; Examination of special feed supplements (phytogenic products, enzyme preparations, probiotics) effect, grain cereals (corn, oats) feed value of examining genetic engineering environmental effects. Educational activities: nutrition, nutrition and environment friendly production, consulting, engineer- and farmer training, training of trainers, EU accredited consultant. Main results: the introduction of new feed additives (phytogenic products, enzymes), organic certified livestock feed and domestic foundations for the creation, testing the quality of organic food. Another important area of his social activities is: Hungarikum Trade Commission. Geza Marai has nearly 100 independent or co-author publications.

MAZUR, GLENN H., IAQ Academician has been active in QFD since its inception in North America, and has worked extensively with the founders of QFD on their teaching and consulting visits from Japan. He is a leader in the application of QFD to service industries and consumer products, conducts advanced QFD research, and is the Conference Chair for the annual North American Symposium on Quality Function Deployment. Glenn Masur is the Executive Director of the QFD Institute and International Council for QFD, Adjunct Lecturer on TQM at the University of Michigan College of Engineering (ret.), President of Japan Business Consultants LLC, and is a Senior Member of the American Society for Quality (ASQ), and the Japanese Society for Quality Control (JSQC). He is a certified QFD Red Belt(r) (highest level), one of two in North America. He is a certified QFD-Architekt by QFD Institut Deutschland. He is Honorary President of the Hong Kong QFD Association. He is convenor of the ISO Working Group 2 of the Technical Committee 69, Subcommittee 8 to write the International Standard ISO 16355 for QFD and a Member of the Technical Committee 176 responsible for ISO 9000 series standards. He is Secretary-Treasurer of the International Academy for Quality.

MEHTA, JANAK is a pioneer in promotion of quality management in India since 1982 and has contributed to quality movement in Asia and the rest of the world. He is the current Chair of International Academy for Quality (IAQ) and immediate past President. He is Honorary director of Asian Network for Quality (ANQ), past Chairperson (2009-2010) and Board Director since 2003. He was the Founding President of Indian Society for Quality (ISQ) (1996-2002). He was Secretary of the National Committee on Quality (1986 to 1991). He is an engineer who became Chief Executive of BECO Engineering Company in India in 1985. He is Chairman of TQM International Pvt. Ltd. (TQMI), India since 2002. He is the second recipient of the Deming Service Award administered by the Union of Japanese Scientists and Engineers (JUSE) in 2012 and the E. Jack Lancaster Medal in 2012 from American Society for Quality (ASQ). He has guided many organizations in their TQM journey in India and the Middle East. He has been associated with ten companies that successfully challenged Deming Prize. He has been an invited keynote speaker and speaker in 27 countries.

MELCHER, EVAMARIA, Dipl.-Ing. agr., born 1987, citizenship: German. Academic & Professional Attainments: 09/2006 – 03/2012 Rheinische Friedrich-Wilhelms-Universität Bonn, Germany; Engineering Diploma in agricultural sciences, spec. crop science/ horticulture 09/2003 – 12/2003 Lycée Jean Moulin, Lyon, France; Successful completion of an IRCA approved training course „Lead Auditor, Food Safety Management Systems, ISO 22000:2005” 10/2012; Successful completion of an RSPO (Roundtable on Sustainable Palm Oil) - endorsed “RSPO Supply Chain Certification Systems training course”; student research assistant (Study on the audit culture in Germany within the Scope of food safety and quality – Dependency of auditor, certification body and type of audit on the audit result and influential factors on market developments), Rheinische Friedrich-Wilhelms-Universität Bonn; student research assistant in Internship in viticulture, in livestock breeding and husbandry. Audit experience: Participation at more than 30 Supplier Audits abroad as translator, Technical Reviews of Supplier Audits.

MELLAO, VICTOR is from Sao Paulo, Brazil, teaches International Relations and is a master student of Business Administration in the Wuhan University of Technology. For five years worked with family farming cooperatives by being Executive Manager of the UNISOL Brazil (Central of Cooperatives and Solidarity Economy Enterprises), an institution that represents more than 800 cooperatives in the country. He is also the founder of the Brazilian NGO Adus (Refugees Reintegration Institute), one of the major actors supporting refugees and asylum seekers in Brazil.

