

EUROPEAN *Quality* CONGRESS

Paris 2018

June 21, 22

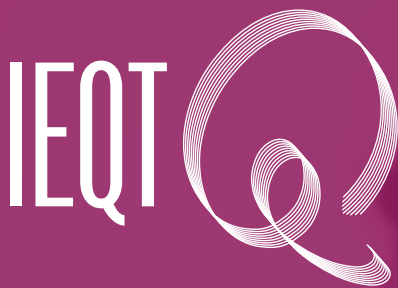
62nd edition

PROGRAM



EUROPEAN
ORGANIZATION
FOR
QUALITY





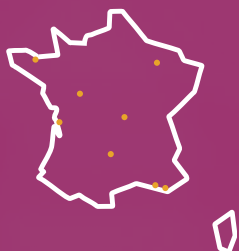
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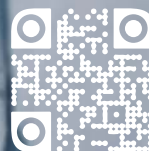
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Feel the new Quality way

You are attending the 62nd European Quality Congress, organized naturally by EOQ and this year by AFQP/France Qualité.

Don't have any doubt : this event looks as the reference one ; in order to make the two days as fruitful as possible, we just give you five little advices.

Participate... please don't hesitate to be fully active and committed, regarding the plenary sessions and parallel ones or side meetings. High level speakers, managers and experts, join us, willing to open their books, expecting to deliver an added value. Just at your convenience.

Anticipate. We live in a rapidly changing world. But more than ever, the continuous improvement process is at the heart of any challenge : transformation, simplification, innovation, etc. Let's thus understand even better to what extent Quality appears as an asset for a competitive Europe, and let's prepare the future.

Relax... of course, there are speeches, workshops, and discussions around a booth can be helpful. Nevertheless, please appreciate also the Parisian style, during the gala dinner for instance, the breaks, the animation times, in a casual atmosphere - among your Quality friends.

Integrate all the inputs covering the different parts of the continuous improvement process, which deal with management/governance, operational excellence, risks mastering and compliance, as well as CSR or digitalization ; and all the new EOQ offers meeting your expectations.

Share. Many people who come from various countries are ready to share experiences, best practices. Go and play the game ! Undoubtedly, it is an incredible opportunity in terms of networking, discovery. Even more concerning the (key) role of Quality leader.

Our message is expressed warmly : welcome in Paris, and enjoy !

Torolf Paulshus, EOQ President
Pierre Girault, France Qualité President

Congress master of ceremony

MARK ANTOINE

Speaker, renowned TV host and master of ceremony



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QUALITY AS AN ASSET FOR A COMPETITIVE EUROPE



9:00 • WELCOME

9:30 • OPENING SESSION

Laurent Champaney - General Manager, Arts & Métiers ParisTech
Welcome to Arts & Métiers

Torolf Paulshus - President, European Organization for Quality
What is EOQ strategy ? Questions and Answers

Philippe Guénault - General Manager France, and Eric Roovers - EMEA Director Business and IT Transformation, Software AG
Innovation, Digitalization and Quality. Questions and Answers

10:45 • BREAK

11:30 • PARALLEL SESSIONS : PRACTICES AND EXPERIENCES AROUND...

SESSION 1

...QUALITY MANAGEMENT SYSTEMS

Chairman : Thomas Penner, Munich Airport

Thomas Penner, Vice President Terminal & Passenger Services, Munich Airport : *How to create a new staff involvement and motivated people on quality*

Sylvie Rolland, Scientific Director, Université Paris-Dauphine : *Reinventing the quality function in the digital era*

Brigitte Bailhé, BBQM Business Excellence Executive's Advisor, United Nations Industrial Development Organization International Expert : *How Quality and Operational Excellence approaches are dramatically boosting and strengthening collaborative behaviors and results for the whole organization*

Michel Raquin, co-author of the reference book « Processus / Ce que font vraiment les Dirigeants »
(« Processes / What Top Leaders do really »)

SESSION 2

...OPERATIONAL EXCELLENCE

Chairman : Eric Wolff, SVP, L'Oréal

Lubov Kastorskaya, Director of science and chief specialist, **Dr. Vadim Lapidus**, General director, **Galina Tiuleneva**, Senior specialist, of group of companies "Prioritet", Russia : *Quality management in holdings - objectives, tasks, management elements and main mechanisms*

Yujia Huo & Jianjun Zhu, Nuclear Power Institute of China : *Application and Discussion Of Visual Quality Control In Engineering Design Process*

SESSION 3

...GOVERNANCE, RISKS AND COMPLIANCE

Chairman : Agnès Deldicque, President, AFQP Hauts-de-France

Nina Kandler-Schmitt, Supply Chain Quality Management, Andrassy Universität Budapest, Hungary : *Risk-oriented Supply Chain Quality Management*

Yuan Pan, Nuclear Power Institute of China : *Research on Zero Defect Management Method of Design Quality for CF Fuel Assembly*

