

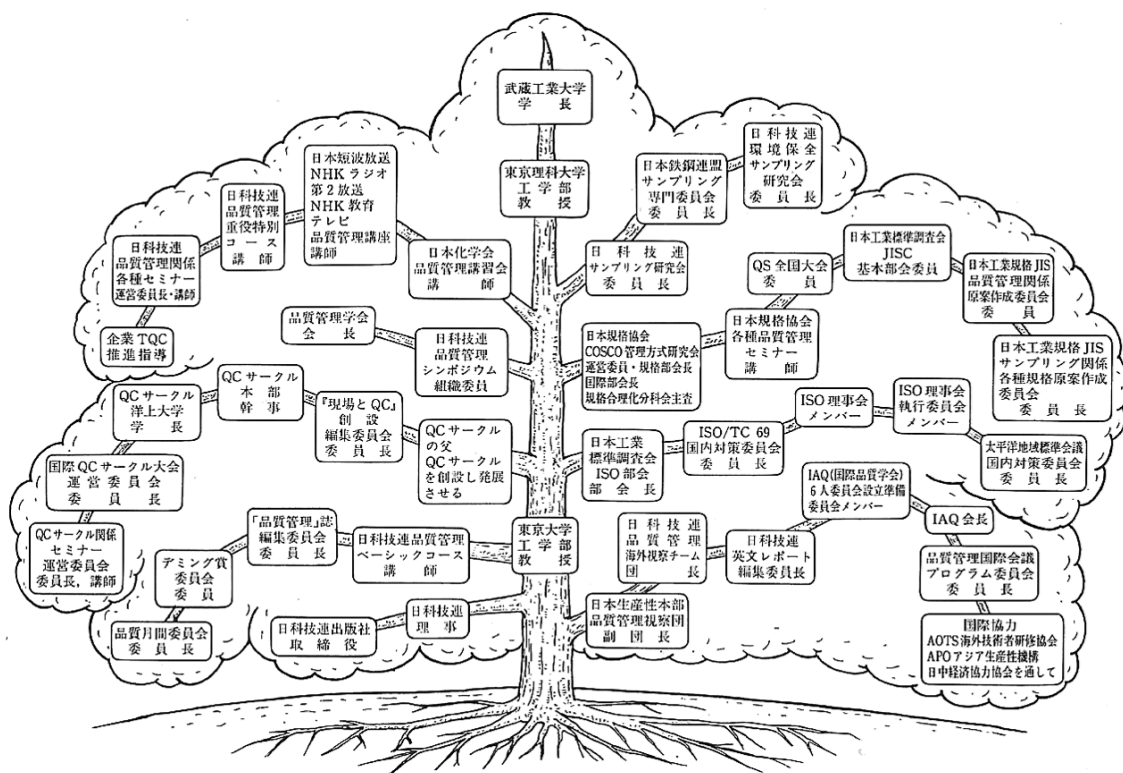
# The ANQ Congress 2015 Taipei 籌備委員會工作報導(二) The Organizing Committee Working Report(Ⅱ)

官生平 S.P. Kuan 籌備委員會秘書處秘書長

## 1. 前言

『The ANQ Congress 2015 Taipei』的主要專案目標為 2015/9/23 及 2015/9/24 兩天的大會議程，其中包括 2015/9/23 上午的開幕典禮、2015/9/23 下午與 2015/9/24 上下午的論文發表及 2015/9/24 最後的閉幕典禮。籌委會運作初期，即接到 ANQ 榮譽理事長 Dr. Noriaki Kano 的請求，在本次 ANQ 大會增加一個『石川馨博士百年誕辰紀念研討會』，日本方面以日科技連(JUSE)主導發動全國品質界專家學者共襄盛舉，此項活動更遍及世界五大洲，請參考七月品質月刊封底。在籌辦過程中，個人接觸不少石川馨誕辰紀念研討會相關資料，心中十分感慨。

