



The QMOD-ICQSS Conference 2018

Cardiff University, Wales, 22-24 August 2018

It is our great pleasure to invite you to contribute a research paper or an extended abstract to present at the 21st QMOD/ICQSS conference (Quality Management and Organisational Development/ International Conference on Quality and Service Sciences) taking place in Cardiff, Wales, 22-24 August, 2018.

The "QMOD Conference" celebrated in 2017 its 20 years anniversary as the world leading research conference on Quality, Sustainability and Service Sciences. During the last 20 years several changes to the original idea of the conference have taken place and the QMOD Global Community has gradually become a reality so that the yearly QMOD conference became the natural meeting place or forum for researchers and company professionals from all over the world.

The 21st QMOD conference will be hosted by Cardiff University (www.cardiff.ac.uk), which is one of the UK's elite Russell Group Universities and possesses a unique lean heritage. The Lean Enterprise Research Centre in Cardiff Business School, founded in 1994, has been an epicenter for research in operational excellence and service improvement activity.

About Cardiff

Cardiff, the charming capital city of Wales, has recently been ranked as the third best capital city in Europe to live in (The Quality of Life in European City Survey). With its medieval castles and cosmopolitan bay waterfront development, this beautiful and thriving metropolis will be pleased to welcome you.

With more than 30,000 students and 6,000 staff the Cardiff University academic community is the size of a small town.



The main theme of the 21st QMOD/ICQSS conference is:

**The Quality Movement, Where are We Going?
Past, Present, and Future**

The theme of the QMOD2018 conference invites participants to reflect on the evolution of total quality management (TQM) as the most widespread quality management approach during the last 30 years. Even though quality management approaches have been recognised and utilised by industry since the 1930s, the 'arrival of TQM' in the last part of the 1980s opened a new era in the quality movement.

However, during the first 17 years of the new millennium, the term TQM seems to have lost its attractiveness in the industrialised parts of the world, and instead new terms such as Business Excellence, Organisational Excellence, Operational Excellence, Six Sigma, and Lean seem on the surface to have overtaken the leading position even though the contents of these new terms can and should be understood within the framework of TQM. Many practitioners perceive that these new terminologies are new management approaches which have replaced TQM and hence have little to do with quality approaches. Parallel with these tendencies, we can observe that the interest for TQM is growing in eastern European, some Asian countries (for example China) as well as in many new developing countries. There are, in those countries, numerous dynamic activities for learning, dissemination, promoting and implementing TQM.

Also there is right now a growing interest to analyse and discuss the suitability of existing TQM frameworks in the 4th industrial revolution which will affect business environments – internal as well as external environments – including our living environments.

In continuation of the 2017 QMOD Conference's main theme 'Challenges and Opportunities of Quality in the 4th Industrial Revolution' the organisers of the QMOD2018 conference feel it is the right time to reflect on the quality movement and the existing TQM frameworks including the concepts of Business Excellence, Operations Excellence, Lean, and Six Sigma, in order to get a deeper understanding of the quality movement and hence improving our possibilities to diagnose and discuss the future direction of the movement. We look forward to your participation and contribution to the 21st QMOD Conference.

We welcome contributions from all relevant fields of management and engineering not limited to the above conference theme. For more details about tentative paper topics please see below.



Keynote Speakers

Professor John Bessant, BSc., PhD.

Originally a chemical engineer, John Bessant has been active in the field of research and consultancy in technology and innovation management for over 35 years. He is currently holds



the Chair in Innovation and Entrepreneurship at the University of Exeter and has visiting appointments at the universities of Erlangen-Nuremberg and Queensland University of Technology. In 2003 he was elected a Fellow of the British Academy of Management and in 2016 a Fellow of the International Society for Professional Innovation Management (ISPIM). He has acted as advisor to various national governments, international bodies (including the United Nations, World Bank and OECD) and to many public and private sector organizations. He is the author of 30 books and many articles on the topic and has lectured and consulted widely around the world. His most recent books in the area of innovation are - 'Riding the innovation wave: Learning to create value from ideas' & 'Creativity for innovation'. See www.johnbessant.org and www.innovation-portal.info for more details.

