International Six Sigma Council

ASIA QUALITY MANAGEMENT SYMPOSIUM 2018 CUM ISSC ANNUAL DINNER

Quality Growth Beyond Excellence through INNOVATION

Date: Thursday 10 May 2018

Time: 2:00 p.m. to 10:15 p.m.

Venue: L'Hotel Nina et Convention Center

8 Yeung Uk Road, Tsuen Wan, Hong Kong

(MTR Tsuen Wan West station)

Supporting Organizations

The Institution of Engineering and Technology

HKU CIVIL ENGRG. DEPT.

HK QFD 香港品質機能展開學會 Hong Kong Quality Function Deployment Association

HKIE THE HONG KONG INSTITUTION OF ENGINEERS 香港工程師學會 Manufacturing & Industrial Division 製造及工業分部

HKSQ 香港品質學會 Hong Kong Society for Quality

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Quality Growth Beyond Excellence through INNOVATION

About ISSC AQM Symposium 2018:

ISSC AQM Symposium is the flagship ISSC event in 2018. The symposium theme is "Quality Growth Beyond Excellence thru Innovation". The symposium scope spans from the application of QFD, LEAN, TRIZ and Extenics(可拓法)to the exploration of enormous opportunities through Innovation. In this symposium, we do believe that audiences can gain new insights and inspiration on how to survive in this fast changing century, like a butterfly. It is our great honour to have pioneers from different disciplines to deliver the plenary talks in this symposium.

What is Lean ?

The core idea is to maximize customer value while minimizing waste. Simply, lean means creating more value for customers with fewer resources

What is TRIZ ?

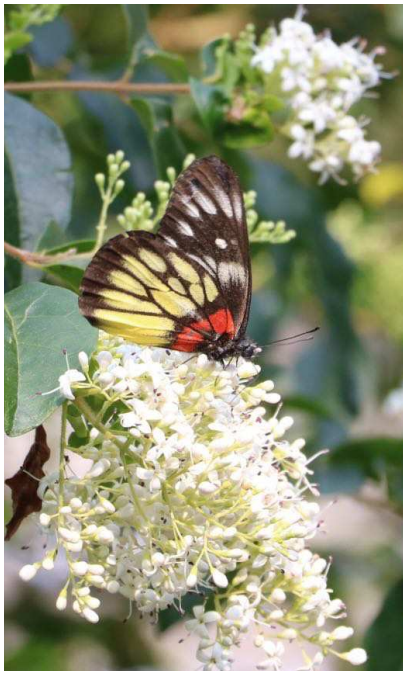
TRIZ is a problem-solving methodology derived from the study of patterns of invention in the global patent literature. TRIZ includes a practical methodology, tool sets, a knowledge base, and a model-based technology for generating innovative solutions.

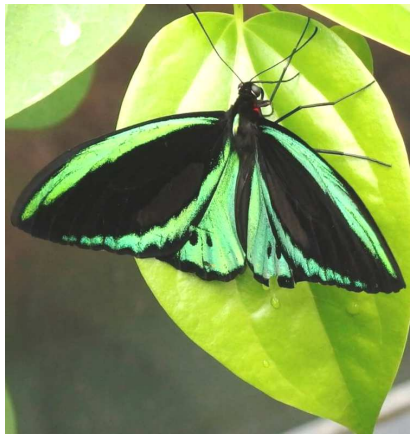
What is Extenics (可拓法)?

Extenics is a new discipline to solve contradictory problems and conduct innovative activities. It studied modeling innovation methods and launched the applications in various fields such as information, design, automation and management.

What is QFD?

In QFD, quality is a measure of customer satisfaction with a product or a service. QFD is a structured method that uses the seven management and planning tools to identify and prioritize customers' expectations quickly and effectively





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ISSC AQM Symposium 2018 Program

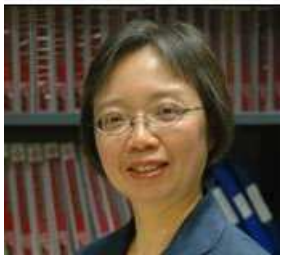
Venue: Function Room 2, 11/F Medium: English/Cantonese