台灣引進品質管理歷經五十年以上，早期政府機構及國防工業，因政策關係，均以美國的品質系統為主；產業界導入則依各別企業與國外機構業務關係，依各自需求，而導入美、歐、日多元化的品質系統，其中以石川馨主導的日式品質管理也是一個主流。要縱橫廣泛地溯本追源體察台灣的品質發展，讀者可參考《中華民國品質發展史》及剛剛出版的《中華民國品質發展史-第二輯》。品質學會五十年來，由第一屆的創會理事長李國鼎先生開始，經歷任施政楷、吳道良、高禔瑾、傅貽椿、趙國才、宋文襄、胡裕同、王治翰、白賜清、王晃三、鍾清章、高辛陽、葉若春、張文貴、楊錦洲及現任理事長盧淵源等理事長勵精圖治，領導學會默默耕耘，對我國經濟成長與品質管理之發展，奠定良好基礎。雖沒有像石川馨博士在日本培育出到處結果的石川馨品質大樹，如附圖；但是起碼也有長滿到處開花的品質風向草。



石川 馨先生の木, The Tree of Prof. Kaoru Ishikawa (大竹四郎氏作図)

附圖：石川馨品質大樹

## 2. 『The ANQ Congress 2015 Taipei』 議程

大會議程主要活動是專題演講，專題演講者之邀請與節目時程的安排是籌委會的重頭戲，所邀請的演講者，其身份地位與影響力至關重要。所以籌委會王治翰主委及各委員這幾個月都在思索要邀請那些適當人選，秘書處則負責溝通協調及確認，經 2015/6/27 第五次籌備會暫定如附表一。茲將六位主題演講者的簡介列之如下，讓月刊讀者能先睹為快，未來將在大會手冊及摘要集以英文正式發表其簡介及講稿，同時九月份品質月刊則以中文發表。

附表一：2015 亞洲品質大會議程

<b>23 September 2015 (開幕典禮)</b>		
<b>Time</b>	<b>Program</b>	
08:30~09:00	Congress Registration	
09:00~09:30	Host Welcome Address: 王治翰博士	10 min
	Congress Welcome Address: Dr. Yury Gusakov	10 min
	Honorable Guest：杜紫軍博士(國家發展委員會主任委員)	10 min
09:30~10:00	Keynote Speech I：陳興時（榮剛集團總裁）	30 min
10:00~10:30	Break	
10:30~11:00	Keynote Speech II：赤尾 洋二博士(Dr. Yoji Akao) (陳燕屏博士香港 QFD 協會會長翻譯)	30 min
<b>24 September 2015 (閉幕典禮)</b>		
<b>Time</b>	<b>Program</b>	
<b>15:00~15:30</b>	Keynote Speech III：狩野 紀昭博士(Dr. Noriaki Kano)	30 min
<b>15:30~16:00</b>	Keynote Speech IV：Mr. Gregory H. Watson	30 min
<b>16:00~16:30</b>	Break	
<b>16:30~17:00</b>	Keynote Speech V：李昆達先生(金頓科技董事長)	30 min
<b>17:00~17:30</b>	Keynote Speech VI：Dr. Yury Gusakov	30 min

### 專題演講者簡介

#### Keynote Speech I：陳興時博士

現職：工業技術研究院院士，榮剛材料科技公司董事長、榮剛集團總裁。

學歷：成功大學碩士，美國 ADL 企管碩士，西德漢諾威工業大學博士。

經歷：成功大學教授、研究所所長，慶齡製造技術研究發展中心創設人。

#### Keynote Speech II：赤尾 洋二博士 (Dr. Yoji Akao)

Along with the late Dr. Shigeru Mizuno, Dr. Yoji Akao is the founder of QFD. As far back as the 1960s, he was exploring ways to apply powerful Japanese problem solving algorithms to designing products right the first time. Initially using a “fish bone” diagram, his more complex analyses led to a matrix to identify the design elements which would impact customer satisfaction the greatest. Dr. Akao is one of the few to receive the prestigious Deming Prize for Individuals as well as the Best on

Quality Award from International Academy for Quality. He was also awarded the inaugural Distinguished Service Medal from the American Society for Quality. He is an author of many published articles and books including *Quality Function Deployment: Integrating Customer Requirements into Product Design* and *QFD: The Customer-Driven Approach to Quality Planning & Deployment*. Dr. Akao is chairman of the International Council for QFD and the senior advisor to the QFD Institute.

