

MESSAGE No 7/2009 TO THE APQO CORE COUNCIL

**Subjects: 1) Urgent confirmation of participants from every core country is required.
2) New venue hotel: Fiesta Americana Grand Hotel. 3) Preliminary program**

Dear Members of the APQO Core council:

1. 15h APQOC Attendance.

We remind to all core council members that it is their compromise to promote the APQOC so that there will be a delegation of a minimum of 5 persons attending the APQOC per country. By now we only have paid participants from India (14 including 3 speakers), Vietnam (12 including one speaker and one core council representative) and USA (2 including one speaker)

2. Core Council Representatives.

A big burden to the Conference organizers is to waive of registration fee the Core Council Representatives. Nevertheless by now we only have registered two core country representatives that will be waived of the registration fee: Vietnam and Nepal.

It is encouraged that all Core Council's Countries will be represented as otherwise it will be seriously damaged the strength of the APQO

3. New Venue Hotel.

Hereby we announced the venue hotel has changed to Fiesta Americana Grand Chapultepec Hotel, located at 756 Mariano Escobedo Ave. Anzures Area Mexico City Phone:(52) 55- 2581 1500. www.fiestamericanagrand.com The reduced rates for participants are as follow:

\$115 US Dlls per night single occupancy with buffet breakfast and tax included

\$67 US Dlls per person in double occupancy with two buffet breakfast and tax included.

4. Hurd Award.

We are very proud that the Mexican candidate Mr Alfredo Elias Ayub, had been elected as recipient of the 2009 Award. Mr Elias Ayub is General Director of the Federal Electricity Commission, the Electricity Utility covering 80% of electricity generation and distribution in Mexico. He will personally will receive the award, will address an acceptance speech and will present a paper describing the CFE Quality Model.

5. Preliminary Program.

Below we list the speaker names and paper title of the 56 presentations from those 5 are to be confirmed.

C4. QUALITY AWARDS. A MANAGEMENT TOOL.

America Quintela Hondal. Practicos de Cuba.

C6. ORGANIZATIONAL EXCELLENCE IN CHILE.

Jorge Román. Chile Calidad.

C7. CONSUMER BEHAVIOR.

Fermin G. Castillo. The Philippines. (Already declined)

9.6 SATISFACTION EVALUATION OF LIFE QUALITY OF SENIOR CITIZENS.

Madame Tang Xiaofen. Shanghai Quality Association. China.

15.5 EXPERIENCES AND IMPACTS FROM THE INTEGRAL MANAGEMENT SYSTEM CERTIFICATION. Ricardo Moreno Almenares. Holguin Industrial Group.

**Sincerely yours,
José Fco. González Prado, Mexico's APQO Core Council Member**

APQO Certification Committee President

INDEX OF PAPERS

MAIN STREAM: Management for Excellence and Total Quality

C1. QUALITY CONTINUOUS IMPROVEMENT, KEY FOR SUCCESS.

MBA. Nguyen Loc. Deputy General Director. Vietnam Electric Cable Corporation.

C2. COMPETITIVENESS AS SUCCESS FACTOR.

Rubén Medina González. General Director.

Administración Portuaria Integral de Lázaro Cárdenas, S.A. de C.V.

C3. IIE QUALITY AND COMPETITIVENESS MODEL.

Julian Adame. Executive Director, National Institute of Electrical Research. Mexico.

C5. SYSTEM APPRAISAL, ONE OF THE FOUR PILLARS OF DR. DEMING'S PROFOUND KNOWLEDGE SYSTEM.

J. Efren Perez Peregrina, Quality Management Chief.

Applied Chemistry Research Center. Saltillo, Coah.

COMPLEMENTARY STREAMS

Stream 1. Strategic management for sustainability

1.1. QUALITY MANAGEMENT AND CURRENT FINANCIAL CLIMATE.

Shan Ruprai, President APQO and James William Ruprai, Bsc, Environmental Science. Australia.

1.2. QUALITY, ENERGY AND SUSTAINABILITY.

Ruben Avila Espinosa. SOMAC.

1.3. WATER METER TEST BENCHES: A TOOL FOR THE IMPROVEMENT OF WATER UTILITY SERVICES.

Marco Antonio Toledo Gutiérrez. Hydraulic Specialist. IMTA, Mexican Institute of Water Technology.

1. 4. ENERGY AND RESOURCE CONSERVATION. SIMPLE MEASURES, BIG SAVINGS.

Dr. Akash Rajpal, Dr. L.H. Hiranandani Hospital. Mumbai, India.

Stream 2. Commitment and leadership for quality

2.1. THE IMPOSSIBLE DREAM.

Dr. James Harrington. APQO Official Advisor.

2.2. COMMITMENT, AUTHORITY AND INTERNAL COMMUNICATIONS.

Ignacio Ciro Loyola Díaz. EMVIL. Sugar Ministry.

