

Oral Presentation Schedule

1st Aug	Parallel Session I					
	LT-D	LT-F	LT-G	Room 1504	Room 1505	Room 1511
13:30 – 13:45	CAQ-02	IND-24	HK-02	HK-15	KSQ-03	HK-25
13:45 – 14:00	CAQ-13	THA-02	TW-17	JP-11	OV-07	HK-08
14:00 – 14:15	HK-16	THA-07	JP-14	JP-15	RUS-02	HK-17
14:15 – 14:30	IND-06	TW-09	JP-21	JP-17	RUS-04	JP-03
14:30 – 14:45	KSQ-01	JP-01	JP-31	JP-29	TW-07	KSQ-15
14:45 – 15:00	JP-10	JP-08	JP-33	JP-30	TW-13	THA-05

1st Aug	Parallel Session II					
	LT-D	LT-F	LT-G	Room 1504	Room 1505	Room 1511
15:30 – 15:45	IND-28	CAQ-07	SQI-03	KSQ-06	HK-11	HK-23
15:45 – 16:00	KSQ-04	HK-21	TW-11	KSQ-28	HK-24	JP-13
16:00 – 16:15	TW-06	IND-37	JP-34	JP-35	IND-26	JP-46
16:15 – 16:30	TW-19	IND-38	JP-43	JP-47	IND-32	KSQ-12
16:30 – 16:45	JP-16	KAZ-03	JP-44	JP-48	INDO-01	KSQ-16
16:45 – 17:00	JP-19	JP-18	IND-08	JP-49	KSQ-27	OV-02
17:00 – 17:15	JP-45	TW-08	IND-41	TW-01	THA-10	SQI-01

2nd Aug	Parallel Session III					
	LT-D	LT-F	LT-G	Room 1504	Room 1505	Room 1511
10:00 – 10:15	CAQ-17	HK-06	HK-13	CAQ-10	CAQ-01	CAQ-18
10:15 – 10:30	HK-18	KAZ-02	HK-20	CAQ-16	CAQ-03	VIE-02
10:30-10:45	JP-09	RUS-05	TW-05	HK-10	KSQ-09	JP-04
10:45-11:00	OV-03	VIE-07	IND-10	IRAN-01	THA-03	JP-23

2nd Aug	Parallel Session IV					
	LT-D	LT-F	LT-G	Room 1504	Room 1505	Room 1511
11:30 – 11:45	CAQ-05	THA-04	IND-36	HK-01	HK-05	CAQ-11
11:45 – 12:00	CAQ-06	THA-06	IND-46	THA-09	JP-02	IND-40
12:00 – 12:15	HK-04	TW-16	TW-02	JP-24	JP-06	RUS-01
12:15 – 12:30	IND-05	OV-05	KAZ-01	VIE-04	JP-27	VIE-01

2nd Aug	Parallel Session V					
	LT-D	LT-F	LT-G	Room 1504	Room 1505	Room 1511
13:30 – 13:45	ARE-QP	ARE-QP	ARE-QP	IND-25	JP-07	KSQ-13
13:45 – 14:00				IND-29	JP-26	KSQ-17
14:00 – 14:15	ARE-QP	ARE-QP	ARE-QP	KSQ-14	JP-28	JP-20
14:15 – 14:30	ARE-QP	ARE-QP	ARE-QP	NZ-01	JP-36	JP-22
14:30 – 14:45				SQI-02	JP-41	JP-25
14:45 – 15:00	ARE-QP	ARE-QP	ARE-QP	TW-15	JP-42	JP-32

Parallel Session I

Day 1: 1st August 2012, 13:30 –15:00

LT-D: Customer Satisfaction I (CS-1)

CAQ-02: Improving 15-Minute Arrival Rate for Highway Administration and Rescue Personnel (*WU Shanggan, SHEN Qunzhou, PENG Zhouzhi, LUI Baolin, and CHEN Qiusong*)

CAQ-13: Quality Assurance for Household Appliances in Large-Scale Production with Various Breeds (*LI Ming*)

