

CHƯƠNG TRÌNH HỘI NGHỊ ANQ 2013, BANGKOK (FULL)

□ : 11 nội dung liên quan trực tiếp đến VQAH. được đánh dấu màu vàng

Tổng cộng VQAH có 5 bài oral, 3 bài poster và làm chủ tọa 3 phiên hội nghị chuyên đề.

Wednesday, 16 October 2013			
08:00-08:45	Registration - Foyer, Le Concorde Ballroom, 3rd Floor		
08:50-10:50	Le Concorde Ballroom		
08:50-09:00	Thai traditional welcome dance		
09:00-09:20	Report by Organizing Committee Chairman		
	<i>Panisuan Jamnarnwej, Ph.D.</i>		
	Welcome Speech		
	<i>Dr. Witoon Simachokedee, Ph.D., Permanent Secretary, Ministry of Industry</i>		
09:20-10:50	Chairperson: <i>Dr. Panisuan Jamnarnwej, Thailand</i>		
Keynote I	Topic <i>Mr. Kan Trakulhoon, President of Siam Cement PLC, Thailand</i>		
Keynote II	Prevention of Problems on Reliability and Safety <i>Dr. Kazuyuki Suzuki, Univ. of Electro-Communications, Tokyo, Japan</i>		
Keynote III	"Realization of Happiness Generator Thru Creative Challenge, Outstanding Capability and Communication & Sharing" <i>Mr. Choi Pyeong-Rak, President of KOMIPO, Korea</i>		
10:50-11:15	Morning Coffee Break - Poster Area, 3rd Floor		
	Le Concorde Ballroom		
11:15-12:30	IKA (Ishikawa-Kano Award), Presentation and Awardees' Speeches		
	Chairperson: <i>Prof. Phulporn Saengbangpla, Thailand</i>		
Paper 1	Topic <i>Name, Country</i>		
12:30-13:30	Lunch - Le Lotus, 2nd Floor		
	Parallel Session I		
13:30-15:00	ARE-QP winners' presentations	ANQ 1	
	Chairperson: <i>Dr. Shu Yamada, Japan</i>		
CAQ	Anhui Jianghuai Automobile Co., Ltd.		
CSQ 1	Ko Da Pharmaceutical Co., Ltd.		
CSQ 2	Yuan Ze University		

13:30-15:00	CE 1 : Customer-Driven Excellence	ANQ 2	
	Chairperson: <i>Mr. Chaicharn Ungsriwong, Thailand</i>		
CE 1-1	To increase the number of patients who are able to call through the Singapore General Hospital (SGH) Medical Social Services (MSS) Appointment Line on the first attempt. <i>Tan Wei Li Amanda, Yunnie Teh Kia Yun, Jacinta Tay Peck Guat, Crystal Poh Pei Yu, Koh Sock Sim, Singapore</i>		35
CE 1-2	Guessing buying process stages and users' intention by retrieval keyword. <i>Keisuke MACHIDA^{1,*}, Masashi KUSANO² and Takeshi KANEKO³, Japan</i>		107
CE 1-3	Status of Product Liability (PL) and its Response System of SME Manufacturing Company of Korea <i>Keisuke Jun-Hyeok Seo¹, SungMin Bae¹, and Bok-Soo Ko^{1,*}, Korea</i>		143
CE 1-4	The Study of Customer Confusion and its Impact Factors in Taiwanese Convenience Store Industry <i>Jerry Yuwen Shiu¹, Chih Chiang Hwang^{1,*} and Amber Minhuei Chien², Taiwan</i>		166
CE 1-5	The Role of Customer Value Co-Creation in Building Product Value <i>Frank B^{1,*}, Fujimoto K¹ and Enkawa T¹, Japan</i>		123
13:30-15:00	CE 2 : Customer-Driven Excellence	ANQ 3	
	Chairperson:		
CE 2-1	Exploring service operation model for mobile phone industrial and corresponding to the cost <i>Kuo-Hsing Wu[*], Kang-Hung Yang, Taiwan</i>		172
CE 2-2	Operations and customer Service – Journey from Cost Center to Profit Center <i>Sandip Parikh, Magesh Iyer, Premanshu Chatterjee, Sunil Y Jhadhav, India</i>		228
CE 2-3	Study on valuation of experience for sales promotion <i>Yuki Ihira^{1,*}, Shin-Ichiro Yokoyama², Japan</i>		126
CE 2-4	Hospital Information System on the Internal Hospital factors and Hospital Performance <i>Jeong-Duk, Jung^{1,*}, Korea</i>		132
CE 2-5	Risk assessment given to the stakeholders <i>Naoki Kawashima^{1,*}, Shin-Ichiro Yokoyama², Japan</i>		128
13:30-15:00	LD 1 : Leadership Development	ANQ 4	
	Chairperson:		
LD 1-1	Intelligent Process Optimization System <i>Hongvibulphol Nuttapol¹, Tawatpun Nattapong¹, Sereeviriyakul Vithayavut², Thailand</i>		4
LD 1-2	The Effect of Organizational Culture, Leadership Style and Organizational Learning on Innovation Capability in Public Sector <i>Ling-Lang Tang[*], Yin-LanYeh, Taiwan</i>		74
LD 1-3	Enhancing Problem-Solving Competency of Maintenance People through Customized E-learning Content <i>Manaspiti Kolmanas¹, Rattanangam Phinyakarn¹, Lertsirimongkolsuk Surasa², Kesprathum Jessada², Thailand</i>		17
13:30-15:00	PM 1 : Process Management, Performance Improvement, Best Practices	ANQ 5	
	Chairperson: <i>Dr. Masahiko Munechika, Japan</i>		
PM 1-1	Development of Adjustment process for weight tolerance of 8.0mm rebars <i>Ramesh Shankar^{1,*}, Sandip Pal², Rizwan Haider³, V. Shridhar⁴ and T.K. Chakraborty⁵, India</i>		175