2:00 p.m. - 2:30 p.m.	Registration
2:30 p.m. - 3:15 p.m.	Plenary Talk 1 Dr. Catherine Chan, Founder & President Hong Kong QFD Association "The Way QFD Manages and Develops Innovation"
3:15 p.m. - 4:00 p.m.	Plenary Talk 2 Dr. Victor Lo, Honorary Lecturer The Industrial & Manufacturing Systems Engineering Department, the University of Hong Kong "The Development of the Innovative Quality Improvement (IQI) model with Design Thinking & TRIZ"
4:00 p.m. - 4:15 p.m.	Break
4:15 p.m. - 5:00 p.m.	Plenary Talk 3 Dr. Lotto Lai, Chairman Hong Kong Society of Quality "Hong Kong Quality Innovation Way—Innovation Culture based on Extenics (可拓法)"
5:00 p.m. - 5:45 p.m.	Plenary Talk 4 Dr. Wei Pan, Executive Director Center for Innovation in Construction & Infrastructure Development, The University of Hong Kong "Enhancing Construction Productivity and Quality Through Innovation"
5:45 p.m. - 6:00p.m.	Q&A session
6:00 p.m. - 6:15p.m.	Closing of Symposium

Plenary Talk 1

The Way QFD Manages and Develops Innovation

Dr. Catherine Chan
The Founder President
Hong Kong QFD Association



ABSTRACT

To gain a competitive advantage over rival companies, enterprises desire new products and services as well as new production and operation methods. In the long run, innovation is a key for enterprises to sustain in the market. Quality function deployment (QFD), which was suggested half a century ago in Japan for operating companywide quality control (CWQC), provides enterprises with a practical method for keeping the overall business vitality. From collecting and deploying the voice of the customer (VOC) so as to understand customers' needs down to formulating new solutions and developing new technology to satisfy the customers' needs, enterprises not only can acquire valuable and unique customer knowledge, but they also can come up with new ideas and directions for research and development. The knowledge creation that occurs in the QFD process gives enterprises the momentum to innovate and form a cycle. The talk is about explaining how QFD can manage and develop innovation through its process of product development.

BIOGRAPHY

Dr Chan is the Founder President of Hong Kong QFD Association. Since the early 2000s, Catherine has started following late Prof. Yoji Akao, Founder of QFD, and Mr. Glenn Mazur, Executive Director of QFD Institute® of the USA, on learning and practicing QFD. She is the winner of Akao Scholarship® and Best Doctoral Thesis Application of QFD Award. Catherine is a Certified QFD Black-Belt®, the Secretary General of Asia QFD Association and a commitee member of the International Council of QFD. With total support of her two masters, Catherine has been actively engaged in introducing and promoting QFD to academics and industrial practitioners with new ideas and find their directions for research and development.

Plenary Talk 2

The Development of the Innovative Quality Improvement (IQI) model with Design Thinking & TRIZ

Dr. Victor Lo
Honorary Lecturer
Industrial & Manufacturing Systems Engineering Department
The University of Hong Kong

ABSTRACT

The speaker will share his experience on how IQI was developed. In addition, the meaning and the importance of innovation will be discussed. In this talk, the below powerful and innovative methodology will be explained in series, which are:
The IQI model for innovation projects (Flash Cards approach);
5 essential elements of Design Thinking (People-Centered Innovation);
5 essential elements of TRIZ (Theory of Inventive Problem Solving);
TRIZ 40 Inventive Principles (For Idea Generations).

BIOGRAPHY

Dr. Lo taught at the University of Hong Kong "Industrial and Manufacturing Systems Engineering Department" for thirty years, and now is the honorary lecturer of the department. He is a well-sought speaker on the topic of Quality and Innovation.
Dr. Lo is a pioneer in promoting innovation. He is the Founding Director and Chairman of the Institute of Systematic Innovation, Hong Kong; the Chairman and the Technical Experts of the Certification Advisory Committee, British Standards Institute (Pacific); Honorary Advisor of the non-profit making SAHK, serving people suffering from Spastics. Furthermore, Dr. Lo is a fellow of Hong Kong Quality Management Association (FHKQMA) and Hong Kong Institution of Engineers (FHKIE). He was the council member of HKIE; He also provided service to a number of world-class companies, such as Mattel Toys Company Ltd., Chen Hsong Machinery, ASM, Intertek Testing Service (ITS), and Hong Kong and China Gas Company Limited (Towngas), etc., with specialization in improvement projects.

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Plenary Talk 3

Hong Kong Quality Innovation Way - Innovative Culture based on Extenics (可拓法)

Dr. Lotto Lai
Chairman
Hong Kong Society of Quality

ABSTRACT

Using formal models to discuss object extension and the possibility of change, as well as the rules and methods for innovation, Extenics is applied to solving contradictory problems and has become the basic theory, method and instrument to achieve this goal. In the 30 years since the foundation of Extenics, researchers have built relatively complete theoretical systems —'extension theory', studied formal and modeling innovation methods —'extension innovation methods', and launched the applications in various fields such as information, design, automation and management etc. —'extension engineering'. Extension theory, the extension innovation method and extension engineering jointly constitute the new discipline—Extenics.