HK-16: Collecting Customer's Documents through Web Portal (*Pik Chun Doris TANG, Wing Hong Alex LAM, Lily SZE, Wei Yuen Felicia LOW, Yuen Sze Karrie WONG, and Ka Ching Terence LAI*)

IND-06: Avoid “Waiting on Iron” and Enhance Internal Customer Satisfaction by Reducing Off-Chemistry Rejections at Blast Furnaces (*Sandeepan Mukherjee, S K Roy, Debashis Das, and P R Anil Kr*)

KSQ-01: International Comparison of Productivity and Efficiency of Pay-TV Operators Using Firm Level Data (*Yonghee Kim, Jeongil Choi, Sanghyung Ahn, and Younsung Kim*)

JP-10: A Study on Indices for Customer Satisfaction, Service Quality and Fan’s Opinion Leader of Professional Baseball Teams in Japan (*Hideo SUZUKI*)

LT-F: Quality Tools and Industry Applications I (QTI-1)

IND-24: TRIZ for Zero Defects by Mahindra Institute of Quality India (*Narayan S. S., Rajinder Singh, Abijit Chakravarty, and Prakash Apte*)

THA-02: Reduce Basis Weight Variation (*SRIWONGSIRIWAT Charat, NANTURAT Seksan, SURASAK Lertsirimongkolsuk, SOMSAK Sothornprapakorn, and SABSEREE Jaran*)

THA-07: Increase C_{pk} of Load Bearing Compress (*KARNKORN Nichachan, SEREEVIRIYAKUL Vithayavut, and SABSEREE Jaran*)

TW-09: An Evaluation of Mahalanobis-Taguchi System and Selective Naive Bayesian Algorithm for Multivariate Pattern Recognition (*Jui-Chin JIANG and Tai-Ying LIN*)

JP-01: A Control Chart Based on Variance of Averages (*Makoto Ono*)

JP-08: A study on the Derivation Method of the Standard Elements of Medical Process Flow Chart (*Kyo FUJIWARA, Masahiko MUNECHIKA, and Masataka SANO*)

LT-G: Process Control and Improvement I (PCI-1)

HK-02: Modeling Daily Patient Arrivals at Emergency Department (*Mai Xu, Tse-Chiu Wong, and Kwai-Sang Chin*)

TW-17: Monitoring of Process and Product Profiles Using Artificial Neural Networks (*Chuen-Sheng CHENG, I-Lin WU, Sih-Yin CHEN, and Yen-Lu LEE*)

JP-14: A Nurse Fair Arrangement Model by Dynamic Programming (*W. Zang and T. Ohno*)

JP-21: The Proposal of the Review System Aiming at the Increase in Efficiency of a Review (*Kohsuke OMORI, Chika KIDOKORO, Takeshi KANEKO, and Shin-Ichiro YOKOYAMA*)

JP-31: A Study on the Methods for Management of Nursing Process (*Satoshi IZUMISAWA, Masahiko MUNESHIKA, and Masataka SANNO*)

JP-33: Development of a Method for Designing Management Indicators for Healthcare Operation Processes (*Satoshi ITO, Satoko TSURU, Ryoko SHIMONO, Shogo KATO, and Yoshinori IIZUKA*)

Room 1504: Data Quality and Information Analysis I (DQI-1)

HK-15: Data Quality Issues in Decision Analysis (*Albert H.C. Tsang and S.L. Ting*)

JP-11: An Approximation Method of Binary Principal Points Based on K-means Approach (*Haruka Yamashita, and Hideo Suzuki*)

JP-15: A Study on the Visualisation of Medical Incidents related to Patient's Identifying Information (*Yuki WAKASAKI, Masahiko MUNESHIKA, and Masataka SANNO*)

JP-17: The Proposal of the Viral Model of Information which is Considering Social Media Interactivity (*Daisuke SASHIDAI, Shin-Ichiro YOKOYAMA, and Takeshi KANEKO*)