Stream 3. Culture and education for quality

3.1. TEST OF BEST PRACTICES TO ENHANCE LEARNING.

B.G.Shenoy. Director, Global Centre for Education Excellence. Singapore.

3.2. APPLICATION OF GANDHIAN PHILOSOPHIES TO IMPROVE QUALITY IN EDUCATION ORGANIZATIONS.

Shailesh Temurnikar. Global Indian Foundation. India.

3.3. INSTITUTIONAL PHILOSOPHY, BASEMENT OF THE WORK AND SUCCESS OF CAMPOVERDE COLLEGE.

Sergio Armando Díaz Villegas, Quality Management Director.

3.4. THE CHALLENGE OF A COMPETITIVE BASED MODEL.

Roberto Rueda Ochoa. Central Zone Director. Monterrey Technological Institute.

3.5. AN INNOVATIVE CO-CURRICULAR APPROACH IN ACADEMIA FOR STUDENTS' PRO-SOCIAL PERSONALITY DEVELOPMENT.

Dinesh P. Chapagain and Mukunda P. Joshi. Nepal.

3.6. THE CHALLENGE OF A MODEL FOR COMPETITIVENESS IN A SUPERIOR EDUCATION INSTITUTE.

Jorge Antonio Lepe Ramírez. Planning and Evaluation Director.

Quality Coordinator and Lead Auditor. Technological University of Tijuana.

Stream 4. Quality Planning

4.1. FMEA UNDER THE PROCESS APPROACH.

José Fco. González Prado. President, IMECCA.

4.2. QUALITY TOOLS FOR THE SUCCESSFUL OPERATION OF A MANAGEMENT SYSTEM.

Vilma García González. Deputy Director. IMECCA.

Stream 5. Creativity and technological development

5.1. DRIVING INNOVATION TO IMPROVE QUALITY OF PEOPLE'S LIVES. THE UNCOMMON JOURNEY OF AN INDIAN MULTINATIONAL.

Shailesh Ghodekar. Morico, India.

5.2. RESOLVING 'WICKED PROBLEMS' BY MANAGING WITH QUALITY.

Gregory Watson. President of IAQ. Finland.

5.3. FROM COMMON PERSONS TO TALENTED PERSONS. NANOTECHNOLOGY APPROACH TO BRAIN DYNAMICS.

Gilberto Concepcion. Dominican Republic.

Stream 6. Lean Management.

6.1 VALUE STREAM MAPPING FOR SERVICES

Elizabeth M. Keim, Integrated Quality Resources, LLC

Stream 7. Supply Chain Management and Supplier Development

7.1. BUILDING A GLOBAL QUALITY SUPPLIER BASE.

Fahad Al Bash. Vendor Inspection Division Head.

Afaq Ahmed. Quality Specialist. Saudi Aramco. Saudi Arabia.

7.2. SUPPLIER DEVELOPMENT AS SUPPORT FOR INTEGRAL PRODUCTION SYSTEMS.
Luis Gerardo Castro Coronado M.A.C. Supplier Development Manager.
Sistemas Automotrices de México, S.A. de C.V.

Stream 8. Six Sigma

8.1. 115 TOOLS TO SUPPORT THE SIX SIGMA PROGRAM.
Carlos H Vilchis. Technical Director, IMECCA.

8.2. SIX SIGMA APPLICATIONS IN METAL MECHANIC INDUSTRY.
Jose Luis Estrada Jasso. Quality Assurance Manager, Tempel de México.

8.3. SIX SIGMA. ADVANCED TECHNIQUE FOR ROBUST DESIGN.
Jesus Gerardo Cruz Alvarez. FACPYA.
University of Nuevo Leon. Guest Professor, ITESM.

8.4. ISO TR10017 GUIDANCE ON STATISTICAL TECHNIQUES FOR ISO 9000. ANALYSIS AND TESTING.
Pablo Pérez Gómez. ININ.

Stream 9. Economy of Quality

9.1. PRACTICE GREEN AND ENHANCE PROFITABILITY (A CASE STUDY).
Charles Aubrey. President, IAPQA.

9.2. SOCIO ECONOMICAL MEASUREMENT AND ANALYSIS OF SHAREHOLDERS IN AN INTEGRATED MANAGEMENT SYSTEM.
Jesús Alfonso Rodríguez. CTEC.

9.3. QUALITY COSTS, PERMANENT BALANCE BETWEEN QUALITY AND FINANCIAL CONTROL.
Odalys Cruz Cruz. Quality Management Specialist. Empresa de Cemento Artemisa. Cuba.

9.4. IMPLEMENTATION OF THE ACCOUNTING MANUAL INTEGRATED TO THE QUALITY MANAGEMENT SYSTEM. PRACTICAL EXPERIENCES.
Arelis Zuleida Pérez Pérez. Retomed and Msc. Elizabeth Hernández González. Empresa de Ing.y Proyectos de Niquel.