In this talk, the speaker will state the First, Second and Third Creative Methods and how to integrate Extenics, TRIZ and Innovation Culture together for holistic approach. Meanwhile, the history and development of Extenics that is a new discipline originated from China, and Extension Innovation Method through Four Steps will be explained. The key strategy in China and Hong Kong in future 10 years will be briefed. Specific strategies in Hong Kong such as "Hong Kong-Shenzhen Innovation and Technology Park in the Lok Ma Chau Loop" and "Reindustrialization" will be mentioned . Quality Innovation should have methodology first that "Extenics" will be introduced.

BIOGRAPHY

Dr. Lai has 20 years working experience in a position of executive level, especially in the area of quality management, testing and certification (T&C) industry. He has serviced the Hong Kong Society for Quality (HKSQ) since 1997. He has been appointed as a member of the Testing, Inspection and Certification Industry Training Advisory Committee (ITAC) by Hong Kong Qualifications Framework (HKQF), Education Bureau, HKSAR, since 2010. In 2016, Dr. Lai was nominated by Innovation and Technology Commission (ITC), HKSAR to be the 1st Hong Kong observer in ISO/TC 279 Innovation Management. Dr. Lai started to focus in the field of innovation since 2009. He achieved MATRIZ certification Level 1 and 2 through The International TRIZ Association (MATRIZ) in 2013 and 2015, respectively. Then he was the first Hong Kong people achieved Extenics Innovation Method Level 1 & Level 2 by Extension Engineering Specialized Committee, Chinese Association of Artificial Intelligence (CAAI) in 2016 and 2017, respectively. Recently, he was elected as the committee member of Extension Engineering Specialized Committee, Chinese Association of Artificial Intelligence (CAAI).

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Plenary Talk 4

Enhancing Construction Productivity and Quality Through Innovation

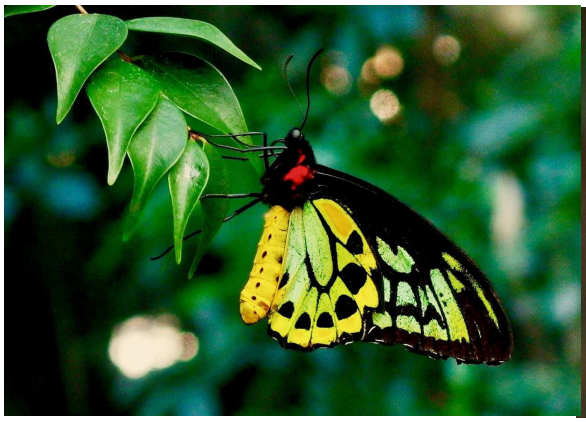
Dr. Wei Pan
Executive Director
Center for Innovation in
Construction & Infrastructure Development (CICID)
The University of Hong Kong

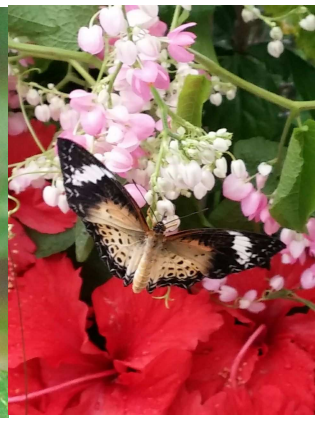
ABSTRACT

Productivity and quality are crucial to securing a sustainable future of any society and industry. In Hong Kong, the construction industry is challenged by skills shortage, ageing workforce and high construction cost, with its productivity alleged to be lower than that of other industries. This speech examines the drivers for and constraints on construction productivity and reports a number of strategies and measures for enhancing construction productivity and quality. Examples of innovations are also provided such as modular building and lean construction.

BIOGRAPHY

Dr Pan is Executive Director of Centre for Innovation in Construction and Infrastructure Development (CICID) and Associate Professor at the University of Hong Kong (HKU). He is specialized in sustainable construction engineering and management, with research interest covering prefabrication, modular construction, productivity, zero carbon building and sustainable development, having authored over 150 publications. He has over 22 years of professional experience in Asia and Europe in construction engineering and innovation management. He is Chartered Builder, Chartered Environmentalist, and Fellow of Higher Education Academy.





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ISSC Annual Dinner 2018

Date Thursday 10 May 2018

Time 6:30 p.m. to 10:15 p.m.