JP-29: The Estimation of Comparing the Minimum Detectable Value with Given Value for Poisson Distributed Measurements (*Tomohiro OIKAWA, Yusuke TSUTSUMI, Hironobu KAWAMURA, and Tomomichi SUZUKI*)

JP-30: Spatiotemporal Interpolation of Temperature Data in Tokyo (*Taro NIGORIKAWA, Tomomichi SUZUKI, and Hironobu KAWAMURA*)

Room 1505: Performance Appraisal and Measurement (PAM)

KSQ-03: Developing R&D Evaluating Model: Business Aspect (*Hyun-Jin Yeo, Sae-Bom Lee, Ju-Young Han, Sang-Chan Park, Sang-Chul Lee, and Kwang-Hyuk Im*)

OV-07: Global Service Process Transformation (*Jane SEDDON and Jan GILLETT*)

RUS-02: Practical Programme of Revolutions in Factories (PPORF): 20 Keys® in Russia - Holistic Continuous Business Improvement System (*Yury SAMOYLOV*)

RUS-04: Innovative Enterprise Management System (*Orlov KIRILL*)

TW-07: Constructing Performance Appraisal Criteria Based on Spencer Competencies in Small-sized Service Companies (*Ronald SUKWADI and Ching-Chow YANG*)

TW-13: Using Back-Propagation Neural Networks to Explore the Performance Evaluation in the Taiwan Train Quality System (*Yih-Chuan WU, Yung-Tsan JOU, Wei-Cheng LEE, Wen-Tsann LIN, and Ya-Lin SHIEH*)

Room 1511: Product Design and Development I (PDD-1)

HK-25: Elected Leader Capability based on Eight Quality Management Principles – Hong Kong Case in 2012 (*Lotto, Kim Hung LAI*)

HK-08: Increase Riser Inspection Rate of Target Buildings (*Chan Wah Kuen, Yeung Pui Ching, Tang Chi Ho, Chan Ping Man, Tam Wai Chu, and Yee Kai Hung*)

HK-17: Self-developed Coupler/Chain-assisted Cutting Machine (*Chan Yee, Wong Wai Kit, Lau Chi Hong, Chan Chi Wai, Ho Chuen Cheong, Chow Kai Ming, and Kwok Kee Pao*)

JP-03: A Study on a Research Method for Improvement of Bottle Cap Considering Opening and Closing (*Tatsuya MARIKO, Masahiko MUNECHIKA, and Masataka SANO*)

KSQ-15: Case Study on Improving of Design Stage Considering Customer Complaint (*Sangbok Ree and Rohgook Park*)

THA-05: Improve Measurement Performance of Carburization Inspection Robot (*Manaspiti Kolmanas, Rattanangam Phinyakarn, Khandiphanchakul Santad, Lertsirimongkolsuk Surasak, and Kesprathum Jessada*)

Parallel Session II

Day 1: 1st August 2012, 15:30 –17:15

LT-D: Customer Satisfaction II (CS-2)

IND-28: Product Customisation by Requirement Engineering (*A. Vijay.B.S, B. Babu Yuvaraj.J and C. Mohammed Naveed.S.I*)

KSQ-04: Corrective Action Strategy for Service Failure based on SWOT Analysis (*Hyuck Moo Kwon and Agung Sutrisno*)

TW-06: The Assessment on Intelligent Agent (*Wen-Yau LIANG*)

TW-19: Customer Requirement Based Quality Planning and Improvement for Food and Beverage Management (*Chang-Lin YANG, Rong-Hwa HUANG, and Shu-Ju LIAO*)

JP-16: Proposal of Product Recommendation System that Correspond Change of Short-Term Preference (*Akira INOUEI, Takeshi KANEKO, and Shin-Ichiro YOKOYAMA*)

JP-19: Clarification of the Elements which Act on a Brand Loyalty (*Hitoshi SAITO, Shin-Ichiro YOKOYAMA, and Takeshi KANEKO*)

JP-45: A Study on Decision of Segmentation Threshold for Multi Attributes (*Yo TAKAHASHI, and Hideo SUZUKI*)

