2019 EOQ Congress

23-24 October 2019

Program

DAY 1

09h00 – OPENING SESSION
António Saraiva, CIP President
Francisco Frazão Guerreiro, APQ President
Torolf Paulshus, EOQ President
MOMENT OF PORTUGUESE GUITAR

09h30 – PLENARY SESSION 1: REDISCOVERING QUALITY CONCEPTS
Intervention 1
– *António Marquez Filipe, Symington Family Estates*
Sustainable Quality
– *Carlos Ribas and Pedro Cardoso, Bosch*
CHAIR: *Ana Ramalho*

10h30 – COFFEE BREAK

11h00 – PARALLEL SESSIONS 1 – QUALITY CONCEPTS AND APPROACHES:

P1A – Quality New Ideas and Concepts I
Old Quality versus New Quality: who wins?
– *Patrick Mongillon and Jade Plantin [FRANCE]*
The future of Quality: New and Old challenges
– *Anni Koubek, Quality Austria [AUSTRIA]*
Open Foresight "Quality 2030" – Collaborative anticipation of future developments and trends
– *Melanie Wiener, Johannes Kepler University [AUSTRIA]*
Integrating management of quality and digitalization
– *Lars Sörqvist and Marita Bergendahl, International Academy for Quality [SWEDEN]*
Actual aspects of the "Quality Kazakhstan" Concept
– *Azat Abdrakhmanov, Kazakh Organisation for Quality and Innovation management [KAZAKHSTAN]*
CHAIR: *An Kint*

P1B – Quality Models and Standards
Can we sustain trust trough conformity assessment? We'd better!
– *Pedro Alves, IQNET*
Impact of implementing a Sector Specific Quality Assurance System in organizations providing Social Services
– *Guus van Beek, All About Quality Consultancy [NETHERLANDS]*
A Discussion of Best Practices in Leading Quality Improvement
– *Elizabeth Keim, Integrated Quality Resources, LLC [USA]*
Madeira Islands: Recognition System of the Quality and Excellence of Service
– *João d'Orey, Mínimos Quadrados [PORTUGAL]*

Hygiene And Sanitation Management System: A New Approach To Quality
– Handan Hilal Köse, Turkish Standards Institution [TURKEY]
CHAIR: *Francisco Barroca*

P1C – Quality Tools and Applications I
Meaningful Metrics: Measuring Isn't Enough
– Christianna Hayes, Impact Performance Solutions [USA]
Hoshin Kanri
– Manon Duclos, MQQ
Harmonized Management System as a tool for Change Management at EPS
– Tatjana Klašić, Electric Power Industry of Serbia [SERBIA]
Critical Root Cause Analysis Tools and Concepts
– Matthew Barsalou, QPLUSS [NETHERLANDS]
From Six Sigma to problem solving – Back to basics
– Silvio Rubatto, SFK [FRANCE]
CHAIR: *Rui Ramos*

P1D – Reliable Quality (metrology, reliability, risk management, prognostics and diagnostics)
Reliability Centered Quality: Judo vs Karate approach
– Zigmund Bluvland, ALD Group
Quality Management Aspects of Complex Risk Management
– Jan Emblemsvaag, Midsund Bruk [NORWAY]
Quality as a Service – How Digitization Enables for Predictive Quality
– Max Ellerich, RWTH Aachen University [GERMANY]
Approaches, tools and automatization for the efficient risk management in the supply chain
– Nataša Gladovič [SLOVENIA]
Application of lean methodologies and tools: the case study of the ceramic industry
– Marta Ferreira, CTCV [PORTUGAL]
CHAIR: *Odete Fernandes*

P1E – Quality Tools and Applications II
Quality [Professional] Tools 4.0
– Lance Coleman, IDEX H&S [USA]
A Second Life For SPC: From Control to Management
– Willy Vandenbrande, QS Consult [BELGIUM]
Using the Digital management method to improve organizational efficiency and influence in the design field
– Xuewei Sun, Shanghai Nuclear Engineering Research & Design Institute [CHINA]
Designing quality inspection in short-run assembly processes of wrapping machines
– Elisa Verna, Politecnico di Torino [ITALY]
Kaizen System implementation
– Balázs Németh, Kvalikon [HUNGARY]
CHAIR: *István Lepsényi*

12h30 – LUNCH

14h00 – PARALLEL SESSIONS 2 – QUALITY APPLICATION SCOPES:

P2A – Companies
How the System Works
– Sidsel Winther Storaas, Storaas Quality Consulting
The safety of bakery products from cradle to full age or what we have been able to implement

from quality systems for 18 years of practice
– *Alice Váchová, PENAM*
Quality is more Stracciatella than Dame Blanche
– *Bart Ceulemans, Continental Automotive Benelux Mechelen*
The impact of Quality Management on the Business of the company Metalac
– *Aleksandar Marković, METALAC [SERBIA]*
Improving Quality Audits with Unconventional Tools
– *Susana Vicente, Xpand IT [PORTUGAL]*
CHAIR: *Martin Luptak*

P2B – Data Driven Quality I
Making Golden Decisions with Big Data and Advanced Analytics
– *Jim Duarte, LJDUARTE & Associates [USA]*
Agile Quality at Bosch Termotecnologia
– *Claudia Paiva and Catarina Santos, Bosch Termotecnologia [PORTUGAL]*
Towards the definition of a novel quality paradigm for Product-Service Systems
– *Federico Barravecchia, Politecnico di Torino [ITALY]*
Towards quality travelling: Development of an instrument for measuring perceived service quality in the public transport sector
– *Daniela Monteiro, Domp SA [PORTUGAL]*
Measuring Tests
– *Thomas Fehlmann, Euro Project Office AG [SWITZERLAND]*
CHAIR: *Paula Guimarães*

P2C – Health
The Use of Dynamic Interactive Data Visualization in Reducing Global Maternal and Child Mortality
– *Blanton Godfrey, North Carolina State University [USA]*
Success factors for healthcare facilities for the 21st century
– *Gerd Hartinger, Geriatric Health Care Centres of the City of Graz*
Quality as the foundation for excellence – taking a systemic perspective
– *Christian Mänder, B.Braun Aesculap AG*
Statistical tools applied to domestic medical devices data to evaluate their quality
– *Manuel Matos, Instituto Superior de Engenharia de Lisboa [PORTUGAL]*
Personnel Certification in Quality Management in Healthcare – a Success Story in Romania
– *Liliana Nitu, Romanian Association for Quality [ROMANIA]*
CHAIR: *Maria José Freire*

P2D – Education
A new tool to improve quality in education
– *José Sarsfield Cabral, University of Porto [PORTUGAL]*
Digital Learning
– *Ansgar Carbow, DGQ*
Holistic Approach of Quality Standards and Excellence for an Entrepreneurial Ecosystem University
– *Edmond Hajrizim, UBT – University for Business and Tehnology / QK – Quality Kosova [KOSOVO]*
Teaching Quality Management to Industrial Engineering and Management Students: How to improve their learning experience?
– *Helena Alvelos, CIDMA/DEGEIT, University of Aveiro [PORTUGAL]*
Seven Questions About Quality in Higher Education

– *John Dew, The University of Alabama [USA]*
CHAIR: *Luís Fonseca*

P2E – Quality New Ideas and Concepts II
What Companies practising Quality-based Management are doing regarding Environment: An Empirical Inquiry
– *Narayanan Ramanathan, SRF Limited [INDIA]*
Generic model of integrated management system
– *Miroslav Drljača, Zagreb Airport, Ltd. & University North [CROATIA]*
Holistic Rediscovering Quality related Concepts – making 'Quality the community's business'
– *David Hutchins, David Hutchins Innovation Limited [UNITED KINGDOM]*
The Quality Movement: Where are we going? Past, Present and Future
– *Xiaojing Sun, Shandong University [CHINA]*
A Project for Methodologies Integration to Continuous Improvement Process
– *Helena Navas, Universidade NOVA de Lisboa [PORTUGAL]*
CHAIR: *Ana Paula Ramos*

15h30 – COFFEE BREAK

16h00 – PARALLEL SESSIONS 3 – THE QUALITY WORLD:

P3A – EOQ, European Organization for Quality
(more information soon)

P3B – IAQ, International Academy for Quality
Report from the IAQ Planet Earth Concerns Think TanK: How Companies can Apply Quality to tackle Planet Earth Concerns – a White Paper
– *Ram Ramanathan [India] and Willy Vandenbrande [Belgium]*
Rediscovering Quality in the Digital Age: Quality as a Socio-Technical System
– *Gregory H. Watson [Finland]*
How to Get Top Management Attention to Quality
– *Lars Sörqvist [Sweden], Gregory Watson [Finland], Blanton Godfrey [USA] and Elisabeth Keim [USA]*
CHAIR: *Elizabeth Keim*

P3C – ASQ, American Society for Quality
ASQ Update and Global Outlook
– *Bill Troy, ASQ CEO*
Quality 4.0 Takes More Than Technology
– *Benito Flores, ASQ Chair and Jan Nöcker, BCG Associate Director*
Networking Session
CHAIR: *Benito Flores*

