



Invitation Message

The 19th ANQ Congress 2021 International Conference Chairs



Mr. Tan Gheng Een

Chairman, Singapore Quality Institute

Invitation Message from Chairman, Singapore Quality Institute

On behalf of Asian Network for Quality and Singapore Quality Institute, it is my honour and pleasure to invite you to join us at the **19th ANQ Congress 2021** to be held in Singapore on **20th and 21st October 2021**.

Due to the uncertain COVID-19 situation, that has resulted in a very unpredictable travel restriction for most countries and because of the still unknown situation, we are offering on-line participation to the event via Zoom Conferencing.

The Main Theme of the Congress is:

“Relentless Pursuit of Quality in a VUCA World”

(VUCA stands for Volatile, Uncertain, Complex, Ambiguous)

The increasingly fast-changing, uncertain, and complex landscape in which we operate, one with new challenges of technology, globalisation and changing workforce demographics, leaves more unknown than ever before and moves at continued pace, changing the playing field altogether. It's important that organisations today change, flex and adapt to the challenges of the VUCA world to succeed, although many businesses felt uncomfortable at the prospect of change.

The Congress aims to bring together leading academicians, quality professionals, researchers and research scholars to exchange and share their experiences and research results on all aspects of Quality. We invite you to join us and be among the winners in the quality fraternity.

For those who are interested in sharing your expertise, we encourage you to contribute your work around the main theme. Alternatively, the proposed topics listed in the *Call for Paper* may be considered as well.

Paper submission and abstracts are invited and are accepted in either oral or poster presentation formats. In this congress, we will have online submissions and online registrations, managed by our technical and logistics committees. Please check within this website for abstract submission details, including deadline for submissions.

The congress would honour and award organisations with Best Practices and Service Excellence across Asia. The congress is also awarding the best individual for remarkable contributions to the field of quality. We welcome country representatives to come forward with your best recommendations.

We look forward to seeing you at the ANQ Congress 2021 and wish you all the best.

With Best Regards,

Mr. Tan Gheng Een



Mr. Neo Wei Woon

Chairman Organising Committee,
ANQ Congress 2021
Honorary Secretary,
Singapore Quality Institute

Invitation Message from Organising Committee Chairman, ANQ Congress 2021

Greetings from ANQ Congress 2021 Organising Committee Chairman. We are living in unprecedented times. Never has the world being so disrupted by an event that curtails our freedom of life and processes at work. The current global pandemic situation demonstrated to us the fragile eco-system that we are living in, and at the same time, how adaptable and resilient human beings are to continue our fight in this VUCA world.

We will never work in the same way again and it is imperative that all industries must change and adapt to the new norm at work. This will eventually put the quality management processes into test and we must continue to evolve during this disruptive period in order to stay relevant, effective and efficient.

It is now ever more important to lift the standard of quality across all industries as it continue its transformation, accelerated by the pandemic. It takes courage to take on this uphill task in all of us and the pursuit is righteous.

Collectively, we can come together as a team, to embrace the changes, ride the waves and achieve higher quality success for Asia.

With Best Regards,

Mr. Neo Wei Woon

Congress Schedule

18 Oct 2021 (Mon) : ANQ CEC Meeting

19 Oct 2021 (Tues) : ANQ Board Meeting

20 - 21 Oct 2021 (Wed & Thurs). : ANQ Congress 2021