Two distinguished awards have been established in recent years in his honor. The Akao Prize® is awarded to individuals around the world who have demonstrated Excellence in their practice and dissemination of QFD for many years. The Akao Scholarship for QFD rewards university students for excellence in their QFD study and research.

Dr. Yoji Akao is recognized as the developer of ‘hoshin kanri’. This concept is known in English as Total Quality Management ((TQM) or in his native Japan as Total Quality Control (TQC). TQC is an enterprise-wide strategy for business and manufacturing management that has been successfully applied worldwide. TQC is a Deming-based system that measures the performance of the system as a whole, based upon the sum of the performance levels of its individual units.

### **Keynote Speech III：狩野 紀昭博士(Dr. Noriaki Kano)**

Dr. Noriaki Kano (1940) is a Professor Emeritus, lecturer, keynote speaker, writer, TQM guru and consultant in the field of quality management. Noriaki Kano is the creator of a customer satisfaction model (Kano model), which is a simple diagram that distinguishes between essential and differentiating factors with respect to concepts of customer quality.

Between 1960 and 1970, Noriaki Kano obtained both his master’s degree (M.Sc.) and his doctorate (Ph.D.) from the University of Tokyo in Japan.

Noriaki Kano began his career at the Tokyo University of Science (TUS) and he became a lecturer/ professor in the fields of quality management and general management. Later, he was also appointed Department Head of the faculty of Management Science. During his career, Noriaki Kano continued his research into customer satisfaction. He developed the Kano model by turning traditional ideas into new insights from the product or service perspective. Noriaki Kano believed that not all product or service performance factors are equal to those of the end user/customer, but that some factors create higher levels of customer loyalty than other others. One of Noriaki Kano best-known books is the “*Guide to TQM in Service*” (1996).

In 1997, the Union of Japanese Scientists and Engineers (JUSE)) awarded Noriaki Kano with the Deming prize for Individuals. That same year he also received the Deming Lecturer Award from the American Statistical Association for his publication “*Business Strategies for the 21st Century and Attractive Quality Creation*” (1996).

### **Keynote Speech IV：Mr. Gregory H. Watson**

Gregory H. Watson is a past-President and an Honorary Member of the International Academy for Quality (IAQ), past-President and Fellow of the American Society for Quality (ASQ), Honorary Member of twelve national quality organizations (including Finland, Russia and the United Kingdom) and recipient of over thirty major quality awards including: W. Edwards Deming Medal of the Union of Japanese Scientists and Engineers, the Distinguished Service Medal of the American Society for Quality, the Georges Borel Medal of the European Organization for Quality and the Gold Medal of the Finnish Association for Quality.

### **Keynote Speech V：李昆達董事長**

李昆達 (David Lee)，台灣可靠度儀器設備生產商金頓科技執行長，專研在振動、衝擊、環境試驗、加速應力測試等業界應用。現任中華民國計量工程學會理事、**中華民國品質學會可靠度委員會委員**、財團法人全國認證基金會 (TAF) 技術委員、臺灣發明協會副理事長、行政院風力發電機公安安全委員會委員、國際半導體設備材料產業協會 (SEMI) 工作小組 TC/TF 委員、財團法人華聚產業共同標準推動基金會海峽兩岸產業共通標準專家技術委員會太陽光電組委員、工研院量測中心綠色產品認證機構公證性委員會委員、PV Taiwan 2014 Forum(SEMI) 論壇主持人。曾經獲得發明獎項有 2000、2001 國家優良產品設計獎，2005 瑞士日內瓦國際發明展金牌，2005 美國匹茲堡國際發明展金牌及大會首獎。