9.5. RISK MANAGEMENT IN THE ECONOMIC ADMINISTRATION. PRACTICAL EXPERIENCES.
Jesus Ramirez Gutierrez. Camaguey Raw Materials Recycling Company.

Stream 10. Test and calibration

10.1. COMPARISON OF MEASUREMENT ERRORS OF TWO INSTRUMENTS.
Wayne Nelson.

10.2. METHODS AND TOOLS FOR PROCESSES VALIDATION.
Carlos H. Vilchis Villaseñor.

11. Food Safety

11. IMPLEMENTATION OF AN INTEGRATED ISO 22000 MANAGEMENT SYSTEM.
Vilma Luz Garcia Gonzalez. Deputy Director. IMECCA.

12. Quality in Government

12.1. EXCELLENCE IN THE MANAGEMENT OF A PUBLIC BODY.

Ramiro Sánchez Flores, Plant Superintendent and Braulio Mejía Obregón, SHAC. Ing. Fernando Hiriart Balderrama Hydroelectric Plant”. CFE. Mexico.

13. Quality in Health

13.1. PATIENT'S SAFETY.

Ivonne Loera Estrada. CIMA Hospital. Chihuahua.

13.2. CONTROLLING NOSOCOMIAL INFECTIONS. EXPERIENCES OF THE HIRANANDANI HOSPITAL.

Uday Tewari. L.H. Hiranandani Hospital. Mumbai, India.

13.3. COST DETERMINATION BY DIAGNOSIS RELATED GROUPS – QUALITY INDICATOR OF ASSISTANCE AT THE PEDIATRIC NEUROLOGY CLINIC.

Esperanza Cabrera Prieto. CIREN.

13.4. MODIFICATION OF THE MEASUREMENT METHOD OF FOREIGN PATIENTS' SATISFACTION LEVEL AT CIREN.

Cecilia Vázquez López. CIREN.

13.5. QUALITY EVALUATION OF NURSING SERVICES AT THE INTERNATIONAL CENTER OF RESTORATIVE NEUROLOGY.

Maria de los Angeles Peña Figueredo. CIREN.

13.6. MANAGEMENT SYSTEM IMPLEMENTATION: ROAD TO EXCELLENCE.

Hector Joel Velarde Mora. UMAE 34. Mexican Institute for Social Security (IMSS).

13.7. DESIGN, APPLICATION AND RESULTS OF THE REGULATIONS CONTROL AND SEARCHING SYSTEM.

Pedro Cristobal Alfonso Alvarez. BIOCEN.

14. Quality in Software

14.1. APPLICATION OF FUNCTION POINTS TO THE EVALUATION OF ONLINE TEACHING MATERIAL.

Miguel Angel Torres. Coordinator CACESI. UPIICSA. National Politechnic Institute.

14.2. USING CTQ, DATA ANALYSIS AND PROCESS AUTOMATION TO MANAGE SOFTWARE DEVELOPMENT SERVICE.

Luis Roberto Cuellar González. Corporate director of Business Process Improvement and SOFTTEK Information Services.

15. ISO 9000, 14000 and OHSAS 18000 FORUMS

15.1. APPLICATION OF THE PROCESS APPROACH IN AN OIL REFINERY.

Lázaro Manuel Borroto Pérez. PDV Cupet,S.A.

15.2. INTEGRAL MANAGEMENT SYSTEM CERTIFICATION IN AN AIRCRAFT COMPANY.
Valentín José Hernández Añel. Aviaimport, S.A.
María Elena Paz. Take Off Cuba.

15.3. LOOKING FOR IMPROVEMENT OPPORTUNITIES IN THE OPERATION OF THE QUALITY MANAGEMENT SYSTEM.
Ania González Rojas. Quality Manager. HABANOS, S.A.
Alina Bandera Gracial. Quality Group Chief. CONAS,S.A.

15.4. INNOVATIVE SYSTEMS MANAGEMENT AND NOT QUALITY MANAGEMENT.
Shan Ruprai. President APQO. Australian Quality Organisation and Australian Management Improvement Institute. J.M.Juran Medal.

WAITING LIST:

C4. QUALITY AWARDS. A MANAGEMENT TOOL.
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C6. ORGANIZATIONAL EXCELLENCE IN CHILE.
Jorge Román. Chile Calidad.

C7. CONSUMER BEHAVIOR.
Fermin G. Castillo. The Philippines.

3.7 LA CALIDAD Y EQUIDAD DE LA EDUCACIÓN EN AMÉRICA LATINA: APORTACIONES DEL SEGUNDO ESTUDIO REGIONAL COMPARATIVO Y EXPLICATIVO (SERCE)
Alfredo L. Fernández D. Instituto de Evaluación Educativa de Nuevo León

9.6 SATISFACTION EVALUATION OF LIFE QUALITY OF SENIOR CITIZENS.
Madame Tang Xiaofen. Shanghai Quality Association. China.

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