PM 1-2	Back to the future - reconsideration forgotten Russian models and methods of management as paradigm shift <i>Mr. Orlov Kirill¹, Russi</i>		27
PM 1-3	5 R Process Control Laboratory <i>Moch. Ja'far, Suyanto, Akhmad Bashori, and Oktorina Masniari, Indonesia</i>		42
PM 1-4	Monitoring of Nonlinear Product and Process Profiles Using Support Vector Machines <i>Chuen-Sheng Cheng, Hung-Ting Lee* and Sih-Yin Chen, Taiwan</i>		65
PM 1-5	The Moving CCC-r control chart for high yield processes <i>Tetsuya Watanabe^{1*}, Seiichi Yasui¹, SAMA-AE ARMIR¹, Yoshikazu Ojima¹, Japan</i>		96
PM 1-6	Detection of Hidden Noise Factors in Product Array Experiments <i>Shun Matsuura^{1*}, Japan</i>		95
13:30-15:00	QP 1 : Quality Practices	ANQ6	
	Chairperson: <i>Asst.Prof. Natcha Thawesaengskulthai, Thailand</i>		
QP 1-1	Regression with 3 Special Techniques:Methods and Case Studies in SCG <i>Dr. Jaran Sabseeree, Thailand</i>		1
QP 1-2	Defective Rate Reduction of Home Audio Products Through Six Sigma Methodology <i>Too Meng Ken¹, Marx Teh Soon Heng², Singapore</i>		30
QP 1-3	Quality Claim Management Matrix and its Applications <i>Noriaki Kano, Somphop Boonthanom, Preetam Merchant, Japan</i>		58
QP 1-4	A Support Vector Regression Based Control Procedure for Detecting a Range of Unknown Mean Shifts <i>Kuo-Ko Huang^{1*}and Pei-Wen Chen², Taiwan</i>		66
QP 1-5	Implementing Rapid Process Improvement Using the Basic PDSA Quality Change Model <i>Milton Krivokuca DBA, USA</i>		83
QP 1-6	Quantified Uncertainty: A Foundation for Quality. <i>Prof. SINGPURWALLA Nozer Darabsha, Hong Kong</i>		88
13:30-15:00	SR 1 : Social Responsibility	ANQ 7	
	Chairperson:		
SR 1-1	Corporate Social Responsibility Based Business Performance Evaluation System <i>Chang-Lin Yang* and Tzu-Hsin Lin, Taiwan</i>		70
SR 1-2	CSR basing on the core business IT and Telecom <i>Nguyen Thi Hong Ha, Vietnam</i>		163
SR 1-3	Reduce Infant Mortality through Home Based Newborn Care <i>Biren Ramesh Bhuta,Dibyahas Ray,P C Mahapatra,Rishi Kaushik,Runa Rajeev Kumar, India</i>		177
SR 1-4	Reduce Breakdown of Forming Roller by Reliability Centered Maintenance <i>Pornvichitpisan Rati¹, Sereeviriyakul Vithayavut², Thailand</i>		2
SR 1-5	Reduce Cost of Packaging for CpacMonier Roof Tile <i>Sribenjapruk Nathapong¹Mekhora Jatuphoom²Sereeviriyakul Vithayavut², Thailand</i>		3

SR 1-6	Reduce Changeover Time of Hatschek 6 <i>Ngampattanapongchai Tunyapon¹Siriwarothakul Atthavit¹Sereeviriyakul Vithayavut², Thailand</i>		6
15:00-15:30	Afternoon Coffee Break, Poster Area, 3rd Floor		
Parallel Session II			
15:30-17:00	ARE-QP winners' presentations	ANQ 1	
	Chairperson: <i>Mr. Supachai Teptanapong, Thailand</i>		
SQAT 1	BETAGRO GROUP		
SQAT 2	Thai Metro Industry (1973) Co., Ltd.		
15:30-17:00	IT 1 : Innovative Technique	ANQ 2	
	Chairperson: <i>Assoc.Prof. Thanakom Soontornchainacksaeng, Thailand</i>		
IT 1-1	Reduced Variation of Melt Flow Rate of Polypropylene for Saline Bottle <i>Sangyont Nipawadee¹, Sabserree Jaran², Lertsirimongkolsuk Surasak², Sothornprapakorn Somsak² and Traisilanun Wuttichai³, Thailand</i>		15
IT 1-2	To Accelerate Setting Time in The Time of Lubricating Product Substitution with The Measurement from 1 Liter to 0,8 Liters or in Turn, by Making Guider Plat on The Fillomatic Filling Machine of Unit Lubricating Production LOBP Cilacap <i>Ifan Sri Widodo¹, Indonesia</i>		45
IT 1-3	Sustaining Business through Innovative Solutions in Mining Industry - UMPS (Uninterrupted Motive Power Supply) <i>Saroj K Banerjee¹, G K Chaterjee², Rakesh Gupta³, Shachindra Saxena⁴, India</i>		192
IT 1-4	Community Colleges Concept in India - An Innovative-skill Development solution <i>Shimla, India</i>		205
IT 1-5	The Study of Impact Factors on Competitiveness in High-tech Industry: A Product Innovation Perspective <i>Jerry Yuwen Shiu^{1*}, Iuan-Yuan Lu² and Sheng-Chan Chiu², Taiwan</i>		167
IT 1-6	Optimizing PVC Formulation for Lathing Profiles Using DOE <i>KamponpanBooranin¹, NooritKosit¹, SeephuengAcharee¹ and Lertsirimongkolsuk Surasak², Thailand</i>		19
15:30-17:15	PM 2 : Process Management, Performance Improvement, Best Practices	ANQ 3	
	Chairperson: <i>Mr. Yury Gusakov, Russia</i>		
PM 2-1	A Study of Fundraising Process in Non-profit Organization by applying 6 Sigma Methods <i>HyunKyung Jung¹, Sangbok Ree^{2*}, Kyungok Kim, Young-Hyun Park³, Korea</i>		134
PM 2-2	Abnormality analysis using daily management for attribute product characteristics of hot rolled steel strips – A case study in Tata Steel <i>T Sivanath¹, K Brahmanand Rao¹, Tuhin Chatterjee¹, Sudipto Sarkar^{1*}, India</i>		179
PM 2-3	Monitoring process by choosing the causality among process parameters as the characteristic: a case study in semi-conductor manufacturing process <i>Tatsuya Takahashi¹, Takahiro Sato¹, Ken Nishina^{1*}, Masanobu Higashide², Hiroshi Matsumura², Japan</i>		98