### Keynote Speech VI : Dr. Yury Gusakov

Dr. Yury Gusakov graduated from Moscow University (economics) in 1972 and same year joined Training Academy for standardization and quality in Moscow, Russia. Later he worked in Russian R&D Institute for normalization in mechanical engineering, Institute of standardization and in 2000-2002 as Vice President of Rosstandart, Russian National Standardization body. At present he acts as Board Member of Rosstandart.

In 2003 he joined Russian Organization for Quality (ROQ) as Senior Vice President and CEO.

In 2006-2008 he was elected President of European Organization for Quality (EOQ), in 2008-2011 - Coordinator of World Alliance for Quality (WAQ), from 2015 - Chairman, Asia Network for Quality (ANQ). Y. Gusakov is a Doctor of Science (economics), Professor, Academician of IAQ, Fellow of CQI, UK, Russian National Representative in EFQM and EOQ.

Starting 2015 he is also a Chair of International Programs on Quality for Russian Training Academy of standardization and Quality, Russian National Representative in EFQM and EOQ.

### 3. 『石川馨博士百年誕辰紀念研討會』議程

『石川馨百年誕辰紀念研討會』所邀請的演講者，大都以推廣日式品質管理為終身志業的專家學者，茲將其暫定議程列之如附表二，演講者之簡介列之如下，也讓月刊讀者先睹為快，未來將會在大會手冊及摘要集以英文正式發表其簡介及講稿，同時九月份品質月刊則以中文發表。

附表二：石川馨百年誕辰紀念研討會議程

<b>23 September 2015</b>	
<b>Time</b>	<b>Program</b>
<b>13:30~15:00</b>	<b>13:30~14:00 Speech I</b> ：鍾朝嵩先生(財團法人先鋒品質管理學術研究基金會(PQCRA) 榮譽董事長)
	<b>14:00~14:30 Speech II</b> ：鈴木 和幸博士(Prof. Kazuyuki Suzuki)
	<b>14:30~15:00 Speech III</b> ：Mr. David Hutchins
<b>15:00~15:30</b>	<b>Break</b>
<b>15:30~17:00</b>	<b>15:30~16:00 Speech VI</b> ：葉斯水先生(財團法人先鋒品質管制學術研究基金會(PQCRA)董事長)
	<b>16:00~16:30 Speech V</b> ：Mr. Janak Mehta
	<b>16:30~17:00 Panel Discussion</b>

## Speech I：鍾朝嵩榮譽董事長

鍾朝嵩畢業於日本東京大學工學研究所石川馨研究室專攻品質管理，曾追隨石川馨博士輔導日本著名企業多家，對日本式的經營管理有深入的研究與造詣。

1970 年在台灣邀集品管的學者專家，成立「先鋒企業管理發展中心（Pioneer Enterprise Think Tank）」，對台灣工商企業作經營管理專業輔導，促進國內及國際學術交流，且極力倡導推動以品質為中心的經營管理即全面品質管理(TQM)。並極力推行、輔導及普及亞洲地區的各項國際性品管圈活動。鍾朝嵩在台灣數十年來，以日本推行成功的 TQM 模式導入台灣，利用日本成功的經驗，讓企業可以輕易的面對挑戰，有步驟的成立各項周邊組織，以推行 TQM 及 QCC 的各項業務。對國家經濟的成長有極大的貢獻。