MEZEY, TAMÁS graduated in the Budapest Business School in 1976. Additional education and trainings: registered tour-guide, ISO internal auditor, EFQM, HACCP, TQM courses. Earlier he was Director of Quality Control and Head of Internal Control Department at the Danubius Hotels Group; today he's Group Director Quality Management, New Ventures at the Danubius Hotels Group since 2006, and Operations Manager at Hotel Budapest since 2011. He represents Danubius Hotels Group in the EOQ Hungarian National Committee as well as in the Hungarian Society for Quality. Main activities in tourism: Founder and Head of Quality Management Section within the Hotel Association of Hungary, Member of ISO TC 228 "Tourism and related Services" and Co-author of the Hungarian Tourism Quality Award System, Member of the Working Group. He speaks English and German.

MOLNAR, PAL J., IAQ President is a Professor for Quality Management and Food Quality and Safety at the University of Szeged, Faculty of Engineering (Hungary). He studied Food Technology and Biochemistry at the Humboldt University, Berlin (Germany). He got PhD at the same University in 1972 and DSc at the Hungarian Academy of Sciences in 1996. He was Deputy Director General of the Hungarian Food Control Authority and later Director of the Food Quality Centre at the Central Food Research Institute in Budapest. Since 1996 he has been President and CEO of the Hungarian National Committee of the European Organization for Quality (EOQ). He is editor of the Hungarian scientific-technical periodical "Quality and Dependability". He has been Hungarian National Representative in the EOQ since 1994, was its Vice President 1999-2003, Chairman of the EOQ Food Section 1984-1994. Among other national and international awards he received "The Founder Medal" of IAQ in 2011. He published 3 scientific books and more than 400 papers in Hungarian, English and German languages.

NAKAO, MAKOTO, IAQ Academician and Member of Board of Trustees is the President & CEO of GC International AG in Switzerland and the Chairman of GC Corporation in Japan. Throughout his top management activities for almost 40 years, he has been promoting Vision Management putting GQM (GC's TQM) as a core. He was awarded with the Deming Prize for Individuals by the Union of Japanese Scientists and Engineers (JUSE) in 2012. He has been serving as the Member of the Deming Prize for Individuals Selection Committee since 2013. He was awarded the 2014 IAQ Best Paper Award for his presentation on "Towards the realization of a healthy-long living society through continuous efforts for promotion of quality management" at the second IAQ/ANQ Symposium in Bangkok, Thailand in 2013.

NEMBARD, HARRIET, IAQ Academician has been a dedicated professor of Industrial Engineering for over 20 years. She also directs the Penn State Center for Integrated Healthcare Delivery Systems (CIHDS) and is the Penn State site-director for the National Science Foundation (NSF) Center for Health Organization Transformation (CHOT) which focuses on applied research and industry engagement to bring better modes of care to patients. Dr. Nembhard has an extensive history of research and teaching in quality engineering and quality improvement and applying engineering and statistics principles to hospitals, developing healthcare data visualization tools, and a patented manufacturing process for making small-scale medical devices. She is the author or co-author of over 50 research publications and her textbook entitled Healthcare Systems Engineering will be published by Wiley in Spring 2016. Dr. Nembhard has also served as a technical consultant for several major companies. She is a Fellow of the American Society for Quality.

NÉMETH, BALÁZS, (born 1972) PhD. in Economics in the field of Total Quality Management, MSc in Mechanical Engineering, Managing Director and shareholder of Kvalikon Management Consulting & Systems Development Ltd. At the University of New Hampshire he studied Total Quality Management, Production Planning & Control, Strategic Management and Production Systems and at the Columbia Business School, USA studied Management Consulting, Top Management Processes, Management of Innovation and Change. He is now involved in the organization of the Lean Forum Conference, Best Practice Forum focusing on sharing best practices in different topics. He has a wide experience in Process Improvement and Process Management, he was leading several Process Improvement and Reorganization projects and he was involved also in several Lean Management implementations. He was giving Lean management & Kaizen trainings as well as several Strategic and Balanced Scorecard workshops in Hungary. Balázs Németh published several articles about TQM, BPR and Process Management in various Hungarian and international magazines. He's member of the European Organization for Quality, Hungarian National Committee holding the position of Vice President at the EOQ HNC Lean Six Sigma Committee and at the Hungarian Quality Society.