PM 2-4	A FMMEA Procedure for PHM Applications <i>Kitae Kim¹, Bong-Hwan Cha¹, Byung-Soo Kim², Kyu-Seop Shim², Joong-Soon Jang¹, Chong-Man Kim^{2,*}, Korea</i>		135
PM 2-5	Development of Dashboard Management for University Based on Balanced Scorecard Concept <i>Vivi Triyanti, Indonesia</i>		155
PM 2-6	Application of criteria 3 C “method-autonomy-information technology” to approach the model CDIO in order to improve the training quality <i>Vu Thanh Chuong¹, Dinh Van Nhuong^{2,*}, Nguyen Thi Huyen³, Vietnam</i>		157
PM 2-7	Via-Filling Process Capability and Capacity Improvement <i>Yi-Yen Tsai*, Zong-Han Lin, Taiwan</i>		77
15:30-17:00	PM 3 : Process Management, Performance Improvement, Best Practices	ANQ 4	
	Chairperson: <i>Prof. A. Azat Abdrakhmanov, Kazakhstan</i>		
PM 3-1	Statistical approach for decision making <i>Mr. Adler Yu^{1,*}, Mss. Stasova G.², Russia</i>		28
PM 3-2	A Method to Analyze Healthcare Operation Process with Invasive Procedure <i>Ryoko Shimono^{1,*}, Masako Fujiwara², Satoko Tsuru¹ and Yoshinori Iizuka¹, Japan</i>		106
PM 3-3	Pursuing Six Sigma Project Model of Business Excellence the Case Study of IC Process Improvement <i>Chuen-Sheng Cheng and Chi-Ming Kuan*, Taiwan</i>		79
PM 3-4	Influence of the Network Influential on Diffusion in SNS <i>Jae-Won Hong^{1,*}, Kyung-Young Ohk, Sangman Han, Korea</i>		137
PM 3-5	Optimization of Medium Pressure Steam Production at Residue Catalytic Cracking Unit in RU-VI Balongan <i>Joko Pranoto, Jefri A.S, Nanda Darma P, Hasmir Yanto, Zakaria, Suparman, Bambang W, Suripto, Moch Azis, Ali Akbar, Indonesia</i>		44
PM 3-6	Two-Stage Estimation Methods for Time-Censored Accelerated Wiener Degradation Data <i>Ming-Yung Lee¹ and Cheng-Hung Hu^{2,*}, Taiwan</i>		80
15:30-17:15	QP 2 : Quality Practices	ANQ 5	
	Chairperson: <i>Mr. Kitson Lee, Singapore</i>		
QP 2-1	Reduce Cost of Shrink Film in Packaging Process <i>Tarvornpasitt Warongkorn¹ Sereeviriyakul Vithayavut², Thailand</i>		5
QP 2-2	To Sustain Multiple Accreditation Standards Through Integration <i>Sharon Tay, Singapore</i>		32
QP 2-3	Changhong Practical Experience in the Implementation of Reliability Engineering <i>Peng Haixin, China</i>		49
QP 2-4	Role and Effect of Education and Training Programs in Quality Improvement Plan for a Design and Engineering Company <i>Mohammad Farshad Kavehpisheh, Iran</i>		61

QP 2-5	Reduction of Docking Repair Cost of 7000 Dwt Ship by Manufacturing Appropriate, Qualified and Cost Efficient Technology based Equipment <i>Ristam Husen, Daud Yosias, Muhammad Umar Said, Edward Yan Susilo, Bagus Made Angistra, Indonesia</i>		43
QP 2-6	The practical benefits of the implementation of EFQM business excellence Model in the scientific Institutions. <i>Azat Abdrakhmanov, Kazakhstan</i>		85
QP 2-7	Applying Kano's model to evaluate the service quality in university <i>Shu-hsien Tai*, Ching-Chow Yang, Taiwan</i>		241
15:30-17:15	QP 3 : Quality Practices	ANQ 6	
	Chairperson: <i>Asst.Prof. Natcha Thawesaengskulthai, Thailand</i>		
QP 3-1	Enhancing Defense Quality by System Management <i>Hyung-Wook Kim^{1,*}, Jung-hee Lee², Korea</i>		131
QP 3-2	Enhancing The Quality of Vietnam Export Agricultural Products Based on the Global Gap and ISO 22000 Standards Towards Sustainable Development <i>Pham Chau Thanh¹, Vo Phuoc Tan², Pham Xuan Thu³, Vietnam</i>		158
QP 3-3	Assessment System for Preventing Patient Falls based on Repeated Events Analysis <i>Shogo Kato^{1,*}, Fumio Fukumura², Satoko Tsuru¹ and Yoshinori Iizuka¹, Japan</i>		94
QP 3-4	Integrating Participatory Rural Appraisal with Quality Function Deployment: Conceptualizing better policy-making: Findings from Pakistan <i>Dr. Raza Ullah, Pakistan</i>		238
QP 3-5	Reduce Multiple Cracks in Roof Tile by Multiple Reversed Hypothesis Tests <i>Bunditcheewakul Nattawut¹, Cheunjit Amari², Sereeviriyakul Vithayavut², Thailand</i>		9
QP 3-6	Nation-Wide Quality in Healthcare: A Collaborative Model that works <i>Ronald D. Moen, USA</i>		26
QP 3-7	Defective Product Reduction and Productivity Improvement the PVC Leather of the Calendering Process : Case Studies in Cotco Plastics Co.,Ltd. <i>U. Meeprasertsagool¹, T. Soontornchainacksaeng², S. Puripanyapinun¹, Thailand</i>		64
15:30-17:00	QP 4 : Quality Practices	ANQ 7	
	Chairperson: <i>Dr. Ngo Van Nhon, Vietnam</i>		
QP 4-1	Evaluating the Service Quality of Funeral Home Services using P-C-P Attributes Model <i>Chi-Kuang Chen^{1,*}, Fernando Zelaya¹, Jiun-Yi Jang¹ and Chang-Hsi Yu², Taiwan</i>		69
QP 4-2	Gas supplier company: achieving a sustainable development and satisfaction of all stakeholders by implementation of the Business Excellence Model <i>Kairat Sharipbayev, Azat Abdrakhmanov, Kazakhstan</i>		86
QP 4-3	A Study of Laboratory Service Quality in Hong Kong – HKSTP Case Study <i>Lotto, Kim Hung LAI¹, Hong Kong</i>		90
QP 4-4	Residual Analysis and Improvement of Taguchi's T method <i>GOTO Kensuke^{1,*}, NAGATA Yasushi², Japan</i>		97

