## 6<sup>Th</sup> International QMOD Conference, 02-03/October, 2003, Paris, France

## Quality Management and Organizational Development In a perspective of Sustainable Development

## List of speakers and sessions

		Excellence in Management										
		Exce	ellent Framewoi	rks		Cha	ange Managem	ent				
Cha irm an	Peter Neergaard						Jean Michel Sahut					
		Name	Origin	Presentation		Name	Origin	Presentation				
	94	Su Mi Dahlgard Park	Linkoping University	Management Control Theories and the European Excellence Model	40	Raine Isaksson Rickard Garvare	Luleå University of Technology,	Drivers, enablers and barriers for change towards sustainable organizational performance				
Session 1	67	M. Giorgio M. Staiano	Second University of Naples, University of Naples Federico II, Italy	Flexible Linguistic Process Control	36	Pia Sandvik Wiklund Håkan Wiklund	Mid Sweden University Luleå University of Technology	Introducing Non- Traditional Techniques In Traditional-Bounded Organizations: Natural Development Or Disrespectful Interference?				

72	Fang Zhao	RMIT University Australia	Go for the Best: A Case Study of Siemens' Top+ Program	18	Robert Canonne Jean Louis Damret	ESAM France	Enterprise Resources Planning And Organizational Changes
4	Uwe Steinkotter, Herbert Schnauber	INNOSYS Germany	SAB®-Self-Assessment Method Helps Organizations To Keep Their Focus On The Implementation Of Improvement Methods	58	Jonas Hansson	Luleå University of Technology Sweden	Organizational Change by Means of Quality Management
	E	ccellence in Ma	nagement		Tota	al quality Mana	gement
	Proc	ess Manageme	nt		F	People Manage	ment
		Hakan Wiklu	nd				
	Name	Origin	Presentation		Name	Origin	Presentation
33	Isabel Fernandez	University of Vaasa Finland	The role of reverse logistics in repair customer support: three companies under test	43	N. F. Radwan J. Wilson	Nottingham University UK	A Novel Approach Towards Improving the Performance of Today's Organizations:
87	Luan Jaupi	Cnam	Multivariate SPC Methods to Monitor Complex Processes	26	Yvonne Lagrosen	Chalmers University of Technology Sweden	Exploring The Effects Of TQM On Employee Health
			An Empirical Analysis of the Coordination Mechanisms		Soltani, E., van der Meer, R.,	Strathclyde	Issues Surrounding Performance

					92	Ms. Nayantara Padhi	Indira Gandhi National Open University,	Role Of Human Resource Professionals In The Implementation Of Total Quality
				Excellence in	Mar	nagement		
		Sust	ainable Develo	pment (1)		Knowle	edge Managem	ent (1)
		Rok	pert Dapère or Rober	t Canonne			John Saee	
		Name	Origin	Presentation		Name	Origin	Presentation
	11	Pekka Peura	University of Vaasa Finland	Environmental Maturity Of Enterprises	37	Karin Tollin	Copenhagen Business School Denmark	Managing Brands From A Knowledge Management Perspective
	93	JF Hedouin	IESTO		15	Roger Robert	CSST - Canada	Km – The Hydro- electrical Model
	75	Aurélien Canonne François PAROT	SARP-Industries / ONYX France	Productive services outsourcing: management of hazardous industrial waste The need of an environmental implementations	53	Vincent Ribière Reza Khorramshahgol	American University USA	How Knowledge Management can learn from the Total Quality Management experiences
Session 2	10	Gabriele Suder	Ceram France	Waste Incineration Management And The Power Of Lobbying For Quality: The Case of BAT	3	Sean Gadman	CIDP, UK	If Knowledge Is Power Is Ignorance Bliss? What's Your Strategy For Managing Collaborative Ventures?
Sess		Exc	ellence in Mana	agement		Total	Quality Manage	ement