LT-F: Quality and Business Excellence Model (QBE)

CAQ-07: The Hierarchy Theory of Quality Excellence Management (*Quanfa WANG*)

HK-21: The Learning Organisation Journey in MTR (*David Raymond Chuen-choi LEUNG and Philip Wai-ming WONG*)

IND-37: Transformational Journey of Mahindra and Mahindra - SWARAJ Division through Business Excellence Activities (*Raja Chatterjee and Joginder Jaglan*)

IND-38: Employee Engagement Practices in New Product Development Team (*Shrikant B Kulkarni and Arvind D Lawande*)

KAZ-03: Application of EFQM Excellence Model as a Precondition of Global Leadership and Competitiveness of Medical Organisations (*Abay BAIGENZHIN, Azat ABDRAKHMANOV, Englik KADIROVA, and Zhanat NURAZKHANOVA*)

JP-18: Research on the Quantification of the Effect of Informal Communication to Improve the Quality of Communication (*Hiroki ENDO, Takeshi KANEKO, and Shin-Ichiro YOKOYAMA*)

TW-08: An Overview of Taiwan TrainQuali System (TTQS) and National TrainQuali Prize (NTQP) (*Ta-Cheng CHIANG, Ching-Chow YANG, Ling-Huey SU, and Han-Jung LIU*)

LT-G: Process Control and Improvement II (PCI-2)

SQI-03: Maintenance Scheduling of Plasma Etching Chamber in Wafer Fabrication for High Yield Etching Process (*Le Minh DUC and Cher Ming TAN*)

TW-11: Identifying the Process Status Change Using Independent Component Analysis and Support Vector Machine (*Kuo-Ko HUANG, Chuen-Sheng CHENG, Pei-Wen CHEN, Man-Szu HSU, and Miao-Jing CHIANG*)

JP-34: A Method for Improving Clinical Processes by Providing Feedback on Standard Clinical Guidelines based on Analysis of Clinical Data (*Ken MATSUOKA, Satoko TSURU, Yukikiyo KURODA, and Shogo KATO*)

JP-43: Constrained Bounded Adjustment Scheme (*Hironobu KAWAMURA, Kazuishi HORII, and Tomomichi SUZUKI*)

JP-44: Design of Healthcare Delivery Process Accompanying Human Body Invasion (*Ryoko SHIMONO, Satoko TSURU, and Yoshinori IIZUKA*)

IND-08: Preventive Control of Surface Roughness at Cold Rolling Mill, Tata Steel (*Manish Ambastha, U. S. Patnaik, and Kaushik Basu*)

IND-41: Application of Shainin Techniques for Improvement in Yield in One of Steel Tube Mills (HF#3) of Tata Steel, Tubes SBU (*Nishith Kumar Sinha, B K Srivastava, and Rajesh Kumar*)

Room 1504: Data Quality and Information Analysis II (DQI-2)

KSQ-06: Searching and Discovering Niche Technology Area Using Patent Information Analysis (*Chul-Young Kim, Min-Soo Kang, Dong-Moon Shin, and SungMin Bae*)

KSQ-28: A Study on Optimal Reliability Growth Model of Embedded Systems with Hardware-Software Linkage Faults (*Kyung H. Nam and Do Hoon Kim*)

JP-35: Optimal Time Scale Analysis of Field Reliability Data (*K. TAKESHITA and W. YAMAMOTO*)

JP-47: Visualisation of Nonlinear Multidimensional Quality Data Using Self-organising Map and Bootstrap (*Fumiaki SAITOH and Syohei ISHIZU*)

JP-48: Estimation of Two Ordered Normal Means with Ordered Variances: Part II – A Simulation Study (*Yuan-Tsung CHANG and Nobuo SHINOZAKI*)

JP-49: Predicting the Temperature Distribution of a Piece of Metal in the Crushing Process of Home Electrical Appliance (*Kouta HAYAH, Ken NISHINA, Naru ISHII, Toshinori SUGAWARA, Masashi OHNISHI, and Hisashi KUBOTA*)