QP 4-5	Son La College "Dynamic – Quality – Responsibility for community development" <i>Nguyen Huy Hoang¹, Nguyen Huu Chi², Dam Trong Kien^{3*}, Vietnam</i>		159
QP 4-6	A Study on the Standard Education Curriculum for Healthcare Safety <i>Chisato KAJIHARA^{1*}, Masahiko MUNECHIKA¹, Masataka SANO², Haizhe JIN¹, Japan</i>		102
10:30-15:30	Poster Session I		
	CE 1 : Customer-Driven Excellence		
CE1-P-1	Spot the Hottest! <i>Lee Hong Rui and Jessica Tan Wan Ru, Singapore</i>		36
CE1-P-2	Better patients' experience at A & E through effective way finding <i>Siew Eng How, Singapore</i>		41
	IT 1 : Innovative Technique		
IT1-P-1	Quick change over of Concrete block making machine <i>Kantathamwong Borwornpong¹ Boonoum Surapol¹ Hirunyophat Torsak¹, Orankitanun Teerapatch², Thailand</i>		14
IT1-P-2	An Empirical Study on School Administration Service Innovation by Using TRIZ Methodology <i>Chang-Hsi Yu^{1,*}, Hsiu-Chen Chang² and Che-Yuan Chang¹, Taiwan</i>		68
	LD 1 : Leadership Development		
LD1-P-1	Deming's Theory for Transformation of Leadership <i>Ronald D. Moen, USA</i>		25
	OB 1 : Other Business Areas		
OB1-P-1	Grasping Urban Heat Island Using Geographical Temperature Distribution for the Whole Year <i>Shuhei OHTA^{1*}, Hironobu KAWAMURA², Natsuki SANO¹, Hitoshi YOKOYAMA², Haruo ANDO³, Tomomichi SUZUKI¹, Japan</i>		108
OB1-P-2	The Analysis of enabler for market changes in the automobile industry through patent information analysis <i>Sung-Uk Bae¹, Eun-Young Park¹, Dong-Gi Kwag¹, Sung-Min Bae², Chul-Young Kim^{3*}, Korea</i>		147
OB1-P-3	SKY HIGH: 7 steps to building an Everlasting Company <i>Shekar Rangarajan¹ and K Srinivasamurthy^{2*}, India</i>		211
OB1-P-4	Empirical Study on the Relationship between Coffee Tasting Quality and Recreation Specialization, Product Involvement, and Country of Origin Image <i>Chih-Yun Yang¹, Iuan-Yuan Lu^{2,*}, Cheng-Jui Tseng³, Sheng-Chan Chiu², Taiwan</i>		247
	PM 1 : Process Management, Performance Improvement, Best Practices		
PM1-P-1	Happie Lappie! <i>Roslan, S., Osman, H. and Lee, C. W., Singapore</i>		38
PM1-P-2	Criteria evaluation to assign self-controllable and/or self-inspect able tire realization process <i>Jalali Gh^{1,*} and Ghasemshirazi A.², Iran</i>		60
PM1-P-3	Challenges of Metrics system in software environment <i>Amit Khare, India</i>		208
PM1-P-4	Transform HR Payout - Kill Bill <i>Jitendra Agrawal, India</i>		223

	QP 1 : Quality Practices		
QP1-P-1	To improve hand hygiene compliance rate before patient contact among healthcare workers in surgical intensive care unit (SICU) of SGH. <i>Lim Tee Cheng, Christina, Tai Chia Chia Clara, Aung Si, Wong Sau Lai, Maslina Bte Masudi, Seah Jia Hua, Dr Ng Shin Yi, Singapore</i>		37
QP1-P-2	Supplier Quality Development <i>Dharmesh Raval, Moreshwar Joshi, Pravindra Singh, India</i>		220
QP1-P-3	Hospital Process Innovation research using SERVQUAL techniques <i>Hyung-Lae Lee^{1*}, Ka-Eun OH², Sang-Chul Lee³, Sang-Chan Park¹, Korea</i>		149
QP1-P-4	Excellent Customer Care - A cultural expression in competition, the convergence of top quality <i>Ngo Van Nhon^{1*}, Vu Thi Men², Vietnam</i>		165
QP1-P-5	Quality aspect of Education, Governance and Industry <i>Dr K Nithyanandan Nair, India</i>		204
QP1-P-6	Why IT needs an infusion of 'organic' quality <i>Prem Ranganath, USA</i>		235
	SR 1 : Social Responsibility		
SR1-P-1	Increasing Process Capability of Outside Diameter of PP-R Pipe <i>NooritKosit¹, Wisutmetakul Parichai¹, MuntupWongsakorn² and Wongchang Orathai², Thailand</i>		20
SR1-P-2	A Study on the Effect of Social and Game Factor on Commitment of Mobile Social Network Game <i>Han-Ju Young¹, Sang-Chul Lee², Yung-Ho Suh¹, Korea</i>		151
Thursday, 17 October 2013			
Parallel Session III			
09:00-10:30	ARE-QP winners' presentations	ANQ 1	
	Chairperson: <i>Dr. Shu Yamada, Japan</i>		
KSQM	Korea Midland Power Co.LTD		
KOQIM 1	Astana Medical University		
KOQIM 2	KazTransGas Aimak		
09:00-10:30	CE 3 : Customer-Driven Excellence	ANQ 2	
	Chairperson: <i>Dr. Panisuan Jamnarnwej, Thailand</i>		
CE 3-1	Enhancement of Uptime of Customer's Network <i>Amit J Sharma, India</i>		233
CE 3-2	Study of risk assessment methods for preventing misuse in consumer products <i>Akira Inoue^{1,*}, Shin-Ichiro Yokoyama², Japan</i>		129
CE 3-3	Developing Agent Churn Management Model <i>Sae-Bom Lee^{1*}, Bong-Rak Ann¹, Hyun-Jin Yeo¹, Sang-Chan, Park¹, Yung-Ho, Suh¹, Korea</i>		145