		Behind the so	ene		Customer and	d Supply Chain	management
		Su Mi Dahlgaard	Park			Charles Corbett	
	Name	Origin	Presentation		Name	Origin	Presentation
19	Graeme Cocks	Mt Eliza Business School Australia	A Practical Model For Defining Organizational Excellence	44	Nilsson , Lars Fundin, Anders	Karlstad University Sweden	Using the Kano model and the Technology Readiness Index to better understand customer satisfaction with e-services
24	Marko Kiauta	Slovenia	Do We Organize Opportunities	66	AGI Maher, GREGOIRE Laurent,	Ecole des Mines de Paris, Centre de Gestion Scientifique CNAM.	Perceptual quality aspects in the logistics performance evaluation
28	Tae Hyun Kim and Sang Chan Park	Korea Advanced Institute of Science and Technology Korea	Quality Content Management System (QCMS)	86	Peter Neergaard	Copenhaguen Business School	Expanding the concept of Quality Management to Global supply chain
13	Jaakko Kujala	Helsinki University of Technology Norway	Violation Of Basic Assumptions: Organizational Culture based Approach for Analyzing and Improving Total Quality Management Implementation Programs	32	Thierry Sauvage Olivier Aptel	University of Aix- Marseille 2 Audencia Nantes	Impact Of Quality Certification Process On Logistics Performance
			Excellence in	Maı	nagement		
	Sust	tainable Develo	pment (2)		Knowl	edge Managem	ent (2)
	Rol	bert Dapère ou Robei	rt Canonne			CD or DC	

	Name	Origin	Presentation		Name	Origin	Presentation
64	Gwenola Bertolucci, Stéphane Lepochat	ENSAM France	Integration of environmental constraints in companies	91	Christina Mauléon Bo Bergman	Chalmers University of Technology	On the Theory of Knowledge and its Importance in the Quality Movement
34	Ralf Woll Carina Burkhard	Brandenburg Technical University of Cottbus Germany	Reliability Management for Sustainable Maintenance	57	John Saee	IESEG France	Cross-cultural Knowledge Management and its relevance to Management of Enterprises in the 21 <sup>st</sup> Century
27	Moise Serero	France	Sustainable Development And Customer Relationship Management	45	Elena Bou Alfons Sauquet	Esade Spain	Reflecting on Quality Practices through Knowledge Management Theory:
29	Frederic Rosin	France	The Innovation At The Interface Between Economic Growth And Sustainable Development	51	Winzer, P Wank, A.	University of Wuppertal Germany	Aspects of Developing Competencies by Stakeholder-demands
			Total Quality	Mar	nagement		
		Methodolog	ıy			Policy	
		Mohammed Yous	sef			Yoshio Kondo	
	Name	Origin	Presentation		Name	Origin	Presentation

	80	Helge Braunholz,	Universität Wuppertal, Germany	Derivation of recommendations for the process design on the basic of an information-flow-oriented enterprise model	61	Nilubon Sivabrovornvatana Himangshu Paul	Asian Institute of Technology Thailand	Technology usage, Quality Management System and Service Quality: Service Improvement on Customer's Perspective
	55	Y. J. Kim B.R. Cho	Pukyong National University Clemson University Korea	Economic Design Of Inspection Procedures Using Guard Bands	63	Aleš Nemec	Iskra Avtoelectrika Slovenia	Process Based Approach To The Key Management Process: Develop Vision And Strategy
	35	Ida Gremyr	Chalmers University of Technology Sweden	Design for Six Sigma	52	Dusan Pavlovic	Fairfield University (USA)	The Flow Of Excellence Toward The Field- Being Approach To TQM
	46	Stefano Barone, Alberto Lombardo	University of Palermo Italy	Service quality design through a smart use of conjoint analysis	69	Jiang Feng Tan Kay Chuan	National University of Singapore	TQM and innovation performance in organizations: a multidimensional view
		Tot	al Quality Mana	agement		Excell	ence in Manag	ement
		Sec	tor-based App	lications		Ir	ndustrial Aspec	ot
			Lars Grønholdt				Sang Chan Park	
		Name	Origin	Presentation		Name	Origin	Presentation
Session 4	70	Alberto Bettanti	Politecnico de Milano Italy	Managing SMEs with TQM	78	Chee Yew Wong	Aalborg University Denmark	Towards Continuous Improvement: A Self Assessment At Hydro Aluminium Using EFQM Excellence Model

	,	,	Total Quality	Man	nagement		
49	Kangwan Yodwisitsak	Thammasat University Thailand	The Relationship of Success Factors for the Privatized Thai State- owned Enterprise in the Fixed-line Telephone Industry				
77	Anne Martensen Lars Grønholdt	Copenhagen Business School Denmark	Brand excellence: Application of a brand strength model	23	Crostack,. M. Höfling	Dortmunder Initiative zur rechnerintegrierten Fertigung (RIF) e.V. Germany	Process Improvemen By Simulation And Optimization Of Inspection Strategies A Report On A Germa Research Project
89	Ching-Chow Yang,	Chung-Yuan Christian University	Quality Management in the Era of Cybereconomy (e- QM)	1	Louis Raymond Josée St Pierre	Université de Québec Canada	Entrepreneurial Antecedents And Performance Outcomes Of Organizational Development In Manufacturing SMES

