

EOQ NEWSLETTER

Issue 3, 2005

EOQ is pleased to present to you the third issue of its newsletter for 2005. In this issue, among other the editorial of our President Wolfgang Kaerkes, Information about the EOQ 50th anniversary, the Summer Camp and a calendar of events.

EDITORIAL

The word of the President



New Ways of thinking and working

Recently EOQ has invited the presidents of five Quality-Organizations for a world summit in Tokyo, Japan. The presidents of the American Society for Quality, the Asian Network for Quality, the Japanese Union of Scientists and Engineers and the International Academy for Quality joined us. This was a follow-up to the Harrogate meeting which led to a "World Quality Alliance". We definitely have identified, that we cannot survive in our economies the way it is now. Change and transformation are going to rule the business world. We, as quality organizations have to transform ourselves as well. And ... we are already in a global world and need global answers urgently. Qualifying people, improving organizations and creating and maintaining networks was and is our main activity.

The 50th EOQ-Congress in Antwerp in May 2006 will provide us with new ways of thinking and working. Our colleagues from VCK are definitely preparing an unusual format and outstanding event.

I am looking forward to be there, so should you!

FOCUS








Exploring new roads to transformation...

Take the bus and ... have a congress. Sounds unusual? That's exactly what we want the 50th edition of the European Quality Congress to be. It will be all about: Movement, innovation, change, experience and challenge.

The EOQ 2006 Quality Experience consists of a common program and a variety of sub routes. The start is given on the first evening, the networking event and the final session, with keynote speaker **Peter Senge**, will take place at a central location. When registering, the participants choose a theme, or in other words, a "bus and route". Sometimes you will travel a distance and will be taken to a place that corresponds to the topic being presented. And at other times, sessions will be held at a central meeting point. This method provides a practical application of the theme, strengthening the team experience and the learning process ...

The bus is a metaphor for movement, discovery, travel and a goal. The bus also indicates the group of people that have chosen the same route, the same discovery topic, even when the bus never goes anywhere. The bus has a "guide", an expert in his field, who will develop the theme. The "guide" is assisted by a facilitator. The participants will have the opportunity to get to know and exchange experiences with other "travellers" by means of surprise networking events. The participants will have the opportunity to get to know and exchange experiences with other "travellers" by means of surprise.

The following routes are being developed by us at this moment. Please check www.eoq50years.org regularly for new routes, which will be added as they are developed.

-  **Looking for the grail: Visions on growth**
-  **Waterloo: Leadership & strategy**
-  **Surrealism and the development of vision**
-  **The art of asking questions**
-  **Performance, Sailing and Ocean Racing**
-  **Safety, risks & fireworks**
-  **Reaching the essential from a health perspective**

www.eoq2006.org

EOQ has lost a valuable Friend...



Signature of the European Charter on transformation

It is with great sorrow that we inform you that Riccardo Dell'Anna passed away. He was suddenly taken ill a few weeks ago; he was diagnosed a brain cancer, underwent a surgical operation, but it was too late.

Riccardo was very young: he had just turned fifty. He had a brilliant career with the Swedish multinational SKF. He was barely above forty when he became Executive VP of the most important SKF business units, car bearings, with plants all over the world. Before that, he had been VP for Corporate Quality. Recently, in view of the promotion to a higher executive position, he was given the responsibility for Corporate Research and the task to revamp the corporate quality strategy of SKF.

Riccardo has been President of the North West Italian Quality Society for years. From 2000 to 2002 he was President of the European Organization for Quality. He became a member of the International Academy for Quality in 2001. He was at the same time a high level executive in a large company and an expert in quality management.

Riccardo played a great role in the development of EOQ. He initiated the World Quality Alliance in Harrogate. He was one of the strong supporters of the Summer Camp since the beginning and a founder of the European Platform for Transformation. He was a brilliant key note speaker at the last EOQ conference in Antalya opening the future of Quality and planned to help the launching of the EOQ Business partnership activity lead by Niyazi Akdas.

But Riccardo was, above all, an open mind and a wonderful person. That is why we believe that those who were friends of him feel a big loss. It is a big loss for Italy, since he had contributed and was contributing a lot to the diffusion of the quality culture among top executives and line managers in the country. But it is a big loss also for Europe and the Quality Movement in general.

Riccardo will be sorely missed.