CE 3-4	Delivering Value to Customer through Kano Analysis <i>Dr. Jagadish Barik, India</i>		215
CE 3-5	A method for statistical analysis of claims data for building materials products <i>Watcharathiansakul Meena, Watalu Yamamoto, and Kazuyuki Suzuki, Thailand</i>		23
09:00-10:30	OB 1 : Other Business Areas	ANQ 3	
	Chairperson: <i>Mr. Rajinder Singh, India</i>		
OB 1-1	Simulation Technology Applied to the External Damage of Drum Washing Machines <i>JinCai Weng, JianMing Wu, China</i>		55
OB 1-2	A study on estimation of causal effects in regression analysis and model selection <i>Tsuyoshi Endo^{1,*} and Yasushi Nagata², Japan</i>		103
OB 1-3	Developing R&D Portfolio Business Validity Simulation Model <i>Hyun-Jin Yeo^{1,*}, Sae-Bom Lee¹, Ju-Young Han¹, Hyung-Lae Lee¹, Eul-Hee Roh¹, Kwang-Hyuk Im², Korea</i>		141
OB 1-4	Extension of the Baseball Score Calculation Model based on Markov Chain <i>Akito Tsuchida^{1,*} and Yasushi Nagata², Japan</i>		109
OB 1-5	An Empirical Study of Chinese Guanxi Type in Family Business <i>Hsien-Tang Tsai¹, Shang-Pao Yeh², Jai-Tsung Hong¹, Tung-Ju Wu^{1,*}, Taiwan</i>		169
OB 1-6	Study and analysis of failures in Entry looper car at Pickling line tandem cold mill at Cold Rolling Mill. <i>1. Vijay Kumar Nirala, 2. Vinod Kumar, India</i>		181
09:00-10:30	PM 4 : Process Management, Performance Improvement, Best Practices	ANQ 4	
	Chairperson: <i>Mr. Bishwambhar Mishra, India</i>		
PM 4-1	A Study on the Methodology of Daily Management in Rehabilitation Service <i>Masaaki KENKO^{1,*}, Hiroaki TANAKA² and Mizuho KOUZAI³, Japan</i>		115
PM 4-2	SAG (Selling, Administrative & General) Expense & Process Management <i>Neena Kaul¹, Rumpa Roy^{2,*}, India</i>		206
PM 4-3	Applied Integrated PAT Method in the Semiconductor Industry <i>Edy Hsiao and Ko-Wei Chang[*], Taiwan</i>		81
PM 4-4	The Relationship Between Academic Achievement and Experimental Ability <i>Ryosuke Ikeda^{1,*}, Hironobu Kawamura², Natsuki Sano¹, Akira Kotani³, Yuzuru Hayashi⁴, Tomomichi Suzuki¹, Japan</i>		116
PM 4-5	International Comparison of Productivity of Pay-TV Service Industry - Focused on Case of Asian Countries <i>Yonghee Kim¹, Jeongil Choi^{2,*}, Hanjoo Yoo³, and Jongwoo Park⁴, Korea</i>		243
PM 4-6	Worm control in Food supply chain <i>Nuthasit Ungphakorn, Thailand</i>		245
09:00-10:30	QP 5 : Quality Practices	ANQ 5	
	Chairperson: <i>Dr. Takeshi Kaneko, Japan</i>		
QP 5-1	Study on Functional Evaluation of Enterprise Quality Culture Construction <i>Zhang Dehua¹, Wang Chuansong², Zhang Zhenkai³, China</i>		51

QP 5-2	A Study on Software Security Requirement Quality Improvement Procedure for E-Commerce <i>Sen-Tarng Lai, Taiwan</i>		72
QP 5-3	Robust Parameter Design for Signal-Response Systems using Generalized Linear Model <i>Shota KUME^{1,*}, Yasushi NAGATA², Japan</i>		99
QP 5-4	Analysis of Service Quality of Korea IT Industry: Based on KS-QEI Survey <i>Seok-Jin Jung¹, Zhao Li¹, Moon-Soo Shin¹, O-Seong Kweon², Soon-Geun Lee², SungMin Bae^{1,*}, Sung-Jun Park, Hye-Jin Lee, Korea</i>		136
QP 5-5	Tune Up your University! <i>Mr. Ivan B. Kostin^{1,*}, Ms Natalia A. Chionova², Russia</i>		154
QP 5-6	Improve Hot Metal Quality (Mean Silicon) adopting Six-Sigma way of Problem Solving & Daily Management implementation at Blast Furnaces <i>Mr. Sandeepan Mukherjee^{1,*}, Mr. S.K.Roy², Mr. Debashish Das³ & Mr. Amit Kumar Singh⁴, India</i>		182
09:00-10:30	QP 6 : Quality Practices	ANQ 6	
	Chairperson: <i>Dr Roy Rimmington , Singapore</i>		
QP 6-1	Application of the Task Achieving QC Story in Developing Easy Clean Fabrics at SRF <i>J Ravikant¹, India</i>		231
QP 6-2	Integration of Advanced Quality Systems to Achieve Operational Excellence of Organization Quality <i>Zhao Ligu¹, Feng Chuang², Han Shuxin³, China</i>		53
QP 6-3	An analysis for multivariate polytomous data using principal points for binary Distributions <i>Haruka YAMASHITA¹, Hideo SUZUKI², Japan</i>		100
QP 6-4	The Relationship between Firm Competitiveness and Relative Performance Evaluation: The Mediating Effect of Management Compensation <i>Iuan-Yuan Lu* and Wei-Wen Hsiao, Taiwan</i>		168
QP 6-5	A Study on Understanding Factors Affecting Usability of Touch Panel <i>Tatsuya MARIKO^{1,*}, Masahiko MUNECHIKA¹, Haizhe JIN¹ and Chisato KAJIHARA¹, Japan</i>		105
QP 6-6	Leveraging Quality frameworks to drive Continuous Improvement for Competitive Advantage <i>Rituparna Ghosh¹ and Devender Malhotra², India</i>		218
09:00-10:30	SR 2 : Social Responsibility	ANQ 7	
	Chairperson:		
SR 2-1	Stream Transfer <i>Kanmopakorn Treephop¹ Sereeviriyakul Vithayavut², Thailand</i>		7
SR 2-2	Integrate Corporate Social Responsibility into New Product Development Process <i>Chang-Lin Yang* and Pei-Chang Wang, Taiwan</i>		71
SR 2-3	Surface Crack Reduction: Improve Internal Strength of Roman Tile <i>VichitpakornKarn¹, PeerasantikulKorawee¹, TamaneewanDechawat¹, KengulSarawut¹, SaengsawangPairat¹, JantharanothaiJaroon¹, Thailand</i>		8