NG, IVAN C. has been working in the printing and publishing industry since 1984. Ivan set up his own publishing and printing business in 1991. The market covers mainly Hong Kong, North America and Europe. His study for Master of Technology Management at the Hong Kong University of Science and Technology took him to Switzerland, Germany and Japan from 2006 to 2008, visiting among others the Toyota Plant in Nagoya, Panasonic Center in Tokyo etc., in Japan. In 2007, Ivan Ng began Quality Management consulting work for healthcare institutions, specialized in Six Sigma and quality management. He is a certified Six Sigma Black Belt. He is a member of the American Society for Quality (ASQ) and of the Hong Kong Society for Quality (HKSQ). In 2008, he pursued a Doctor in Business Administration degree at the City University of Hong Kong. He presented papers in two conferences in 2012 and 2013 organized by ANQ. He also presented his doctoral research findings in the ICQ, Tokyo, Japan in October 2014. Ivan Ng completed two advanced management studies overseas: Senior Management Course of Supply Chain Management Study, 2008, ETH of Zurich, Switzerland; Advanced Management Course, 2009, University of California (CAL), Berkeley, U.S.A.

NHON, NGO VAN is the Chairman of the Vietnam Quality Association of Ho Chi Minh City (VQAH) and the Director of the Institute for Quality Assessment and Development (IQAD). He holds the Mechanical Engineer, MBA and Ed.PhD degrees. His research interests areas are Quality of Education, Quality Management and Social Responsibility. Since 2000, he is training and consulting several firms: 60 companies, 30 universities, 3 hospitals and 7 public agencies to apply QMS, IMS, TQM, etc. He presented over 100 presentations, published 2 books. He is also a Deputy Director, Vietnam Industry and Trade Information Centre (VITIC) of the Ministry of Industry and Trade. He contributed to enhance quality in Vietnam as well as Asia and throughout the world. He is an Executive Member of ASEAN Communication Program 2014 (ACP'14) and 2015 (ACP'15). He is a Board Member of Asian Network for Quality (ANQ) and a Member of the Certification and Examination Committee (ANQ-CEC). He was Chair of the Organizing Committee of ANQ Congress 2011 in Ho Chi Minh City. He presented 20 presentations and 1 keynote speech at ANQ Congresses. He also contributed to different IAQ/ASQ activities (Quality Summit 2009 in Houston, 1st IAQ/ANQ Symposium 2012 in Hong Kong, 2nd IAQ/ANQ Symposium 2013 in Bangkok, 3rd IAQ/ANQ Symposium 2014 in Singapore and ICQ'14 Tokyo in 2014). He presented 5 presentations at IAQ/ANQ Symposia.

OSADA, HIROSHI, IAQ Academician and Representative of the Region Asia-Pacific is Master of Engineering, an Professor of Bunkyo University and a Professor Emeritus, Tokyo Institute of Technology. 1973-1997 he was General Manager of Asahi Chemical Co., Ltd. He was 2009-2011 Chairman of the Japanese Management of Technology Society (MOT). Between 1999-2005 Hiroshi Osada was Professor at the University of Yamanashi. Now he is working as External Auditor at the Sekisui Chemical Industry, Co. Ltd. His awards include among others: ASQ Shainin Medal (2015), Emerald Publications, Outstanding Paper Award (2010), Deming Prize for Individuals (2009) and Japanese Union of Scientists and Engineers (JUSE) Quality Control Prize (1989, 2000, 2002). He is author of a series Publications.

PALLAGI, EDINA received her PhD in Pharmaceutical Technology (2004) at University of Szeged, Faculty of Pharmacy, Institute of Drug Regulatory Affairs, she is Research Fellow at the same Institute. Her research topic: Applicability of Modern Quality Management Systems (especially the Quality by Design method) in the current pharmaceutical technological developments. She was Science and Development Manager at Goodwill Pharma Ltd. with following asks: Professional and scientific evaluation and management of setting up the "Genimplant" human cell-/tissue bank (Cryobank). She was also Cryobank's leading Quality Manager. As PhD Student (Sept. 2001-Sept. 2004) at the Department of Pharmaceutical Technology (Univ. Szeged) had the research topic: Scientific research (development and in vitro/in vivo testing of iron-containing particles with sustained drug release produced by hot melt technology) and education activities.