P3D – CAQ, China Association for Quality (SINO-EURO Quality Forum)
Opening Session
– *Duan Uonggang, CAQ Vice Precident & General Secretary*
– *Francisco Frazão Guerreiro, APQ President*
The Application and Practice of Quality Management of Fiber-optic Gyroscope and its System Product
– *Huang Jixun, Beijing Aerospace Times Optical-electronic Technology [CHINA]*
QMS implemntation: expectation versus reality
– *Ana Fernandez, SAFEMODE (Fidelidade Group) [PORTUGAL]*

Test Scheme and Practice of Intelligent Factory
– *Sun Jichao, HollySys Technology Group [CHINA]*
Innovation Management at EDP Distribuicao under NP4457 Standard
– *Ricardo Santos, EDP Distribuição [PORTUGAL]*
Product research and development quality expert platform based on artificial intelligence
– *Liu Dan, Gree Electric Appliances, Inc. of Zhuhai [CHINA]*
Delivery of certificates to the speakers
– *Duan Uonggang, CAQ Vice Precident & General Secretary*
Photo taking
CHAIR: *Orlando Ferreira*

P3E – QCI, Quality Council of India
Introduction
– *Ravi Prakash Singh, QCI*
India & Quality
– *Rajesh Kumar Maheshwari, PPID, QCI*
Zed Maturity Assessment Model
– *A. Raj & Mohit Singh, ZED, QCI*
Industry Perspective: Schneider Electric
– *Satish Katti, Schneider Electric Pvt. Ltd. and Ramanand Nagendra Shukla, ZED, QCI*
Spiritual India
– *Rajesh Kumar Maheshwari, PPID, QCI*
Closing Remarks
– *Ravi Prakash Singh, QCI*
CHAIR: *Ravi Prakash Singh*

18h00 – CLOSING DAY 1

19h30 – GALA DINNER WITH FADO

DAY 2

09h00 – PLENARY SESSION: FUTURE QUALITY
Quality 4.0 – A new dawn for facing the Digital Era
– *Mohamed Zairi*
Quality 4.0 and Business Excellence
– *Joseph A. DeFeo, Juran Institute*
Quality & Brand Experience
Paulo Pereira da Silva, RENOVA [PORTUGAL]
CHAIR: *Zoran Lekic*

10h30 – COFFEE BREAK

11h00 – PARALLEL SESSIONS 4 – EMERGENT QUALITIES

P4A – Data-Driven Quality II
Paradigm Shift in Quality Management
– *Benedikt Sommerhoff, DGQ*
How digitalization and data liberation is shaping future business
– *John Markus Lervik*
Process Analytics for Quality Improvement
– *Marco Reis, ENBIS*

Opportunities in the new age of Industry 4.0
– *Marta Villanueva, AEC [SPAIN]*
Sofware as a tool for improvement of management systems
– *Miloš Vasić and Branko Vasić, University of Belgrade [SERBIA]*
CHAIR: *Ulf Gustavsson*

P4B – Quality Research
How Apllied Research Can Support Quality Movement
– *António Ramos Pires, RIQUAL [PORTUGAL]*
A Systematic Review of Quality Improvement Education for Medical Students: What are Institutions Teaching?
– *Anila Rao and Grace Brannan, McLaren Macomb Hospital [USA]*
The Chain reaction of Quality Challenges in Governmental Services
– *Hasan Alsharqi, QPlus for Inspection and Quality Solutions [BAHRAIN]*
CAF's implementation by Portuguese municipalities
– *Carla Negreiro, Instituto Politécnico de Bragança [PORTUGAL]*
Approach System of Systems (SoS) for Quality Lean Management System (QLMS)
– *Vadim Lapidus, LLC Centr Prioritet [RUSSIA]*
CHAIR: *Margarida Saraiva*

P4C – Sustainable Quality and Circular Economies
The Excellence Manifesto
– *Matt Fisher, The Business Excellence Institute [BELGIUM]*
Sustainability Solutions Manager – Sustainability on new business models
– *Lurdes Brandão, SGS Portugal [PORTUGAL]*
Harmonisation of Public Tertiary Education – The Mauritian Experience
– *Sid Nair, Ministry of Education, Tertiary Education Commission [MAURITIUS]*
Integrated Management Systems and Sustainability: A Framework Proposal
– *Merce Bernardo, University of Barcelona [SPAIN]*
Six Sigma methodology application in transport company as an innovative way to quality services achievement
– *Michal Hranicky, University of Zilina [SLOVAKIA]*
CHAIR: *Pal Molnar*