SR 2-4	Reduce LPG Usage at Coating Machine <i>DetwilaiWirote¹, Sereeviriyakul Vithayavut², Thailand</i>		10
SR 2-5	Zero breakdown from cement screw trip at QCON by P-M analysis <i>Khongman Preecha 1, Phaewong Manit¹, Ruksasri Boonchob¹, Boonpok Pitak¹, Sirisukprasert Kasem¹, Wangta Pongamorn¹, Mekgrajang Vipawin²* and Sabseee Jaran 3, Thailand</i>		16
SR 2-6	Synthesis non value rice husk ash waste into Sodium Silicate for using in body preparation process <i>Poramed Klaikaya¹*, Amarit Cheunjit², Thailand</i>		22
10:30-11:00	Morning Coffee Break - Poster Area, 3rd Floor		
Parallel Session IV			
11:00-12:30	PM 5 : Process Management, Performance Improvement, Best Practices	ANQ 1	
	Chairperson: <i>Mr. Anil Sachdev, India</i>		
PM 5-1	BPM: Use Your Processes to Reach Business Goals – Faster! <i>Amit Chauhan¹, India</i>		209
PM 5-2	Utilization of Medication Safety Information in Japan with Work Element in Medication Process <i>SANO Masataka¹*, MUNECHIKA Masahiko², JIN Haizhe², KAJIHARA Chisato² and HAMADA Chikuma¹, Japan</i>		119
PM 5-3	Reducing H2S Scavenger usage by Optimizing Stripper and modification of Injection Point at CPA Mudi JOB PPEJ <i>Puji Hartono, M. Imam S., Agus Nugroho I.S., Herdian, M.Sholikin, Kapri A., M.Rozim, Indonesia</i>		47
PM 5-4	A Method for the Derivation of Medical Process Flow Chart Considering Purpose <i>Kyo FUJIWARA¹*, Masahiko MUNECHIKA¹, Haizhe JIN¹ and Chisato KAJIHARA¹, Japan</i>		121
PM 5-5	Rethinking Service Delivery: Standardization at the core <i>Devender Malhotra, India</i>		210
PM 5-6	Proposal of the new functional extraction method by the behavior observation for product planning <i>Kai Iwasaki¹*, Shin-Ichiro Yokoyama², Japan</i>		124
11:00-12:30	QP 7 : Quality Practices	ANQ 2	
	Chairperson:		
QP 7-1	Studies on the Item Selection in Taguchi's T Method <i>KAWADA Hiroshi¹, NAGATA Yasushi¹, Japan</i>		101
QP 7-2	Value based Web Service Quality of JIS and the Behavior of Target Users: The Moderating Effects of Job Exploration Type <i>Chul-Ho Cho¹, Jae Hoon Hyun², Korea</i>		138
QP 7-3	International Comparison of Decision Quality: Focusing on Sunk Cost Effect <i>Jun-Sik Kwak¹*, Korea</i>		144
QP 7-4	Exploring New Design of Air Cargo Service Using an Integrated Framework with Service Attributes and Quality Function Deployment--A Case of an International Airline <i>Malick Samba and Hen-Yi Jen *, Taiwan</i>		73
QP 7-5	Simulation Study for Approximation of Taguchi's Natural Estimators of Signal to Noise Ratio <i>Koji Tsukuda¹*, and Yasushi Nagata², Japan</i>		104

QP 7-6	Factors affecting Top Edge Chip of Autoclave Lightweight Concrete <i>Sirisukprasert K¹, Sothornprapakorn S², Thailand</i>		62
11:00-12:30	QP 8 : Quality Practices	ANQ 3	
	Chairperson: <i>Dr. Panisuan Jamnarnwej, Thailand</i>		
QP 8-1	To reduce leakage problem in neck component fuel filler of Model YP8 (Swift Model of MSIL) <i>R.B. Madhekar, Sumit Shandilya, India</i>		207
QP 8-2	Using SMED concept to reduce loss in plant <i>Bhatranand Akarawat¹, Prachotrattanakul Pukkapun², Taechato Dana², Taengtang Jeerave², Lertsirimongkolsuk Surasak², Thailand</i>		21
QP 8-3	Customer as the Center of Quality Management <i>Han XiaoHe¹, Yan Jin², China</i>		56
QP 8-4	A Study on the Design Method of Investigation for Nursing Service with Successive Observation <i>Shotaro YOSHIHASHI¹, Masahiko MUNECHEKA¹, Haizhe JIN¹, Chisato KAJIHARA¹, Japan</i>		110
QP 8-5	An Organization Development Study of the Impact Of Cultural Factors on the Implementation Of the Six Sigma Methodology in South China <i>Ng, Chi Kuen Ivan¹, Hong Kong</i>		91
QP 8-6	Standardized Clinical Information Elements for Adult Recipients in Living Donor Liver Transplantation <i>Tomohiro NAKATA¹, Masahiko MUNECHEKA², Japan</i>		112
11:00-12:30	QP 9 : Quality Practices	ANQ 4	
	Chairperson: <i>Dr. Lien, Nguyen T.H, Vietnam</i>		
QP 9-1	On Calculation and Plotting of Contour Curves for Response Surface Method <i>Wen-Kuei Chen¹, Tsung-Jan Fang^{2*}, Taiwan</i>		173
QP 9-2	A Performance Evaluation of a Method for Measuring "Strength of Players" <i>Yutaro Kaido^{1,*} and Yasushi Nagata², Japan</i>		120
QP 9-3	Development of a Judgment Tool for Detecting the Difference in Color Painted on the Glass Bottles Using MT Method <i>Yoshimichi Watanabe^{1,*}, Kota Kasai², Masanobu Yoshikawa¹, and Hisakazu Shindo³, Japan</i>		117
QP 9-4	A Model for Measuring Quality of Experience (QoE) in Mobile Application – An Exploratory Approach <i>Daniel Yijiu HU¹, Cheryl Na CHEN² and Albert H.C. TSANG³, Hong Kong</i>		92
QP 9-5	A Method to Search for Changing Points for Large-scale Data using Variance <i>Akira Okada^{1,*} and Yasushi Nagata², Japan</i>		118
QP 9-6	A Study on the Measurement Method of Effect for Healthcare-Safety-Education <i>Takeyuki GOTO¹, Masahiko MUNECHEKA¹, Haizhe JIN¹, Chisato KAJIHARA¹, Japan</i>		114
11:00-12:30	QP 10 : Quality Practices	ANQ 5	
	Chairperson:		