PARASURAMAN, A. "PARSU", IAQ Academician is a Professor and The James W. McLamore Chair in Marketing at the University of Miami. He has received many distinguished awards, including recognition as one of the "Ten Most Influential Figures in Quality" by the editorial board of The Quality Review (1988); AMA's "Career Contributions to the Services Discipline Award" (1998); AMS's "Outstanding Marketing Educator Award" (2001); designation as an "AMS Distinguished Fellow" (2004); induction into the Chartered Institute of Marketing (U.K.)'s "Guru Gallery;" and the IIT-Madras "Distinguished Alumnus Award" (2005). In 2008 Hamdan Bin Mohammed e-University in Dubai established "The Parasuraman Research Grant on Service Quality" to foster scholarly research in the Middle East. In 2009 the Society for Marketing Advances honored him with the "Elsevier Distinguished Scholar" award. In 2011 Maastricht University (Netherlands) conferred upon him a Honorary Doctorate degree. He received the 2012 Paul D. Converse Award for significant scholarly contributions to marketing and the 2013 Gil Churchill Award for Lifetime Contributions to Marketing Research. Parsu has published numerous articles in leading journals as well as several books. He has served as editor of the Journal of the Academy of Marketing Science (1997-2000) and the Journal of Service Research (2005-2009).

PFEIFER, TILO, IAQ Academician and Member of Board of Trustees is a Professor emeritus at RWTH-Aachen University and quality consultant. Still he teaches graduate courses in Quality Management at several Universities e.g. in Brazil and China. He is Past President of IMEKO and still Member of the Advisory Board and General Council of this international confederation. Tilo Pfeifer is Academician of the International Academy of Production Engineering (CIRP). He is Chairman of the Scientific Council of the German Association for Quality (DGQ) and Member of the Executive Board of the Research Foundation for Quality (FQS). He has received several awards e.g. Distinguished Service Award of IMEKO, Degrees of Honorary Doctor from the State University of Santa Catarina, Brazil and from the University of Zaragoza, Spain. Tilo Pfeifer is author of 40 books and more than 400 papers.

PREFI, THOMAS, IAQ Associated Academician is CEO and Founder of P3 Group, and Professor at the Rhine-Westphalia Institute of Technology (RWTH) Aachen University, Germany. In 1990 he's graduated from RWTH Aachen University, diploma in mechanical engineering. Thomas Prefi was research associate at the Fraunhofer Institute for Production Technology (IPT), field of research: Quality Management between 1991-1996. In 1995 he had doctoral thesis on 'Process Oriented Quality Management'. He founded P3 Group in 1996, since then he is CEO and President of the organization. In 2001 he gained State doctorate "Leadership with quality". Since 2005 he is Professor at RWTH Aachen.

RAMANATHAN, NARAYANAN, IAQ Academician and Member of Board of Trustees has got over 46 years industry practices in diverse roles. From October 2005 he is an independent counselor on Quality-based Management, engaged in training and counseling of different companies. He was associated with six successful Deming Prize challenges. From 1996 he is a Governing Council Member of the Indian Society for Quality (ISQ) and he works as an Invited Member of Global Quality Futures Workshop, from 2002. 2003~2010 he was President of the Indian Society for Quality (ISQ). 1997~2004 he worked as Chairman of the TQM Technical Committee of CII (Confederation of Indian Industry). He is a keynote speaker at many international conferences and author of many papers on Quality Management.

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SACHDEV, ANIL, IAQ Associated Academician is currently President with TQMI Global Quality Management Consulting Company, India. His areas of expertise include TQM/Deming Prize, Daily Work Management, Problem Solving, Six Sigma, Lean Management, New Product Development and Design for Six Sigma. He is honorary Secretary General of Indian Society for Quality (ISQ). He is a graduate in Mechanical Engineering from Delhi College of Engineering and holds Advance Diploma in Enterprise Management. He has more than 30 years of work experience, especially in the consultancy field. Anil Sachdev has assisted several organizations in their journey towards Deming Prize and guided more companies in their TQM journey typically under the guidance of renowned Japanese Consultants. He has facilitated the implementation of more than 700 Six Sigma/ Lean Six Sigma projects. Anil is also a qualified QA Engineer & QA trainer in Germany, and is qualified assessor for EFQM model of business excellence. He is a qualified Black Belt for Six Sigma and qualified Master Black Belt.