TW-01: The Application of Decision Tree-Based Ensemble Classifiers for Diagnosing the Mean Shift Signals in Multivariate Control Chart (*Hung-Ting LEE, Chuen-Sheng CHENG, Yun TAI, and Yi-Chun HUANG*)

Room 1505: Environmental and Green Operations (EGO)

HK-11: Measurement and Verification of Energy Performance (*William Sin-tong Lau*)

HK-24: Carbon Accounting Harmonisation to Reflect Climate Impacts (*CHAN Pang and William Sin-tong Lau*)

IND-26: Bio Medical Waste Management in Government Hospitals (*S. Fareed Uddin*)

IND-32: Green Lighting for Process Industry (*A. Archit Bajaj and B. Amitabh Bhattcharjee*)

INDO-01: Dust Return as New Materials for PPC Product Development Process By-Pass Technique in Tuban Factory (*Chatur Febrianto, Saiful Mas'an, Afifudin, Zuhri, Nugrahadi, Tri Eddy, Susanto, M. Kharis, and Ahmed Vaival Setiadi*)

KSQ-27: A Study on Development of Green Management System in Korea (*Hyung-wook Kim*)

THA-10: Waste Reduction by using the Screening Waste Management (*Udsanee MEEPRASERTSAGOO, Somruk PURIPANYAPINUN, Danai CHAROENSUK, and Thanakom SOONTORNCHAINACKSAENG*)

Room 1511: Other Quality-Related Issues (OQI)

HK-23: Quality of Drinking Water in HKSAR, China (*CHEUNG Yun Hing Richard*)

JP-13: Prevention by Prediction: Seven Viewpoints for Achieving Reliability and Safety (*Kazuyuki Suzuki*)

JP-46: The Relationship between Academic Achievement and Ability of the Experiment (*Atsushi HORIGUCHI, Tomomichi SUZUKI, Hironobu KAWAMURA, Akira KOTANI, and Yuzuru HaAYASHI*)

KSQ-12: A study of the Knowledge Sharing Effects on the Project Organisation Characteristic, Management Environment Characteristic, and Project Outcome (*Jae-Young Moon and Won-Hee Lee*)

KSQ-16: Developing Manufacturing Knowledge Sharing Platform: Focus on Korea Root-technology Industry (*Young-Gue Kim, HyoungWook Lee, Young-Mu Huh, and SungMin Bae*)

OV-02: The Application of Policy Deployment in Indian Companies (*Charles A. LIEDTKE*)

SQI-01: Human Capital Risk - Implications on Quality and Productivity (*Roy RIMINGTON*)

Parallel Session III

Day 2: 2nd August 2012, 10:00 –11:00

LT-D: Product Design and Development II (PDD-2)

CAQ-17: Research and Application of 3G Electrical Safety Job Site Intelligent Monitoring Devices (*ZHAO Changqing, ZHAO Chenxu, XU Heng, ZHANG Haijun, and SUN Minghao*)

HK-18: New Design of Collar Electrode (*Cheung Pak Kin, Terry Hui, Tam Kin Wah, Stephen Lee, Chong Yau Chun, Kwok Ngan Hung, Chu Kwok Key, Tam Ying Hung, Siu Chi Keung, Yuen Wing Hei, and Monkey Law*)

JP-09: Robust Parameter Design for Multi Signals-Response System (*K. Tsukuda and Y. Nagata*)

OV-03: QFD + DOE = New Product Quality Excellence (*Ronald D. MOEN*)

LT-F: Quality/Integrated Management System (QIM)

HK-06: Railway Service Delivery with Integrated Management System (*Joseph To-cheung NG*)

KAZ-02: Implementation of Improvement projects within Quality Management System of a Medical University: Methodical Approaches and Strategic Goals (*Tolebay RAKHIPBEKOV and Azat ABDRAKHMANOV*)

RUS-05: The Future of ISO 9001 Standard through the Lens of the System of Profound Knowledge (*Yuri ADLER and Vladimir SHPER*)