QP 10-1	Relationship between National Culture, Organizational Culture, TQM Implementation and Performance in Indonesia <i>RZ Abdul Aziz*, Hiroshi Morita, Japan</i>		122
QP 10-2	Improve the Quality of Internal Audit Enhance Enterprise Core Management <i>Yang Leiping, Jia Weimin, Zhao Yuming, Ping Lingling and Lei Xiuqing, China</i>		50
QP 10-3	Determination of Effective Search Words as to Searching Companies in Career Service Website : Using Correspondence Analysis <i>Marina JINO¹, Hideo SUZUKI², Japan</i>		125
QP 10-4	The implementation barriers for HACCP in the hospitality industry in Taiwan <i>Wei-Ling Cheng*, Shi-Zheng Huang, Hsien-Tang Tsai, Taiwan</i>		170
QP 10-5	RISK BASED AUDITING (RBA) – Superior to a traditional audit? <i>Dr Roy Rimington, Singapore</i>		34
11:00-12:30	QP 11 : Quality Practices	ANQ 6	
	Chairperson:		
QP 11-1	A Study on the Meaning of Modern Quality Management from the Etymological Perspective of the word PumJil (品質) <i>Han-Joo YOO¹, Jin-Young SIRH^{2*}, Si-Hun SUNG³, Oh-Hyun SONG, Korea</i>		146
QP 11-2	Implementation of EFQM Excellence Model: journey to sustainable development and leadership in higher education <i>Mazhit Shaidarov, Azat Abdrakhmanov, Kazakhstan</i>		87
QP 11-3	A review of some newly developed procedures for statistical process monitoring <i>Xie M, Hong Kong</i>		89
QP 11-4	Six Sigma Case Study: Yield Improvement for FC-CSP Product <i>Ting-Shiang Lu*, Jerry Nien and Hung-Chao Chou, Taiwan</i>		78
QP 11-5	A Study on the Establishment of Quality Management System of Small and Medium Enterprise in Service Industries <i>Ching-Chow Yang, Ling-HueySu, Yung-TsanJou, Ta-Cheng Chiang*, Taiwan</i>		76
QP 11-6	Comparative study of TRIZ against conventional problem solving <i>Narayan S S, Rajinder Singh, India</i>		225
11:00-12:30	SR 3 : Social Responsibility	ANQ 7	
	Chairperson: <i>Mr. Chaicharn Ungsriwong, Thailand</i>		
SR 3-1	Determinants of Online Social Network Advertising: Facebook Case Studies <i>Ling-Lang Tang* and Hanh Nguyen T. H., Taiwan</i>		75
SR 3-2	Problem Solving Heat Exchanger Tube Leakage <i>Jest Jaiyawat¹, Wasan Cheeppensuk¹, Thailand</i>		24
SR 3-3	Minimize Ethylene Glycol loss from Process Column for Polyethylene Terephthalate (PET) process <i>Onpanich-aree Ruengrit^{1*}, Lertsiramongkolsuk Surasak² and Sothornprapakorn Somsak², Thailand</i>		29
SR 3-4	Conservation of Mineral Resource in Chrome Ore Beneficiation Plant <i>Amit Ranjan^{1*}, L S Divakera¹, C R Nayak¹, Y Rama Murthy², India</i>		184
12:30-13:30	Lunch - Le Lotus, 2nd Floor		
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13:30-15:00	OB 2 : Other Business Areas	ANQ 1	
	Chairperson:		
OB 2-1	Visual SOP: Application in Service <i>Mr. Rajinder Singh & Mr. Ashish Gupta, India</i>		222
OB 2-2	A Study on the Prevention of Medical Incidents related to Patient Identifiers <i>Yuki WAKASAKI^{1,*}, Masahiko MUNECHEKA¹, Haizhe JIN¹, and Chisato KAJIHARA¹, Japan</i>		111
OB 2-3	The Use of Special Inflatable Seal OG-11 to Install Wellheads on the Suspended Flowing Wells at the PT Pertamina EP Field Rantau <i>Zaqi Maulana¹, Robbi Sugara¹, Anang Arie Kuncoro¹, Asto Budi Kuncoro¹, Noto Kuoro^{1,*}, Indonesia</i>		46
OB 2-4	A Genetic Algorithm for Elderly Day Care Center Timetabling <i>Meiyan LIN^{1,*}, K.S. CHIN², and T.C. WONG³, Hong Kong</i>		93
OB 2-5	A Monte Carlo Simulation to debottleneck steel making unit at Tata Steel India <i>Subrata Basak^{1,*}, Monendra Kr Vats¹, Pankaj Lochan¹ and Debashis Das², India</i>		185
OB 2-6	A Study on the Analysis of Medical Incidents Related to Patient-Provided Medicines <i>Keisuke FUKUDA^{1,*}, Masahiko MUNECHEKA¹, Haizhe JIN¹ and Chisato KAJIHARA¹, Japan</i>		113
13:30-15:00	PM 6 : Process Management, Performance Improvement, Best Practices	ANQ 2	
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PM 6-1	A graphical approach for monitoring feedback-controlled process <i>Si-Young Chang, Byeong Min Mun, Seong-Joon Kim, Suk Joo Bae*, Korea</i>		140
PM 6-2	Study of PDRI for the Project Management of Intelligent Green Building <i>An-Pi Chang* and Jyh-Dong Lin, Taiwan</i>		82
PM 6-3	Enabling Continuous Improvement through Intelligence Augmentation <i>M Madhu Madhanan¹, India</i>		219
PM 6-4	Recommendation system of the Internet mall for elderly persons <i>Kohsuke Omori^{1,*}, Shin-Ichiro Yokoyama², Japan</i>		127
PM 6-5	Managing Outsourced Business Operations <i>Rajesh Sehgal¹ and Gopal Aggarwal², India</i>		229
PM 6-6	A Study on Development of China Logistic Parkswith Hotelling Model <i>Shi-Zheng Huang*, Wei-LingCheng,Hsien-Tang Tsai, Taiwan</i>		171
13:30-15:00	PM 7 : Process Management, Performance Improvement, Best Practices	ANQ 3	
	Chairperson: <i>Dr. Ngo Van Nhon, Vietnam</i>		
PM 7-1	Food supply chain development for Crab meat product <i>Nuthasit Ungphakorn, Thailand</i>		246
PM 7-2	'Quick' and 'Permanent' Problem Solving!! <i>Anil Sachdev, India</i>		203
PM 7-3	On Reducing Maintenance Time of Optical Distribution Frame <i>Gang Qin¹, Xin Liu^{2,*} and Xuming Ni³, ⁴Ting Zhu, China</i>		250