Venue: Ru Chinese Restaurant,
7/F L'Hotel Nina et Convention Center

8 Yeung Uk Road, Tsuen, Wan, Hong Kong
(MTR Tsuen Wan West station)

Medium English/Cantonese

6:30 p.m. - 7:00 p.m.	Registration
7:00 p.m. - 7:20 p.m.	Introduction of ISSC and Review of 2017 ISSC Activities
7:20 p.m. - 8:00 p.m.	Keynote Speech Ir Dr Sammy Wan, Past President Institute of Industrial and Systems Engineers (Hong Kong Chapter) "Applying Lean Thinking in Construction Industry"
8:00 p.m. - 8:30 p.m.	Networking Activities A chance to make the acquaintance of all participants
8:30 p.m. - 10:00 p.m.	Banquet
10:00 p.m. - 10:15 p.m.	Closing of Annual Dinner

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Keynote Speech of ISSC Annual Dinner 2018:

Applying Lean Thinking in Construction Industry

Ir Dr Sammy Wan
Past President
Institute of Industrial and Systems Engineers (Hong Kong Chapter)

Highlights of Keynote Speech

The construction industry has long been criticized for low productivity, poor quality and low levels of performance in relation to cost and time overruns. Lean construction has been widely recognized as an effective approach to improve productivity and eliminate production wastes. However, the lean approach in the Hong Kong construction industry appears low, coupled with few lean construction standards and tools in use. In this talk, the speaker will explain the application of lean in construction industry, how lean is applied in the construction project cycle, how lean tools can achieve a look ahead schedule and how to apply pull technique to convert the flow of resources from interrupted to uninterrupted with idle and waiting time consequently reduced.

BIOGRAPHY

Ir Dr WAN is Past President of Hong Kong Chapter of Institute of Industrial and Systems Engineers. He received his PhD from the University of Hong Kong and he is specialized in evaluation of industrial strategies in construction engineering and has published numerous articles and technical papers in this area. He is a qualified engineer, environmentalist, quality professional, and safety and health practitioner by profession and has been working as head of quality, safety and environment of Analogue Group of Companies. As part of his work within the industry, he has been serving extensively on several study groups, task groups and public committees of the construction industry in Hong Kong. He was the Chairman of the Hong Kong Branch of the Institution of Occupational Safety and Health (2012-13) and the President of the Hong Kong Chapter of the Institute of Industrial Engineers (2011 -13). He is currently the Chairman of Electrical & Mechanical and Vehicle Maintenance Services Trade Committee of the Occupational Safety and Health Council (2013-2016). He was the recipient of the First Place Award in the Construction Division Paper Competition of Institute of Industrial Engineers in 2009 and the Best Paper Award in the ANQ Congress of Asian Network for Quality in 2011. He was awarded The President's Distinguished Service Award by the Institution of Occupational Safety and Health in 2013. He became one of the experts in the field of industrial engineering of Chinese Mechanical Engineering Society in 2013.

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ISSC AQM Symposium 2018 Program

Price List

Symposium Only	HK$250 for Wisdom Club Member/GROW team members/Six Sigma and Lean Registered Professionals (Early Bird Price $200) HK$350 for non-members (Early Bird Price $300)
Dinner Only	HK$480 for Wisdom Club Member/GROW team members/Six Sigma and Lean Registered Professionals (Early Bird Price $400) HK$600 for non-members (Early Bird Price $550)
Symposium & Dinner	HK$600 for Wisdom Club Member/GROW team members/Six Sigma and Lean Registered Professionals (Early Bird Price $500) HK$800 for non-members (Early Bird Price $750)
Symposium & Dinner	Table for 12: HK$6,500 (Early Bird Price$ $6,000)

Early Bird Date: on or before 31 Mar 2018

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ISSC AQM Symposium 2018 Program

Enrollment Form

☐	Symposium Only	Number of persons: _____
☐	Dinner Only	**Number of persons: _____**
☐	Symposium & Dinner	Number of Persons: _____
☐	Symposium & Dinner	Number of Tables: _____
	Total Amount	HK$
	Name of Contact Person	
	Name of Company	
	Email	
	Mobile Number	

Please note:

1. *If you have more than 1 participant, please list their names and contacts with email and mobile number on a separate sheet*
2. *Please fax this reply slip to us at 2135 9673 and settle the payment on or before 31 Mar 2018 to grasp the early bird discount.*
3. *Please tick either one of the following payment method*

   ☐ *Cheque - payable to "International Six Sigma Council Limited" and mail to our office with Attention to: Ms. Shuky Wong, International Six Sigma Council Limited, 21/F, Pico Tower, 66 Gloucester Road, Wanchai, Hong Kong*

   ☐ *Bank transaction- Bank: HSBC, account no.: 640-00-1244-838. Please fax the bank in slip to 2135 9673 for reservation*

For any enquiries, please email to admin@isixsigmacouncil.org or contact 2135 9666 .