SARAIVA, PEDRO, IAQ Associated Academician got Diploma from the University of Coimbra, Portugal (1987) and PhD in Chemical Engineering from MIT, USA (1993); He has Full (2010-) Professorship at the Department of Chemical Engineering at the University of Coimbra. He was Member of the Portuguese National Parliament (2009-2012 and 2012-2014), Pro-Rector of the University of Coimbra (2003-2004 and 2005-2006); Vice-Rector of the University of Coimbra (2007-2009) He is Member of the Board of BIOCANT-Biotechnology Science Park (2005-2009); Advisor of the President of Portugal for Higher Education (2006-2009); President of the Regional Agency for the Development of the Centro of Portugal (2004-2005 and 2012-2014). Pedro Saraiva is the first receiver of the Feigenbaum Award (1998) by ASQ. He conducts research activities in the fields of Process Systems Engineering, Data Analysis, Innovation, Entrepreneurship and Quality Management. He is founding number of new associations and companies, including QUAL, NECTON (microalgae biotechnology), SPI Ventures (Innovation and Entrepreneurship) and Creative Wings (Business Angels); Has Supervised around 10 PhD students. He is author of more than 75 ISI publications, with over 400 citations.

SCHMITT, ROBERT graduated from the Rhine-Westphalia Institute of Technology (RWTH) Aachen University in electrical engineering in 1989. He served as research associate at the Chair for Production Metrology and Quality Management at RWTH Aachen University, engaged in measurement and communication technology for automated production systems (since 2004 he is the owner). His PhD-Thesis was in 1999: "Flexible measurement and inspection stations for automated assembly". Prof. Dr.-Ing. Robert Schmitt is member of the executive board of the Laboratory for Machine Tools and Production Engineering (WZL), RWTH Aachen University and also of the Fraunhofer Institute for Production Technology (IPT) as well as department head for production quality and metrology. Beginning from 2012 he is Dean of the Faculty for Mechanical Engineering at the RWTH Aachen University.

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SINGH, HARNEK, IAQ Associate Academician, is Vice-President & Director, Business Excellence (BE), ST (Singapore Technologies) Engineering. He is responsible for sustaining relevancy of BE and various Standards within ST Engineering Group. He Chairs, the National Quality & Core Processes Technical Committee and Member of Management System Standards (MSS) Committee & represented ISO Strategic Advisory Group for MSS. Harnek Singh is President (Elect) APQO, & Chairs the Singapore Test Services Certification Advisory Committee & is Chairman, Public Service (PS21) Service Excellence Awards Committee. He is BE Lead Assessor, Gold Jacketer, Baldrige trained & GPEA Examiner and led Singapore Quality Award, Singapore Quality Class & BE Niche Awards and certifications assessments locally and overseas. He was instrumental in facilitating ST Engineering's attainment of the Singapore Quality Award in 2002, Singapore Innovation Excellence Award in 2003, IAPQA 2005, the inaugural Singapore Quality Award with Special Commendation in 2007, ASEAN Business Award (Innovation) 2009, & APQO GPEA (World Class) 2011. He is Member of the Singapore Productivity Association's Management Committee, and the Public Service Center Of Excellence Advisory Committee.

SORQVIST, LARS, IAQ Vice President is President and Partner of Sandholm Associates. Sandholm Associates was founded in 1971 by Dr. Lennart Sandholm in close cooperation with Dr. Joseph Juran, and is now the leading Scandinavian consulting and training organization in Quality Management. The company also has a local office in Beijing in China. Sorqvist has also been head of the subject area of Quality Management at the Royal Institute of Technology in Stockholm since 1995. He has a doctorate degree in Quality Management since 1998 and is Associate Professor at the Royal Institute of Technology. Sorqvist has published seven books in Swedish and Mandarin (Chinese) languages and many articles. He is Chairman of the Nomination Committee of the Swedish Institute for Quality (SIQ).

