



**12th WORLD CONGRESS FOR
TOTAL QUALITY MANAGEMENT**

**“Developing Competence to Improve Business
Performance for Rapid Change in the 21st Century”**

EDINBURGH

**At the World Famous Murray Field Stadium
Conference Centre**

United Kingdom

13th & 14th September 2007

ABOUT THE WORLD CONGRESS for TQM

The World Congress for Total Quality Management (WCTQM) has been established since 1996 by Prof Gopal K Kanji Professor of Applied Statistics at Sheffield Hallam University and now the director of the Kanji Quality Culture Ltd and also Emeritus Professor at Sheffield Hallam University and visiting professor at the Leicester University, UK. He is the founder Editor of two famous International Journals: The Journal of Applied Statistics and the Journal of Total Quality Management and Business Excellence.

The WCTQM has been the premier research, educational and training event for quality and business professionals working in the field of quality enhancement, academics and researchers focusing on improving business performance. The previous 10 Congresses have taken place in the UK, St Petersburg (Russia), Verona (Italy), Dubai, Abu Dhabi (UAE), Canada and the 11th congress is taking place in Wellington, New Zealand in Dec 2006.

This Quality Congress, the first time in Scotland, will provide attendees with leading edge insights, practical skills and knowledge on what it takes to become a successful organisation in today's competitive business world. The Congress is a unique opportunity to network, share insights and to develop communities of practice with leading scholars, academics, researchers, practitioners, business leaders, consultants and peers at the forefront at leading on quality worldwide.

Learn:

- How to improve leadership, management capability and people strategy that can impact on your business
- How to improve and sustain high levels of business performance
- How to develop and apply practical ideas and best practices in areas of Quality Management including whole system development, people strategies, customer relations, lean and rapid delivery systems, competence for quality from business excellence award winners, leading businesses and top senior managers and academics.

The Congress also provides an opportunity for all business practitioners, professionals, and researchers to submit papers and share their experiences as over 100 papers will be presented. The best papers will be published in the International Journal for TQM and Business Excellence and papers will also be published as Conference Proceedings.

This is a unique opportunity for bringing world class thinkers, practitioners, business leaders, researchers and others from around the globe to Scotland to showcase good

practice in Quality. It will offer mutually beneficial partnerships for the main organisations leading in quality across Scotland and throughout the rest of the UK.

KEY NOTE SPEAKERS (so far agreed)

Prof. John Oakland	(UK)
Prof. Kai Kristensen	(DENMARK)
Prof. Kostas Dervitsiotis	(GREECE)
Dr. Tito Conti	(ITALY)
Dr. Gregory Watson	(USA/FINLAND)

Call for papers

Participants are invited to submit papers that provide theoretical development and practical examples in the following areas:

- Business Excellence
- Leadership
- Performance Measurement
- Knowledge Management
- Innovation
- Process Management & Improvement
- Six-Sigma
- Lean Six-Sigma
- Benchmarking for Quality
- Developing Competence for Quality
- People Development and Organisational Capability
- Performance Coaching for Quality
- Lean and Rapid delivery approaches
- Effective Customer Care and relationships
- Systems approach to management strategies
- Performance measurement in Health Care
- Performance Measurement in Local Government
- Leadership in Corporate Governance
- Leading Organisational Change and Transformation

Submission deadlines:

First Call for Abstracts 16th March 2007

Notification of Acceptance: 31st March

Submission of Full papers: 25th May 2007

For further details refer to World Congress at [WWW. Worldqualitycongress.com](http://WWW.Worldqualitycongress.com) or

Email: aeneasLtd@aol.com and contact the convenor of the TQM world Congress.

Convenor: Mr. A Kumar, Aeneas Ltd, PO Box 200, Chichester PO18 0YX, U.K

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If necessary you will be able to contact the Chairman of the TQM world Congress
whose address is given below:

Founder & Chairman: Professor Gopal K. Kanji



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LIMITED OFFER ONLY for the DELEGATES

We are offering Professor Gopal Kanji's books at a very Special Price for the TQM World Congress delegates. Please send your request along with your registration form or write to Prof. G K Kanji with your order.

<u>Title</u>	(Kingsham Press, UK)	Hard Back	(<u>Price</u>)
1. Total Quality Management: Myth or Miracle			£15:00
2. Business Excellence in Higher Education			£15:00
3. Supply Chain Management Excellence			£15:00
4. Measuring quality Performance in Healthcare			£15:00

Other Books of Professor Kanji will be offered in a later date.