### 經歷

1967 年日本科學技術連盟品質管理講師

1970 年「先鋒企業管理發展中心(PETT)」創辦人

1970 年 創辦及主持第一屆全國品管圈大會（台灣）

1976 年 台、日、韓國際品管圈交流發表會(ICQCC 前身) 創始人之一

1976 年 應聘為韓國規格協會主持韓國全國品管圈巡迴講座

1978 年 創辦及主持第一屆全國金獎品管圈大會（台灣）

1982 年 財團法人先鋒品質管制學術研究基金會（PQCRA）創辦人

1982 年 應聘為新加坡生產力局主持新加坡品管圈全國診斷及講座

1983 年 組織及召集第一次九國(台、日、韓、泰、新加坡、菲律賓、印度、香港、馬來西亞) 國際品管圈協調會 ICQCC Coordinating Committee Meeting（CCM）會中決定由會員國輪流主辦 ICQCC。

1977 年、1980 年、1983 年、1988 年、2001 年主辦並主持國際品管圈大會（ICQCC 在中華民國舉行）

## Speech II：鈴木 和幸博士(Prof. Kazuyuki Suzuki)

日本經濟新聞 2014年(平成26年)11月5日(水曜日) 14

### デミング賞 総合的品質管理(TQM)の実践とその成果を表彰 —わが国企業の品質力向上と継続的改善に貢献—

デミング賞は、1951年に創設された賞で、実践的な品質向上活動に継続的に取り組み、主としてお客様に心から喜ばれる価値のある製品やサービスを創出するしくみをもった企業・組織に贈られる世界最高ランクの賞です。

具体的には、経営目標・戦略の実現に向けて総合的品質管理(TQM)を効果的に実施し、成果をあげた企業・組織に贈られます。この賞の優れた特徴の一つとして、デミング賞に挑戦しようとする企業・組織が、過去の受賞企業の事例をベンチマークし、さらに工夫・改善・努力を重ね、それぞれ独自の品質向上のしくみや考え方を構築し、企業経営に取り組んでいく点があります。

今後も、品質を中核にした経営の世界最高ランクの証として、多くの企業・組織が、更なる品質向上と産業の発展のために、この賞に挑戦されることを大いに期待しております。 ※TQM:Total Quality Managementの略

#### デミング賞本賞

TQMの研究、普及・推進に優れた業績のあった個人に贈られます。

**鈴木 和幸氏**  
電気通信大学教授

鈴木和幸氏は、電気通信大学教授として信頼性工学の研究に専念し、Warranty data解析の分野を切り拓くなど、世界的レベルで学界をリードする業績を挙げた。日本品質管理学会会長、日本信頼性学会会長、政府の信頼性・安全性関係の各種委員を歴任し、これらの活動を通じて信頼性工学のTQMへの適用の拡大・深化を図り、斯界の発展に寄与し、安全安心社会の構築、研究・教育、普及・啓発を担う人材育成とその推進組織づくりに貢献をした。

## Speech III：Mr. David Hutchins

David Hutchins Innovation is the indisputable leading specialist in Quality Management Training Courses in the UK and this particularly includes the entire suite of CQI Quality Management Certificate and Diploma courses accredited by the Chartered Quality Institute (CQI). This includes those leading to the status Chartered Quality Professional (CQP), Lean Manufacturing as well as

supporting the worldwide development of Hoshin Kanri, Industrial Quality Circles and Student Quality Circles (SQC's) to meet your specific training needs.

Through distance learning, the David Hutchins International Quality College has a truly global outreach and offers a cost-effective and flexible way for you to further your career, whether it's the CQI Level 3 Certificate in Quality Management, the CQI Level 5 Diploma in Quality Management or the Level 7 Masters in Quality Leadership. Our supported distance learning is ideal because it allows you to fit learning around your life and work.