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SZABÓ, ZOLTÁN is graduated chemist and teacher of chemistry. After teaching activity in Faculty of Food (University of Horticulture, Budapest) had experiences in governmental activity (Ministry of Agriculture & Food) between 1982-1992. In the 90's he had education in FAO (Rome) as Project Manager, and in Wageningen University (Quality Assurance and Marketing Management). 1996 he received PhD in economy. From 1992 Zoltan Szabo is working parallel on the field of cooperative development. With his colleagues helped the adoption of co-operative systems of EU-12 in Hungary. Based on this activity after 2004 he was elected as Vice- President of COGECA (EU Agricultural Organization) during two cycles till 2008. Since 1998 he is Secretary General of the Hungarian Co-operative Association "HANGYA".

SZAMOSI, BARNA works at Bánki Donát Mechanical and Safety Engineering, Materials and Manufacturing Technology Institute, Óbuda University, Budapest. He teaches theoretical and practical quality assurance subjects.

SZEGEDI, ERZSEBET is Member of the Executive Board at Hungarian National Committee of the European Organization for Quality (HNC for EOQ). She is MBA, CSR manager, EOQ TQM Assessor, EOQ Quality Professional and EOQ Quality Manager. She has experience in implementation and pre-auditing ISO 9000 Quality Systems at about 60 companies in different industries and service sector, managing and carrying out the training needs of the projects (industries: machine, building, chemical, paper, telecommunication, healthcare, education, trades, insurance). She experienced also in management consultancy, training, and introduction of self-assessment method based on EFQM Excellence Model at about 50 companies, consultancy for the applicants of the "European Quality Award" and for the Hungarian National Quality Award. Erzsebet Szegedi was SME Award Assessor for EFQM in 1997, 1998, 1999 and has experiences also in CAF training, consultancy and assessment for Hungarian Quality Award in the Public Sector, in the Agricultural Sector and in evaluation for "Quality Innovation 2014". Erzsebet Szegedi was Professional and Quality Director of HNC for EOQ between 2003–2006.

SZENDRENYI, DANIEL is Resident at University of Szeged, Institution of Drug Regulatory Affairs. Education: Ethics in Pharmacy (for English and Hungarian students); Communication in pharmacy practice (for English and Hungarian students). Research: Patient satisfaction in community pharmacies. Education: -2014 University of Szeged, Pharmacy degree; 2014 Erasmus Programme at Università degli Studi di Parma (Italy).

SZIGETI, TAMÁS JÁNOS sales and business development manager of WESSLING Hungary Ltd Budapest, Hungary. Basic diploma from University of Agricultural Sciences Keszthely, Faculty of Agrochemistry, Department of Plant Protection. Post gradual skills: • Special engineer of environment protection (University of Agricultural Sciences Gödöllő) Instrumental chemical analytical special engineer (Budapest Technical University). Professional skills (former workplaces): • Institution of Plant Protection and Agro Chemistry of county Fejér (Hungary) (chemical analytical engineer for 1 year) Institution of Public Health and Epidemiology of county Fejér (Hungary) (engineer of Industrial Hygiene Laboratory for 6 years) • Water Works of County Fejér, Waste Water Plant (Head of Instrumental Analytical Group for 3 years) Animal Health and Food Control Institution of County Fejér (deputy director & chief engineer for 12 years).

SZUGYI, GYORGY graduated Electrical Engineer (MSc), 1979 at the Technical University, Budapest; Graduate Engineer Teacher (MEd), 1981 at the Technical University, Budapest; Postgraduate Enterprise and Marketing Economist of Commercial Tourist Collage, Budapest, 1994; Postgraduate Financial Auditor Certificate, Ernst &Young, Budapest, 2006. Diploma in Management Studies: The Open University, England, 1990-1992 Qualifications and studies: "Tutor - course" Certificate, The Open University, Milton Keynes, England, 1990 "Supervisor Management Development" Certificate, Watford Collage, England, 1990 "Economic and Political Change in the East European Societies" - Know-How Fund Scholarship at London Business School, England, 1991 "Senior Management Trainers' Program". Work experience: Strategic and Marketing planning (how to analyze, set goals, how to put into structure and generate synergic projects for companies, clusters and professional associates); Organizational culture-development coaching, training, counseling and other HR-development techniques; Building management systems i.e. quality-, information-, logistic-, environmental, HR and performance appraisal systems. He is CEO of Euromenedzser Ltd. in Szeged, Hungary.