VIE-07: ISO 26000 – Showing the Way in Social Responsibility and Sustainability Development (*Ngo Van Nhon and Le Ngoc Diep*)

LT-G: Quality Improvement Tools I (QIT-1)

HK-13: Implementation of Process Standardisation in Multinational Enterprises (*Kwok Ming YEUNG and Kwai Sang CHIN*)

HK-20: QFD for TQM Implementation (*Catherine Y. P. Chan*)

TW-05: A Novel Suggestion System Using Deming 14 Points and Balanced Scorecard (*Pei-Lin JANG, Gary TSAI, Ricky PO, and Alice WU*)

IND-10: A Framework for Cross-Functional Project Implementation Case Study of Indian Tax Administration (*Nilimesh Baruah*)

Room 1504: Quality Culture (QCu)

CAQ-10: Building Zero Defect Quality Culture of Haier (*ZHAO Liguo and MA Chao*)

CAQ-16: The Legal Risks and Compliance Management on Product Quality (*JIANG Suhua*)

HK-10: Cultivating a Staff Engagement Culture by Work Improvement Team “You have a Say” Programme (*Weller Kwok-wai CHAN and Charles Long-chau HO*)

IRAN-01: Quality Way: The Perfect Way to Survive and Grow (*Mohammad Farshad KAVEHPISHEH*)

Room 1505: Quality and Innovation (Q&I)

CAQ-01: Quality and Innovation of the Internet Era (*WANG Jun*)

CAQ-03: Quality Changes the World Service Creates Value (*LIAO Xudong*)

KSQ-09: Service Quality Innovation and Performance in the medical industry: Exploratory Approach (*Gye-Soo Kim*)

THA-03: Reduce Cost of Impact Preventing Roof (*SEREEVIRIYAKUL Vithayavut, SABSEREE Jaran*)

Room 1511: Quality Education and Training I (QET-1)

CAQ-18: Continuing Education: Cherishing Quality for the Future (*DIAO Qingjun, LIU Xianyan and LI Jianbin*)

VIE-02: The Application of Control Theory in Analysing Training Process, Suggesting Methods for the Improvement of Tertiary Training Quality (*Dinh Van Nhuong and Nguyen Thi Huyen*)

JP-04: A Study on Evaluation Method of the Education for Healthcare Safety (*Tsubasa IKI, Masahiko MUNESHIKA, and Masataka SANNO*)

JP-23: Quantification of the Autonomy Formation Structure of the Person (*Yasuhito NAKAMURA, Shin-Ichiro YOKOYAMA, and Takeshi KANEKO*)

Parallel Session IV

Day 2: 2nd August 2012, 11:30 –12:30

LT-D: Lean and Six Sigma Methodology I (LSS-1)

CAQ-05: How to Cultivate Six Sigma Master Black Belt Effectively in Enterprises (*ZHANG Dehua*)

CAQ-06: Improve the Charging Capability of Billing System Using Lean-Six Sigma (*LU Dongliang, PAN Jun, Xie Heng, ZHANG Chendong, and LIANG Shihong*)

HK-04: A Study of the Impact of Cultural Factor on Six Sigma Implementation (*Ng Chi Kuen, Ivan*)

IND-05: Case Study: To Reduce the Rejection in injection Moulding process Using Six Sigma GMA-DMAIC Methodology (*K.Kumar, R.B.Madhekar, and Amit Chauhan*)

LT-F: Quality Tools and Industry Applications II (QTI-2)

THA-04: Reduce Water Closet Grindings: A Case Study in SCG (*KANJANAPONGSAWET Watchara, LERTSIRIMONGKOLSUK Surasak, KESPRATHUM Jessada, and SOTHORNPRAPAKORN Somsak*)

THA-06: Improve P_{pk} of 28 Days Strength of OPC for RMC Application (*TREAMSAKSAKUL Sumed, SABSEREE Jaran, LERTSIRIMONGKOLSUK Surasak, and SOTHORNPRAPAKORN Somsak*)