FIELDS OF ACTIVITIES

Summer Camp, Germany, August 27-31, 2005



Aim of the Summer Camp

The purpose of the Change Management Summer Camp is to provide the possibility for Change Leaders to exchange their experiences and find new techniques and new ways of facilitating change. The Change Management Summer Camp is an opportunity to experience knowledge ecology around the issue of Change Management among practitioner leaders. The outcome will be a community of practice, and a collective sense of responsibility about making positive changes in organizations, which will ultimately have a societal impact on Europe. Change methods are evolving at a very fast pace. Presentation of the state-of-the-art theory and experiences will allow a better understanding of emerging techniques and methods by integrating new sciences (psychology, art, music, communication). The mission of change agents is to help organizations and individuals to learn and grow, so as to generate optimal results for their organization and themselves. The outcome of the summer Camp will be the awareness and dissemination of this new know-how.

Program for the EOQ Summer Camp 2005

How to connect people? How to help organizations to face the challenges in rapidly changing environment to stand the competition? How to overcome personal, cultural and national boundaries to build a network that enables its members to change and to face the competition? How to become a team player and a leader? How to manage diversity? ... The focus of the Summer Camp is on "Connecting people" – throughout the content of the working section, the cultural program as well as through the active involvement of the participants.

Outcome

The 2005 summer camp has been a huge success with 45 participants from 20 different countries.

Creativity & Innovation

On September 29, 2005 EOQ has experimented a virtual meeting using the Elluminate virtual classroom, have participated in the meeting; Belgium, Germany, Cyprus, Estonia, France, Hungary, Romania, Iran and Ukraine.

The next step is to have a virtual course for 6 weeks starting October 26.

For more information sylviehendrick@compuserve.com

RESOLUTION of the

5th International Conference

of the Central and Eastern European Countries

«NATIONAL QUALITY PROGRAMMES ANF NATIONAL QUALITY AWARDS –
TOOLS OF THE MOVEMENTS TOWARDS QUALITY AND EXCELLENCE»

**Ukraine, Kiev
September 2005**

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The 5th International Conference for the Central and Eastern European Countries «NATIONAL QUALITY PROGRAMMES ANF NATIONAL QUALITY AWARDS –TOOLS OF THE MOVEMENTS TOWARDS QUALITY AND EXCELLENCE» was held in the capital of Ukraine Kiev from 20 to 23 September 2005. The Conference was organized by the European Organization for Quality (EOQ) and Ukrainian Association for Quality (UAQ) under auspices of the United Nations Economic Commission for Europe (UNECE), European Foundation for Quality Management (EFQM), International Guild for Quality Professionals (IGQP), number of Ukrainian state and public organizations.

More than 350 managers of enterprises and quality specialists from 20 countries attended the Conference. Among participants there were leaders of the European movements for quality: Dr. Frank Steer, Past-President EOQ, Director General of the Institute of Quality Assurance (Great Britain); Mr. Jan Hnatek, EOQ Vice-president (Czech Republic); Dr. Juhani Anttila, Academician of International Academy for Quality (IAQ), Past-vice-president EOQ (Finland); Dr. Vadim Lapidus, Academician of IAQ, President of IGQP (Russian Federation); Dr. Gennadiy Voronin, President of Russian Organisation for Quality (Russia); Mr. Petro Kalyta, President of UAQ, Honorary President of IGQP, Member of EOQ Board, Leader of the European Centre of Supporting for Quality Movements (Ukraine), other well-known scientists and specialists in quality from the CEE countries.

Two plenary meetings, 16 thematic parallel sessions, round table «Quality – Way to Europe», Coordinating Council of quality movements leaders meeting, number of author's seminars and discussions took place during the Conference. Winners of the First International Quality Tournament for the Central and Eastern European Countries were awarded in the framework of the Conference. 10 enterprises from different countries received EFQM Certificates "Recognized for Excellence in Europe". Conference participants got opportunities to learn experience of enterprises-winners of the Tournament.

6th Conference in Estonia during 30 November - 02 December 2006

For More information hnatek@centrum.cz

World Quality Alliance



The World Quality Alliance gathers a network of Quality and Change Management non for profit associations (EOQ, ASQ, JUSE, IAQ) wishing to join their effort to help our world to adapt to the changing environment, to help companies to transform their activities to stay competitive and help individuals to grow and find happiness.