TAKÁCS, JÁNOS started his career with G.E. Lighting in Budapest, Hungary. He served as CFO for IBM Hungary and for SAB Hungary. Between 1997 and 2014 he was the CEO of Electrolux Hungary, and between 2003 and 2014 he also served as the Managing Director of the Electrolux Group's Central Eastern European Regional Holding and was a member of the boards at the companies in the Region. **Currently he is the Vice President of the EOQ HNC, and the Vice President of the International Academy for Quality (IAQ).** He is the President of the Swedish Chamber of Commerce in Hungary, Co-Chairman of the Investors' Council, Honorary Chairman of the Scientific Society of Mechanical Engineering in Hungary. Between 2008 and 2011 he chaired the Economic Council at University of Miskolc. Between 2006 and 2009 he chaired the Hungarian European Business Council. In 2005 János Takács has been awarded with the "Manager of the Year" title by the National Association of Managers. The same year he has been presented with the Officer Cross of the Order of Merit of the Hungarian Republic. In 2009 he's been elected Honorary Citizen of the University of Miskolc, and he has been granted the Mercur Price of the Hungarian Chamber of Commerce. In 2010 the King of Sweden, His Majesty Karl XVI Gustav, has decided to award János Takács with the Royal Order of the Polar Star, Commander Rank.

TANG XIAOFEN, IAQ Companion is President of Shanghai Association for Quality and Shanghai Academy of Quality Management, Companion of IAQ, Vice President of China Association for Quality, Vice President of China Certification and Accreditation Association, with a Master Degree and Fellow-class Senior Engineer qualification. She has engaged in quality work for more than 30 years, successively served as quality management leader of a large enterprise, leader of the quality organization and a research institution, deputy director of Shanghai Municipal Bureau of Quality and Technical Supervision. In 1993, she established the first quality system certification body in China - Shanghai Audit Center of Quality System. In 1999, she established Shanghai Academy of Quality Management, the only integrate quality research institution in China. Madam Tang Xiaofen has won total ten provincial level Science and Technology awards. She has managed the 13th Asia Pacific Quality Organization Conference and she has made lot of efforts to promote cooperation and exchanges with quality organizations of other countries.

TEITELBAUM, JOAL, IAQ Academician and Member of Board of Trustees is civil engineer graduated in 1960 at Engineering School, Federal University Brazil. In 1961 founded Escritorio de Engenharia Joal Teitelbaum Excelência em Gestão, being its President until now. In 2003 conquered the **Brazil National Quality Foundation (FNQ) Award** and is the only firm in Brazil at the construction industry field to have this prize, which brings his firm to the level of a **World Class Company**. Published more than 320 essays, articles, technical works all related with productivity, sustainability, management, governance, environment and waste. Presently is member of ASQ Board of Directors. He is President of South America Integration Routes, from Brazil-Chile Chamber of Commerce and Industry. Joal Teitelbaum has more than 50 national and international awards. Among Public Medals received from Brazil the Public Service Recognition RS and Flores da Cunha Medal for Structuring Projects; from Chile Government the Order of Bernardo O'Higgins and the Integration Medal Simon Bolivar from the International Chamber from Research and Social Integration, among others.

TOHL, ANDRÁS is Technical Manager of SGS Hungary Ltd. He graduated as chemical engineer at the Technical University of Budapest. He is auditor of Quality Management Systems (QMS) since 1997, working at the Swiss based SGS Group (Société Générale de Surveillance), the world's leading inspection, verification, testing and certification company. He is an IRCA (International Register of Certificated Auditors) registered lead auditor; he is sharing his skills and experience as course trainer as well. On auditor training courses he tries to give clear concepts and knowledge to participants using an interactive teaching style. He has got more than 15 years of audit experience in the oil, gas and chemical sector and at several servicing companies as well. As the Technical Manager he is responsible for support, supervision and competence review of auditors, maintaining accreditations. He's regional certification decision maker for the Quality and Environmental Management Systems certification.