PM 7-4	Design Comes to Service <i>Youn Sung Kim^{1*}, Kyung Sun Lee², Korea</i>		242
PM 7-5	To reduce the Curvature NG, Blast Head Breakage & Roller Imprint problem of Maruti Suzuki Swift Dzire model in Tempering Process <i>Krishen Kumar¹, Dr. K Kumar², S.Purushothaman³, Mayank Kumar⁴, India</i>		244
PM 7-6	WhatMakes the Entrepreneur's Storytelling Effective? A Triangulation Study of Entrepreneur, Entrepreneur's Subordinate and Journalist's Perspectives <i>Teng-Hu Su^{1,*}, Iuan-Yuan Lu², Bi-Ling Huang¹ and Lzu-Yi Lee¹, Taiwan</i>		67
13:30-15:00	QP 12 : Quality Practices	ANQ 4	
	Chairperson: <i>Dr. Masahiko Munechika, Japan</i>		
QP 12-1	Empirical study on the Vietnam Quality award's evaluation: A perspective from 2005-2008 period's participants <i>Lien, Nguyen T.H^{1*}, Truong, Nguyen Huu² and Truong, Phung Manh³, Vietnam</i>		162
QP 12-2	"Achieving transformation through TQM Education and Trainings " <i>Rajinder Singh[*], India</i>		224
QP 12-3	ISO 9001 Revision Update <i>Ng Ha Wai, Howie, Hong Kong</i>		240
QP 12-4	A Study on Accident and Incident Reports in Medical Treatment <i>Tsubasa IKI¹, Masahiko MUNECHIKA², Haizhe JIN³, Chisato KAJIHARA⁴, Japan</i>		239
QP 12-5	Consideration about a Japanese maker's product development and quality cost which gazed at the change after ASEAN Economic Community —It is based on the difference case of Japan / Thailand view about quality in present.— <i>Shinichiro NOMOTO, Japan</i>		130
QP 12-6	Reduced Pin Hole Defect <i>Pimjan Kanchit¹, Thawong Ekkamon¹, Sookboondang Theerawat¹, Sothornprapakorn Somsak², Thailand</i>		63
10:30-15:30	Poster Session II		
	IT 2 : Innovative Technique		
IT2-P-1	Process Innovation of Integrative Medical Service using 6 Sigma <i>Eul-Hee Roh^{1*}, Ka-Eun Oh², Sang-Chul Lee³, Sang-Chan Park¹, Korea</i>		150
IT2-P-2	Rainwater Harvesting with a difference - An alliance with nature <i>Saroj K Banerjee, D B Sundararaman, India</i>		230
	OB 2 : Other Business Areas		
OB2-P-1	New business trend of product service system <i>DongKyu Lee^{1*}, Korea</i>		153
OB2-P-2	Kanban Systems as a Decision Support System in IT Projects <i>Suresh Ramanathan^{1*}, India</i>		217
	PM 2 : Process Management, Performance Improvement, Best Practices		
PM2-P-1	To reduce the admission registration time by 38% <i>Lee Soo Liang, Yeo Shuan Khiag, Tan Quee Eng, Singapore</i>		39

PM2-P-2	To increase the percentage of patients undergoing laparotomies for non-malignant gynecological disorders to be discharged on the 4th post-operative day (POD) from 77% to 90% in 6 months <i>Punasundri D/O Thangaraju, Arrynoer Thang, Nur Saidah, Lee Mui Mui, Singapore</i>		40
PM2-P-3	Process Excellence at World's Largest Telecom Tower Company <i>Uday Mahajan, India</i>		234
PM2-P-4	A Case Study on the Convergence Capacity for Small and Medium-Sized Enterprises <i>Eun Young Park^{1,*}, Min Sun Kim^{1,*}, Dong Gi Kwag¹, Sung-uk, Bae¹, Korea</i>		139
PM2-P-5	Diagnosis on Process Management and Preventive Actions <i>Chuthamat Nadkham, Thailand</i>		248
	QP 2 : Quality Practices		
QP2-P-1	A Price Focused Model for Energy Competitiveness Comparison <i>Wan-Sun Shin¹, Jong-Seok Lee¹, Sung-Won Lee², Yeon-Tak Park², Korea</i>		152
QP2-P-2	Application of ISO 9001 standards and toward applying ISO 26000 standards for sustainable development and enhancing social responsibility in education and training <i>Ngo Van Nhon¹, Chu Thi Hai², Nguyen Xuan Toan³, Le Thi Hong Duyen⁴, Doan Thanh Quynh^{5,*}, Vietnam</i>		156
QP2-P-3	Daily Work Management at TCIL <i>Manjesh Jha, N.Raghvendra Rao, India</i>		213
QP2-P-4	Improvement in dispersion of Black Ink <i>Pramod Kumar Chand, India</i>		214
QP2-P-5	Study of Improving the Construction Quality of a Full-length Bonded Bolt <i>Du Aimin¹ and Wang Hongchao^{2,*}, China</i>		54
QP2-P-6	QuEST [Qst]: Quality Enablers for Service Transformation <i>Jitendra Agrawal, India</i>		221
QP2-P-7	Application AUN Standards Evaluation Programs for Improved Quality at Ho Chi Minh City University of Food Industry, Viet Nam <i>Dang Vu Ngoan¹, Vo Tuyet², Le Hoang Vu^{3,*} and Duong Hoang Kiet⁴, Vietnam</i>		164
QP2-P-8	Application of Human Error Prevention in Safety <i>Mr. SS Narayan, Mr. Norbert De Souza Mr. Sunil Bhatkhande and Mr. Rohit Pathak, India</i>		226
QP2-P-9	Quality in Healthcare Application of Engineering industry techniques to Medical field <i>Shamkant Damle, India</i>		227
QP2-P-10	Raising QA Concerns As Nanotech Products Permeate Society <i>Rear Admiral Dr. S Kulshrestha retd., India</i>		232
QP2-P-11	How to make Software Quality 'cool' for Gen-Y & Millenials <i>Prem Ranganath, USA</i>		236
QP2-P-12	Software Quality professionals have to Lean-in and Lean-out <i>Prem Ranganath, USA</i>		237
15:00-15:30	Afternoon Coffee Break, Poster Area, 3rd Floor		
15:30-16:00	Le Concorde Ballroom		
	Closing Session		
15:30-17:00	Keynote Speech IV V, VI		

	Chairperson: <i>Mr. Too Meng Ken, Singapore</i>		
Keynote IV	Towards the realization of a healthy long-living society through continuous efforts for promotion of quality management <i>Mr. Makoto Nakao, President &CEO, GC Corporation, Japan</i>		
Keynote V	Topic: <i>Thai, CPALL, Thailand</i>	<i>Mr.</i>	
Keynote VI	"TQM Development in Taiwan" <i>Mr. T.J. Tseng, Chairman, Unimicron, Taiwan</i>		
17:00-17:15	ARE-QP Awards Presentation		
17:15-17:30	Best Paper Awards Presentation		
17:30-17:45	Invitation to ANQ Congress 2014 (Singapore)		
17:45-18:00	Closing Report and Vote of Thanks		
19:00-21:30	Gala Dinner		