		Certification Is	ssues		Special Session in French					
		Ching-Chow Ya	ng		Martine Carbonel					
	Name	Origin	Presentation		Name	Origin	Presentation			
31	Stefano Biazzo, Patrizia Garengo	University of Padova Italy	Development Of A Tool For Assessing ISO 9001: 2000 Audits	6	Jean Luc Straczeck	AFAQ Group France	Certification and sustainable development			

2	20	Shu Yamada	Tokyo University of Science Japan	Implementation Of ISO 9000 In Medium And Small- Sized Enterprises: An Empirical Study In Terms Of Costs And Sales Impact	30	Joelle Simonaud Duard	France	Towards A Better Reliability In The Accounting Function Of The Firm : Quality Certification
6	32	Charles Corbett	The Anderson School at UCLA USA	The Financial Impact of ISO 9000 Certification: An Empirical Analysis	2	Olivier Toma	Clinique Champeau France	Durable Development In Health For A Better Quality Of Life
8		Bozena Poksinska Jens Dahlgaard	Linkoping University	ISO 9001:2000- The Emperor's New Cloths?	50	Isabel Bouchardy et le groupe CHOCQ	Université Toulouse III — LERASS France	In the intimacy of the relations between quality management and organizational development: recognizing some contrasts
				Total Quality	Man	agement		
		Sec	tor-based Appl	lications			Education	
			Alex Douglas			Dr Yvon Pesqueux		
		Name	Origin	Presentation		Name	Origin	Presentation
9	)	Jean Michel Sahut Z. Kucerova	INT France	Quality Function Deployment As A Way To Manage Electronic Services Effectively	90	Sergey Shaposhnikov Sergey Stepanov Julia Raychuk	Saint-Petersburg Electrotechnical university	Implementation of quality management principles in Russian universities

	76	Anne Martensen Lars Grønholdt	Copenhagen Business School Denmark	Quality in brand management	12	Alex Douglas, Jacqueline Blackmore	Liverpool Moores University UK	Towards A "Better" University: The Use Of The EFQM Model In A UK Higher Education
								Institution
	25	Ewan MacArthur, Clive Musgrove and Evdoxia Viza Daphne Lipovatz Nikolaos Raptakis	University of Paisley UK National Technical University of Athens Greece Innosys, Germany	Quality Management In Different Sectors-Results From A Survey	14	Crostack, Dipl Kfm. F. Schneider	RIF e.V Germany	Improving Quality Awareness by Using the TQM-Simulation- Game "Q-Key2
	84	Halil Nadiri	Eastern Mediterranean University, School of Tourism and Hospitality Management, Turkey	How Service Quality Contributes Customer Satisfaction: A Preliminary Study To Investigate How Hotel Attributes' Quality Perceived By Customers	88	Yvon Pesqueux	Cnam	Les accréditations des cursus d'enseignement de management en question
		XCE	ellence in Mana	gement				
		Humai	n Resources &	Innovation		Des	ign and Innova	tion
			Pierre Caspar				Shu Yamada	
		Name	Origin	Presentation		Name	Origin	Presentation
Session 6	71	Yoshio Kondo	Kyoto University Japan	Fostering Creative Abilities	17	Juan Ramis-Pujol	ESADE, Spain	Sustaining Process Innovation In A Quality Environment

81	Claudio Baccarani	Verona Italy	What do you think creativity could be and where can you find it?	47	Fabienne Fel- Liffran	ESCP-EAP	Speeding-Up New Products To The Market : A Need For Organizational Change And Development
83	Gerrit Knodt	Intecontext Brussels Belgium	Developing Excellent people Managers: A road less Travelled	22	Mikael Bäckström Håkan Wiklund	Luleå University of Technology and Mid Sweden University, Sweden	QFD As A Tool To Improve Quality Control In A Complex Manufacturing Environment
42	Kazutada TAKEDA	Takeda Office of Consulting Engineer	Analyses of emotions as incubating faculty of motivation	95	Mohamed A. Youssef	Norfolk State University	An Examination of Quality Management Practices in North America