### **Speech VI：葉斯水董事長**

現任財團法人先鋒品質管制學術研究基金會董事長、全國品管圈總部總部長、健峰企業管理顧問公司董事長、健峰管理技術研修中心董事長、健峰管理技術培訓學校創辦人、臺灣健峰企管集團董事長兼總經理。曾擔任先鋒企業管理發展中心高級主管 12 年、財團法人先鋒品質管制學術研究基金會董事 6 年，從事推廣並輔導企業管理工作達 20 餘年。

在企管顧問的專業領域中，其對 TQM 全公司品質管理及品管圈活動有深刻的研究與心得，其所創立的台灣健峰企管集團曾為 4000 餘家台灣企業，2000 餘家大陸企業提供診斷、顧問、授課、教育訓練、專題演講、個案輔導等服務。

### **Speech V：Mr. Janak Mehta**

Janak Mehta is a mechanical engineer by profession with over 46 years experience out of which 25 years was in industry working across various functions and becoming a chief executive of a medium size company. While working in industry in 1982 he pioneered the quality movement in India and promoted it vigorously across the country.

His belief in the use of quality management principles, concepts and methodologies as the primary means to business excellence and integration of society led him to leave the confines of working in industry to set up institutes that will be the vanguard of quality promotion. He set up and led the TQM Division of CII from 1988 to 1992 a leader in quality movement in India. In 1992 he made a unique contribution as the only industry member of the team to propose a structure for Quality Council of India (QCI) for promoting quality, standardization and conformity assessment in India that would be on par with the best in the world. He is a member of the Governing Body of QCI.

Thereafter he set up TQM International Pvt. Ltd., as an organization for training and consultancy in quality management to work towards the frontier of quality technology. TQMI has become one of the leaders in this field not only in India but also the Middle East. He is currently the Chairman and Managing Director of TQMI. Under his guidance TQMI has provided training and consultancy services in over 12 countries. He is also the Chairman of T4T Consultants Pvt. Ltd.

In 1996 at the behest of quality professionals in India he set up Indian Society for Quality (ISQ) a not for profit organization for networking amongst quality professionals. In 2002 as the Founding President of ISQ he contributed to the setting up of Asian Network for Quality (ANQ) with membership from 17 countries to promote networking amongst quality professionals from all over Asia. He is the current Chairperson of ANQ for 2009 – 2010.

He has been an invited Keynote speaker and speaker at conferences across the world in over 20 countries including Japan, USA, Europe, China, Middle East, South East Asia, Africa and South America.

He has guided over 220 companies from multinationals to large and medium private and public companies in India, the Middle East and the South East Asia in their endeavor to enhance business performance through the application of TQM principles, concepts and techniques. He has been associated with various companies in India that have won the coveted Deming Application Prize of Japan.

Mr. Janak Mehta is the only quality professional from India elected to the rank of “Academician” by the International Academy for Quality (IAQ). This honor places him among the international leaders dedicated to the improvement in the quality of products and services for the benefit of mankind. He is also member of the Board of Directors of IAQ and member of various committees. He is currently the President of IAQ.

Mr. Janak Mehta has been awarded **Lancaster Medal by ASQ** for his outstanding contributions to the development, dissemination, and promotion of a holistic approach to quality management encompassing environmental responsibility and conservation of resources with emphasis on increasing mutual prosperity across all social strata; and for perseverance in nurturing the Asian Network for Quality to its 10th anniversary and establishing it as a significant entity in the global quality community.

Mr. Janak Mehta has been awarded the “Deming Distinguished Service Award for Dissemination and Promotion (Overseas)” for the year 2012.

## 4. 結語及後續

『The ANQ Congress 2015 Taipei』大會及『石川馨百年誕辰紀念研討會』所邀請的演講者遍及歐、美、亞及台灣，其溝通聯繫的工作非常繁複，若非現今網路科技應用環境之成熟，實非籌委會單薄的人力資源得以負擔承受。以上只約略勾繪整個議程的藍圖，尚有許多演講者的資料必須由演講者自行編撰及確認後，才能編輯排版於大會手冊及摘要集中。八月份將報導論文發表研討會的議程及內容，也期待所交付的多數論文內容能與大會主題：“Using Quality as Differentiator to Gain Competitive Advantage”（運用品質差異取得競爭優勢）相互輝映。