At the initiative of EOQ, The World Quality Alliance met in Tokyo September 13, 2005

Mr Wolfgang Kaerkes gave an introduction recalling that on September 13, 2002 an alliance between present organizations designed to improve relationships in order to intensify the global commitment to quality principles and their application in all segments of society was made . 'We are taking the opportunity of ICQ 2005 to meet again and to address the important question of the evolution of the Quality Movement. A global world needs a global answer'.

After an exchange of the situation in the different continent some conclusions were made:

There is a strong willingness to continue the co-operation leading to projects and action plans.

It was agreed to have ANQ (Asian Network for Quality) as new member of the World Quality alliance.

It was agreed to have for each organization a representative who could speed up the relations.

The time did not allow going deeper in the action plan. Nevertheless the possible fields of projects could be the following:

- 1) Quality Security and environment :
 - a) How to speak with one voice at the world level
 - b) How to adapt Quality to globalization
 - c) How to answer the needs of today's CEOs
- 2) Transformation (new field of action of Quality and change Management)

Gather world experienced leaders in that field to draw the direction in which to go.

Next meeting in May 2006 during ASQ and EOQ congress

Network of advanced University



COOPERATIVE AGREEMENT EOQ/ETAG & GLOBAL UNIVERSITY

Based on a shared vision presented in the European Vision of Quality, GLOBAL UNIVERSITY and Education and Training Activities Group (ETAG) of the European Organization for Quality (EOQ) would agree to join efforts in order to harness diversity, build on success and win together. We would like to expand and exchange knowledge, reach co-learning and co-thinking on new approaches and share results from practical implementation in the local markets in order to use the feedback to improve the theories ..

Goals and proceedings of the cooperation

The scope of the agreement between GLOBAL UNIVERSITY and ETAG would cover:

- Collaboration on issues that would change and improve the global community
- Building a learning community that would encompass not only universities and companies, but also every entity or individual willing to develop and learn.
- Building a network of universities that aim for integral excellence.
- Set the role model in the MENA region, translated in a reputation for excellence
- Form a focus group with other universities, in order to achieve the breakthrough towards innovative ideas that would contribute to make the universities play the proper role in the "Knowledge Based Society" to invoke sustainable development of the community.
- Collaborate in identifying and getting access to international sources of financing for educational programs.

The cooperation would surpass traditional quality control to cover, explore, share and experiment with various approaches and their applications in higher education.

This agreement would allow the individuals investing their time and effort towards reaching the same goals, to feel the joy, excitement and sense of personal achievement which would be one of the most important drivers for the practical implementation of the proceedings of this agreement.

Agreed on April 27, 2005, Antalya, Turkey.



Moscow State University of Economics, Statistics and Informatics (MESI) and European Organization for Quality (EOQ) hereinafter referred to as the Parts, express their interest to establish of long-term cooperation in the field of quality management in education, research activities and consulting.

To attain this object the Parts are intended:

to exchange the results and experience of solving the problems of quality management in field education, research activities and consulting services.

- to participate jointly in organization and conducting of conferences, seminars, forums and other public events on issue of scientific research, consulting and quality management in education,

including usage of updated IT;

- to work out and realize joint educational programs in training, retraining and specialists' qualification upgrade in the sphere of educational quality management, scientific research and consulting.

Moreover, MESI will promote information dissemination and EOQ activity support in the Russian Federation and CIS, and EOQ will support MESI in active participation in work of ET AG EOQ as the representative of the Russian Federation, that will promote an establishment of communications between MESI and leading European universities.

Signed in Moscow city on the 23 of June, 2005 in two variants, both in English and in Russian languages, each copy has an equal legal effect.

Signed by Wolfgang EOQ President and Vladimir Tikhomirov Rector of Moscow State University of Economics, Statistics and Informatics (MESI)

News from our Partners

ASQ



Quality Central

In This Issue:

1. ASQ World Conference on Quality and Improvement - Call for Papers
2. ASQ Certification
3. Join the Movement
4. 14th Annual Service Quality Conference
5. Sarbanes-Oxley Symposium
6. ACSI Methodology Report Available
7. Certification Preparation
8. Quality Management Conference
9. Upcoming Division Events

To read about the topics please go to:

<http://view.exacttarget.com/?ffcb10-fe9215767163077971-fe1a1c7872670575721374-ff2f17797766>

EOQ and GOAL-QPC Training on 7creativity tools



Innovation is the most important skill for an organization to grow and be successful.