VANDENBRANDE, WILLY is an independent consultant. He founded QS Consult in 1995 and is active in the fields of Quality Systems, statistical techniques, Six Sigma and Lean Manufacturing. He holds a Masters Degree in Civil Engineering Metallurgy from the State University of Ghent (Belgium) and a Masters Degree in Total Quality Management from the University of Limburg (Belgium) as well as Six Sigma Black Belt Certification from the American Society for Quality (ASQ). His work experience includes research and development at the State University of Ghent, Belgium, and he has held responsible positions in production and quality for Clark-Hurth Components. Willy Vandenbrande is an ASQ Fellow, ASQ Country Counselor for Belgium and has been a Member of the Global Advisory Committee of ASQ. He has delivered presentations at many conferences all over the world and has written numerous articles on Quality Management.

VASS, ATTILA is a TRIGO Expert Quality (TreQ) Manager, TRIGO C.E.E. Mechanical engineer with 23 years automotive business experience in the field of supply chain management at OEM and Tier 1 supplier in Hungary. He gained widespread experience in Quality/Supplier Quality and Development methodology and tools: APQP, PPAP, MSA, SPC, FMEA, ISO/TS16949 system requirements, 8D, Problem Solving Methods, Capacity Audit (Run@Rate), Customer specific requirements (GM: QSB; VW: Formel-Q; Hyundai: 5 Star; Ford: Q1; etc.). He's expert in purchasing and supply chain qualifications: supplier selection, commercial negotiations, bidding process, piece price evaluation, VA/VE process, supply chain optimization, warehousing, DOH (Days of Inventory at Hand) calculation, order optimization, etc. He has solid knowledge in Lean Manufacturing tools: Just In Time, Waste Elimination, Pull System, Zero Defect, Standardization, Visualization and Empowerment. 19 years at General Motors he was in charge of managing various purchasing and supplier quality processes and projects. 3 years at Tier 1 automotive supplier he was responsible to lead the Purchasing Organization. Recently he is responsible for high value added quality services of France-headquartered TRIGO Group providing operational quality management solutions for the manufacturing sector especially in the transportation industries in 20 countries, across 4 continents.

WATSON, GREGORY, Past President and Honorary Member of the International Academy for Quality He is past president and Fellow of ASQ. He is an industrial engineer and quality consultant. He has received more than 40 personal quality awards in North America as well as Europe and Asia; and he is the first non-Japanese to have received the W. Edwards Deming Medal from the Union of Japanese Scientists and Engineers. He has been elected Honorary Member of national quality organizations in Australia, Argentina, Azerbaijan, Finland, Hungary, Israel, Kazakhstan, Latvia, Russia, Singapore, and the United Kingdom. He is the author of 10 books and more than 300 papers.

ZAIRI, MOHAMED, IAQ Emeritus Member is a leading authority in the field of Total Quality Management and Organizational Excellence. He is the originator of several concepts in Benchmarking, Business Process Management, Customer Empathy and the notable concept of Excellence Tetralogy. He is a Professor Emeritus at University of Bradford School of Management in the UK and is a co-founder of the first e-learning university in the Middle East (Hamdan Bin Mohammed Smart University). He has published the first book on Benchmarking Case Studies, the first book on TQM for Engineers and 50 books on Organizational Excellence. He has been recognized globally for his contributions to research and knowledge dissemination with refereed publications exceeding 400 and is the recipient of several prestigious awards and medals such as Lifetime Achievement Award from Emerald Publishing, Ishikawa-Harrington Medal from APQO, Ambassador of Excellence from EFQM, E. Jack Lanaster Medal, E.L. Grant Medal (both from ASQ), Lifetime Achievement Award from Australian Quality Association, amongst others. He is the founder of the Middle East Quality Association (MEQA) and has established over 20 Quality Awards in different parts of the World.

ZIEGLER, ILDIKO was a professional at Gedeon Richter Pharma Co for 12 years. She became a distinguished validation expert for last year. In addition she was leading different projects in the field of quality assurance for more than 2 years. Ildiko obtained M.Sc. in chemical engineering at the Budapest University of Technology and Economics (BUTE) in 1996. She received licentiate degree at the Luleaa University of Technology (Sweden) in 2000. Licentiate thesis was entitled "Adsorption of pinosylvin onto the structure of wood: mechanism and adsorption parameters". She defended Ph. D. at the Budapest University of Technology and Economics (BUTE) in 2000 entitled "Optical properties of calix[4]aren derivatives". She was a post doc at the Chemical Research Centre of the Hungarian Academy of Sciences for three years before leaving for pharma industry.