Philip Holt

Philip is currently VP, Continuous Improvement at Travelport, a leading Travel Commerce Platform, and is a member of the advisory board of the Operational Excellence Society.



He was formerly the Head of Operational Excellence, Accounting Operations at Philips and prior to that the Head of Continuous Improvement for Philips' Consumer Lifestyle sector. Philip has over 25 years of Business Experience, across the Customer Value Chain, in Industry Leading Companies such as Gillette, Philips and Travelport. He has built up an impressive reputation on Lean Leadership practices and is the author of 'Leading with Lean: An experience-based guide to Leading a Lean Transformation'. Holt studied at Manchester Metropolitan University, Warwick Business School, and the University of Pennsylvania (Wharton School).

Deadlines for abstracts and full papers

Abstract Submission Deadline is 28th February 2018. Notification of Acceptance is within two weeks after submission. **Full Paper Submission Deadline is 1st June 2018**, and Early Bird Registration is 10th June.

How to write an abstract, full paper and how to register?

Further details on how to write and submit an abstract, a full paper or an extended abstract and how to register please see the QMOD website:

www.ism.lu.se/en/qmod/21st-qmod-conference

Best Paper Awards and Published Papers

Papers presented during the conference will be reviewed by the scientific committee and best papers will be selected based on these reviews. Selected papers will be published in the QMOD Conference partner journals.

QMOD Partner Journals

Total Quality Management & Business Excellence: Guest editor Prof. J.J. Dahlgaard

International Journal of Quality and Service Sciences: Chief editor Prof. S.M. Dahlgaard

Management and Production Engineering Review: Chief editor Prof. A. Hamrol

Quality, Innovation, Prosperity: Chief Editors Prof. K. Zgodavova, Prof. S.M. Dahlgaard-Park+

Other journals (in negotiation).

Conference General Chairs

Dr. Prof. Jens J. Dahlgaard, Linköping University, Sweden

Dr. Prof. Su Mi Dahlgaard Park, Lund University, Sweden

Local Co-Chairs

Dr. Maneesh Kumar, Cardiff University, UK

Prof. Pauline Found, The University of Buckingham, UK

Local Advisory Panel

Prof. Martin Kitchener, Dean, Cardiff Business School, Cardiff University, UK

Prof. Mohamed Naim, Deputy Dean, Cardiff Business School, Cardiff University, UK

Prof. Jonathan Morris, Associate Dean (Research), Cardiff Business School, Cardiff University, UK

Prof. Rachel Ashworth, Cardiff Business School, Cardiff University, UK

Let us meet in Cardiff in 2018!

**Su Mi Dahlgaard-Park & Jens J. Dahlgaard, Professors,
Conference Founders and General Chairs**

Tentative Conference Topics

- ~ Quality Evolution: Past, Present, and Future
- ~ Revisiting Quality Pioneers' Contributions & Relevance in the Era of the 4th Industrial Revolution
- ~ Quality and Quality Management in the 4th Industrial Revolution
- ~ Organisational Culture for Quality and Innovation
- ~ Leadership and Strategies for Quality and Innovation
- ~ Quality and Sustainability
- ~ Corporate Social Responsibility
- ~ The People dimension: Recruiting, Development and Involvement
- ~ Customer and Employee ~ Satisfaction, Loyalty and Commitment
- ~ Quality of Experiences
- ~ Quality in Higher Education
- ~ Quality in Healthcare
- ~ Quality in Humanitarian Operations
- ~ Quality in Elder and Social Care
- ~ Quality in Professional Services (e.g. Law Firms, Healthcare, Management Consulting)
- ~ Quality of Life
- ~ Quality of Working Life
- ~ Quality and Value: Creation, Identification and Improvement
- ~ Quality and the Emerging Economy
- ~ Quality Costing and Quality Economics
- ~ Quality and Productivity
- ~ Quality Innovation: Products, Services, Processes, and Technologies
- ~ Strategic Quality Management
- ~ TQM and Excellence Models
- ~ Operational Excellence
- ~ Lean and Six Sigma
- ~ Supply-Chain Management Process Management
- ~ Self-Assessment
- ~ Benchmarking
- ~ ISO 9000:2015 series
- ~ Integrated Management Systems
- ~ Performance Management
- ~ Big Data Analytics.