TW-16: Using Modified TRIZ Approach for Quality Improvement (*Chang-Lin YANG, Rong-Hwa HUANG, and Wei-Ling WEI*)

OV-05: Applying Tools of Quality to Quantify the Business Case for Social Responsibility (*Milton KRIVOKUCA*)

LT-G: Quality Management Philosophies (QMP)

IND-36: Enhancing Productivity of the Mortgage Sales Force Using Quality Management Philosophies (*Chinmay Dhoble, Suresh kn Kumar, Atul Sharma, Manuj Mahendra, and Vivek Jain*)

IND-46: Reduction in Branch Operating Expenses (*Sachin Bora, Sunil Agrawal, Ajay Pugalia, and Kaustubh Dani*)

TW-02: A Study on Implementation of Quality Management for Service and Manufacturing Industries (*Ta-Cheng CHIANG, Ching-Chow YANG, Ling-Huey SU, and Han-Jung LIU*)

KAZ-01: Implementation of EFQM Excellence Model in Municipality of Astana City: Methodical Findings and Practical Benefits (*Azat ABDRAKHMANOV, Oleg KAINAZAROV, and Lyudmila TSINOVKINA*)

Room 1504: Quality and Supply Chain Management (QSC)

HK-01: Knowledge Management and Service Quality Capabilities for Performance: A Study of Logistics Service Providers in a Supply Chain Context (*Ivy S.N. Chen and Patrick K.O. Fung*)

THA-09: Enhance Truck Utilisation by Creating Visible Supply Chain Management (*BOONCHAVAL Sirichai and KESPRATHUM Jessada*)

JP-24: Introduction of SCM Proposed by the BPM Approach Considering the BCP (*Yuki IHIRA, Takeshi KANEKO, and Shin-ichiro YOKOYAMA*)

VIE-04: Enhance Service Quality for Distributing System of Retailed Sales in Ho Chi Minh City, Vietnam (*Vo Phuoc Tan and Pham Xuan Thu*)

Room 1505: Health Care Safety and Systems I (HCS-1)

HK-05: Patient Safety Systems between Japan and Hong Kong (*Zoie Shui-Yee Wong and Masanori Akiyama*)

JP-02: A Study on a Method of Improving Working Method in Healthcare (*Haizhe Jin, Masahiko Munechika, Masataka Sano, and Chisato Kajihara*)

JP-06: A Study on the Method for Decreasing Medical Incidents Related to Patients-Provided Medicines (*Keisuke FUKUDA, Masahiko MUNECHIKA, and Masataka SANO*)

JP-27: A Study on Methods to Setting Goals of Problem-solving in Healthcare (*Tatsuro YOKAWA, Masahiko MUNECHIKA, and Masataka SANO*)

Room 1511: Quality Education and Training II (QET-2)

CAQ-11: Improving the Qualification Rate of Staff's Civilisation Service (*GU Jiankai and CHEN Xianqiang*)

IND-40: Generating Business Results through TQM Education and Training (*Rajinder Singh*)

RUS-01: Formation of Quality of Life through Revealing and Development of Inclinations and Bents of Children in Preschool Education Establishments (*A. Volkov Oleg GAVRILOVICH and B. Vorobchenko Yulia ALEKSANDROVNA*)

VIE-01: Construction Standard Training Programme Output and Use Standard for Quality Management Education at Ho Chi Minh City University of Food Industry, Vietnam (*Dang Vu Ngoan and Le Hoang Vu*)

Parallel Session V

Day 2: 2nd August 2012, 13:30 –15:00

LT-D (ARE-QP)

MTR Corporation (HKSQ)
Unimicron Technology Corp. (CSQ)
Taipei Rapid Transit Corporation (CSQ)
Ufa State Petroleum Technological University (ROQ)

LT-F (ARE-QP)

Auto Sector of Mahindra and Mahindra Ltd (ISQ)
National Research Medical Center, Astana city, Kazakhstan (IAQMA)
State Medical University, Semey city, Kazakhstan (IAQMA)
Red Star University, Hai Duong Province, Vietnam (VQAH)

