

IAQ World Quality Forum 2015, Hungary

The International Academy for Quality (IAQ) World Quality Forum 2015 in Budapest, Hungary was held on **26 & 27 October 2015**. The theme of IAQ World Quality Forum is "Quality for Future of the World". IAQ is an independent, self-supported, non-profit, non-governmental organization that is administered by a collegial assembly of Academicians who have been elected by their peers from the most respected, active and experienced protagonists of quality in the world. The first IAQ World Quality Forum expects participants from all over the world to inform them on the latest development of the quality management, trends, methods and tools.



Mr. Janak Mehta (Chair of IAQ) gave an opening speech and welcome all participants. He also introduced IAQ that "A community of the world's leading executives, practitioners and academics dedicated to promoting the cause of quality." IAQ had founded since 1966 by Mr. Val A. Feigenbaum, Mr. Kaoru Ishikawa and Mr. Walter Masing. Mr. Mehta mentioned the IAQ Way – Quality for Humanity, which respect for individual, integrity in thought and action and compassion for all living beings.

Mr. Janak Mehta discussed the model of "Century of Quality?" and "Whither Quality?"



Mr. Anil Sachdev – Secretary Indian Society for Quality and President, TQM International India presentation and his topic entitled “Improving Service Quality – Key Challenges and Approach”. Firstly, Mr. Anil Sachdev briefed the challenges included Individual driven Process Changes, High Attrition, Lack of Data & Starters, More Focus on Problem Fixing, Lack of Proper Measures, High rate of Errors and Processes not well defined. He proposed an integrated approach (including Purpose, Process & People) from Policy Management / BSC to Improvement Management to Daily Management and to Standardization, Empowerment, and then return to the beginning. The example was discussed in the following diagram.