All Quality Practitioners know the 7 basic Quality tools (Pareto, fish bone....) Goal QPC has done a world wide research and has gathered the 7 basic creativity tools that each employee needs to be trained in.

EOQ and GOAL-QPC are launching a program for dissemination of the 7 basic creativity tools.

EOQ offers 7 creativity tools training in your countries.

News from our members

7CT training at the Technical University of Compiègne (UTC) in France on November 17, 18, 19, 2005

The Georgian Quality Foundation

The main mission of the Georgian Quality Foundation is protection of consumers' rights and delivery of information on products and services, implementation of modern system of management in the field of Georgian trade and service, presenting of successful business-occupation and implementation of various means of incentives. In this direction Foundation has executed a project "Quality Mark" which has already gained fame among people.

Georgian Quality Foundation is bearer of new knowledge in the field of quality and business excellence.

OSKAR Educos Croatia

Oskar Edukos is non-profit organization for certification of personnel founded in the year 2003. with a main purpose of conduction exams and certification of personnel according to the demands of EOQ. For that purpose Oskar Edukos is accredited from National accreditation Service of Republic of Croatia.

Oskar Edukos is member of newly founded network of institutions for Quality in Croatia together with following institutions:

Croatian Association of Quality Managers - association of managers and experts in Quality and associated fields

Oskar, Centre for Development and Quality - educational and consulting organization Cro Cert, Centre for Management Systems Certification

Foundation of Croatian Award for Quality: -- -

Training of Members of governments of Mediterranean countries



EOQ run a seminar for 12 countries (Algeria, Cyprus, Egypt, Israel, Jordan, Lebanon, Malta, Morocco, Palestine, Syria, Tunisia, Turkey) in the framework of the MEDA project lead by CEN-CENELEC and funded by the European Commission

Objectives of the Workshop

The principal objectives of the Working Group on "National Quality Policy" were:

- 1) To establish by which means, and through which concrete actions, industry and public authorities on both sides can together play a determining role for the development of the quality chain in a widened European environment, as a factor for economic integration and for strengthening internal and external industrial competitiveness, and as an effective vector for the convergence of markets towards high quality objectives for the benefit of industry itself, citizens, consumers and society as a whole on both sides.
- 2) To be informed on the content and the use of the EOQ Quality Guide for Public Services
- 3) To identify up to what point the strengthening of industrial co-operation can indeed benefit from the development of real knowledge and mutual understanding of the ins and outs of quality as well as of the industrial culture and practices amongst and between industrial actors on both sides.

Participants

The participants were Civil servants responsible for quality promotion in each MEDA country. They play an active role co-ordinating the national group to prepare the activity and disseminating the information at national level after the seminar.

EOQ Events Calendar

European Quality Week 2005

November 2005

'Q in Europe: Innovation and transformation - The way to sustainability'

4 Research/Expert Conference with International Participation QUALITY 2005 UNIVERSITY OF ENICA

Faculty of Mechanical Engineering

Bosnia and Herzegovina

November 9-12, 2005.

Spa Reumal, Fojnica

Bosnia and Herzegovina

EOQ 50th Anniversary

May 28-31, 2006

<http://www.eoq2006.org>

6th International Conference of the Central and Eastern European Countries

Estonia, November 30 - December 2, 2006

The Organizing Partners of the

WORLD TOURISM FORUM FOR PEACE AND SUSTAINABLE DEVELOPMENT

are pleased to invite you to attend

Destinations2005 - the Forum's 2nd Annual Summit

Opening Ceremony

Monday, October 24, 2005 - 9:30 a.m.

Rio de Janeiro Municipal Theatre

Praça Floriano Peixoto, S/N – Centro – Cinelândia

Rio de Janeiro, RJ, Brazil

(Attire: formal dress)

Technical Agenda

Monday, October 24 afternoon to Wednesday, October 26, 2005

Forte de Copacabana

Praça Coronel Eugênio Franco, 1

Copacabana - Rio de Janeiro, RJ, Brazil

Full details available on the World Tourism Forum's official site: www.desti-nations.net

This invitation is non-transferable, strictly for use by the addressee

To receive a ticket to the opening ceremony,
and credentials for access to events on the technical agenda,
your registration must be confirmed no later than

October 18, 2005

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