LT-G (ARE-QP)

PTT Public Company Limited (SQAT)
Energy Regulatory Commission of Thailand (SQAT)
Yanzhou Coal Mining Company (CAQ)
Bosideng Co., Ltd. (CAQ)

Room 1504: Lean and Six Sigma Methodology II (LSS-2)

IND-25: Design for Six Sigma (DFSS) Methodology in Product / Process / Service Design and Development (*Sharath Chandra Peddi, Anil Sachdev, and Rajinder Singh*)

IND-29: Pioneering Lean in IT Services for Delivery Excellence: A Wipro Experience (*Devender Malhotra and Rituparna Ghosh*)

KSQ-14: DFSS for Non-manufacturing Industry at the Samsung Group (*Seunghyeon Lee, Eunseok Cheon, Bong Choi, and Chongman Kim*)

NZ-01: Lean Thinking and Six Sigma in Health Care: Challenges and Sustainability Issues within New Zealand (*Nigel P. GRIGG and Mohammad ALSHADIEFAT*)

SQI-02: Improve Straight through Processing Rate of Finance Company by Six Sigma Methodology (*Too Meng KEN and Karthik Vasu KRISHNAN*)

TW-15: A Dependent Model of DMAIC and DMADV Research in Six Sigma Project: A Case Study in ESD Protection Component (*Chi-Ming KUAN and Chuen-Sheng CHENG*)

Room 1505: Health Care Safety and Systems II (HCS-2)

JP-07: Proposal of the Method to Plan Education and Training for Healthcare Safety (*Chisato KAJIHARA, Masahiko MUNECHIKA, Masataka SANO, and Haizhe JIN*)

JP-26: Clarification of Relationship of Work Unit in Analysis Methods for Medication Incidents (*Masataka SANO and Masahiko MUNECHIKA*)

JP-28: Structured Process Model for Providing Rehabilitation Services in a Hospital (*Masaaki KANEKO and Masahiko MUNECHIKA*)

JP-36: A Study on Internal Audit Items and Subjects in Hospitals (*Ryosuke WATANABE, Masahiko MUNECHEKA, and Masataka SANO*)

JP-41: Designing the Structure of a Knowledge Base for the Prediction and Prevention of Trouble in the Healthcare Process (*Daisuke OKAMOTO, Satoko TSURU, Shogo KATO, and Ryoko SHIMONO*)

JP-42: Assessment System for Preventing Patient Falls based on Survival Analysis (*Shogo KATO, Fumio FUKUMURA, Satoko TSURU, and Yoshinori IIZUKA*)

Room 1511: Buying and Users' Behaviour (BUB)

KSQ-13: Difference in Users' behaviour between Present and Past Users Based on Their Personal Traits (*Sae-Bom Lee, Liu Fan, Sang-Chul Lee, and Yung-Ho Suh*)

KSQ-17: A Study on the Wave of K-POP and Its Success Factors (*Wan Seon Shin, Liu Fan, Hyung Wook Kim, and Yun Chung Hong*)

JP-20: Construction of the Media Contact Model in Buying Behaviour in Consideration of Chasm Theory (*Kai IWASAKI, Takeshi KANEKO, and Shin-Ichiro YOKOYAMA*)

JP-22: Model of Consumer Buying Behaviour in Promotional Marketing Considering the Psychological Barrier (*Naoki KAWASHIMA, Kyohei MORISAKI, Takeshi KANEKO, and Shin-Ichiro YOKOYAMA*)

JP-25: A Study of the Structural Design of Easy-to-Use Web Stores Using Detailed Analysis of Buying Behaviour in Brick and Mortar Stores (*Tomotake KARUBE, Masahiko MUNECHEKA, and Masataka SANO*)

JP-32: A Study of Factors Contributing to the Use of Seasoning in Japan (*Chiaki HARA, Masahiko MUNECHEKA, and Masataka SANO*)