P4D – New Quality Professionals and Leaders
The Future of Quality Managers
– *Marina Guerra, Siemens [PORTUGAL]*
Quality Management for the Future
– *Åsa Rönnbäck, Förbättringsakademin [SWEDEN]*
Personal and organizational awareness for quality as competences of new quality professionals and leaders
– *Anton Petrič, TPV Group [SLOVENIA]*
What is Quality for CEO's?
– *Ed Van Siclen, VEEVA [USA]*
Quality Leadership in the V.U.C.A.World
– *Ömer Özkan, Petkim Petrochemical Holding Corp [TURKEY]*
CHAIR: *José Carlos Pereira*

P4E – Education
Integrity for ensuring quality in education in the digital era
– *Ansie Harding, University of Pretoria [SOUTH AFRICA]*
Integration of Learning Outcomes into Quality Management and Harmonization of Quality

Standards in Vocational Education and Training in Europe
– *Joao Alves, ATEC [PORTUGAL]*
The role of Quality Councils in HEIs: in search of a conceptual framework
– *Patrícia Moura e Sá, CICP & University of Coimbra [PORTUGAL]*
Creating Quality in South African schools
– *Paul Harding, South African Quality Institute [SOUTH AFRICA]*
International student journey: a data driven quality approach
– *Silvia Costa Lopes, Universidade de Lisboa [PORTUGAL]*
CHAIR: *Rui Pulido Valente*

12h30 – LUNCH

14h00 – PARALLEL SESSIONS 5 – QUALITY CONTESTS:

P5A – European Quality Leaders
Mark Bazinet
– *The Quality in «direct current» [FRANCE]*
Nataša Gladović
– *Corporate quality management, ATLANTIC Grupa [SLOVENIA]*
Frank Schreier
– *Executive Director Quality Assurance, ŠKODA AUTO [CZECH REPUBLIC]*
CHAIR: *Torolf Paulshus*

P5B – MSc and PhD Presentations I
Rediscovering Quality in unstable and complex business environments
– *André Mendes de Carvalho, MIT Portugal [PORTUGAL]*
2018 World State of Quality results: an overview
– *Catarina Cubo, Universidade do Minho [PORTUGAL]*
Predictive Analytics in the Petrochemical Industry: Forecasting the Research Octane Number (RON) from Catalytic Reforming Units
– *Tiago Dias, Galp [PORTUGAL]*
Planning field surveillance of measurement instruments based on risk assessment.
– *Railson Motta, INMETRO [BRAZIL]*
Benchmarking the effectiveness of hip replacement among 12 Belgian hospitals
– *Fabian Dehanne, CHU UCL [BELGIUM]*
CHAIR: *Jorge Marques dos Santos*

P5C – Process Improvement Projects
Process improvement initiatives using Lean methods to increase performance of the Fresh Products Markets at a Portuguese retail company
– *Pedro Marques, Auchan Retail [PORTUGAL]*
Development of a Foundation for Evidence in Rehabilitation – Rehabilitation after Cerebrovascular Diseases
– *Shogo Kato, Keio University [JAPAN]*
A Design for Gree's "Comfort and Energy Saving" L1 wall-mounted air conditioning
– *Wu Mingxi, Gree Electric Appliances, Inc. of Zhuhai [CHINA]*
Improve the Anti-corrosion Reliability of Air-conditioning Gas-liquid Separator
– *Chen Peixia, Gree Electric Appliances, Inc. of Zhuhai [CHINA]*
CHAIR: *Paulo Sampaio*

P5D – New Products/Services Projects
Intervention 1

– Cláudia Nabais, Quidgest [PORTUGAL]
Scorecard systems as tools to improve H&S performance
– Manuel Carrasqueira, Qualiseg [PORTUGAL]
Quality Management System: Steel Services Plants Registration Success Case
– Vladimir Passarelli, SCS Qualidade [BRAZIL]
CHAIR: *Carlos Barata*

P5E – MSc and PhD Presentations II
Semantic comparison of requirements – A method to structure requirements by using Artificial Intelligence (AI)
– Lisa Ritter, BMW Group [GERMANY]
Multivariate Short Run Control Chart as a tool to detect contaminations in ICP-MS
– Filipe Gomez, FCT-Universidade Nova de Lisboa [PORTUGAL]
Quality management in higher education: a trend towards integration?
– Maria Manatos, CIPES Centre for Research in Higher Education Policies and University of Aveiro [PORTUGAL]
Evaluation on Urban Quality Developement level
– Deng Ji, SAQM [CHINA]
CHAIR: Teresa Guimarães

15h30 – COFFEE BREAK

16:00 – AWARDS

16h30 – CONCLUSIONS AND PROMOTION OF 2020 EOQ CONGRESS

17h00 – PORTUGUESE QUALITIES

17h30 – END OF CONGRESS