SESSION 4

...CSR

Chairman : Mark Antoine, Master of ceremony

Frédéric Heinrich, Director of Operations, and **Laure Malherbe**, Sustainable Sourcing Director, L'Oréal : *L'Oréal strategy to become a leader in sustainability*

Dr. Markus Bürger, Chairman of the Board of the Austrian Center for Sustainability and Ambassador for eccos22 - CSR Dialogue Forum, accredited and in consultative status of the United Nations : *Companies and Organizations as Important Drivers to Accomplish the Sustainable Development Goals of the United Nations - Accelerating Sustainable Development in Austria*

Pierre Agullo, French COS advisor : *The journey to follow excellence and sustainability spirit*

SESSION 5

SINO-EURO QUALITY FORUM

Chairman : Morane Rey-Huet, Aldes

Duan Yonggang, General Secretary CAQ and **Eric Janssens**, General Manager EOQ : *Opening*

Morane Rey-Huet, Founder & CEO at Meersens / Executive Vice President at Aldes (COMEX), CEO International Division, Groupe Aldes : *Quality an important asset of the brand*

Liu Bin, Beijing Oriental Yuhong Waterproof Technology Co, Ltd : *Quality is the essence of value*

LUNCH

13:00

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14:30 • PARALLEL SESSIONS : ACTIONS AND RESULTS



SESSION 1

ADDED VALUE OF QUALITY APPROACHES AND INNOVATION

Chairman : Mark Antoine, Master of ceremony

Alexandre Gontcharov, Participations VP, Raise : *Investment with quality*

Erick Perruche, Business Excellence Advisor : *Beyond the Quality Management System an Excellence program as a pillar of added value to the future*

Hervé Fauve, Innovation and Customer knowledge Manager, Total : *Data crunching and customers feedback, a surprising result*

SESSION 2

« MY EOQ » : CONCEPT AND PRODUCTS

Chairman : Patrick Mongillon, EOQ

Torolf Paulshus, EOQ President : *What is the concept of My EOQ. EOQ strategy, main actions and portfolio*

Thomas Votsmeier, Director Standardization / International Cooperation, Deutsche Gesellschaft für Qualität : *EOQ engagement in conformity assessment, accreditation and personnel certification business*

SESSION 3

ACTIONS AND RESULTS THANKS TO DIGITALIZATION AND TRANSFORMATION

Chairman : Ed Van Siclen, Veeva

Romain Denis, Vice President Quality, Intuitive Surgical : *Actions and results thanks to digitalization and transformation*

Christian Georges, Manufacturing Excellence Corporate Manager, and **Jean Lardé**, SVP Global Operations, L'Oréal : *L'Oréal operations digital transformation*

Ed Van Siclen, Leader Veeva's strategy and marketing : *The future arrived yesterday, quality's role in digital transformation*

SESSION 4

SINO-EURO QUALITY FORUM

Chairman : Lin Hai

Lai Shao-Hsing, Hangzhou Robam Appliances Co., Ltd : *Customer-Oriented Operational Excellence Practice*

Ma Xingqing, Shandong Lingong Construction Machinery Co., Ltd : *Excellence practice sharing-all involvement innovation*

Professor Azat Abdrakhmanov, Chairman of Asia Network for Quality (ANQ), President of KOQIM (Kazakhstan) : *Asian Model of Excellence in Performance in action*

Duan Yonggang, General Secretary CAQ, and **Pierre Girault**, France Qualité President : *Certificates to the speakers*

16:15 • BREAK

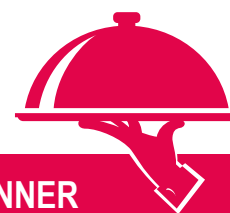
17:00 • MORNING AND AFTERNOON SESSIONS SYNTHESIS

17:30 • EUROPEAN QUALITY LEADER • 10 minutes to convince - 2 finalists

18:00 • END OF THE DAY



LE CHALET
DE LA PORTE JAUNE
PARIS



19:15 > 22:00 : GALA DINNER

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(1) Source: WWD, Beauty TOP 100, April 2017



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QUALITY LEADER, A KEY ROLE

8:30 • WELCOME

9:00 • QUALITY LEADER, A KEY ROLE

Pierre Girault and Patrick Mongillon, France Qualité President and Vice-president

9:20 • VISION ON THE QUALITY LEADER

What annoys you the most ? What do you like best ? What should be changed ?

Wojciek Kowalik, Director of Operations East Europe, L'Oréal
Isabelle Fourmentin, Director Europe Airport Unit, Decaux

10:45 • BREAK

11:30 • PARALLEL SESSIONS : QUALITY LEADER

SESSION 1

TRANSFORMATION DRIVEN BY THE QUALITY LEADER

Chairman : Christian Mayeur, AFNOR

Astrid Ulrich, Integrated Management System Senior Advisor, Air France Industries : *Lean 2020*

Christian Mayeur, Expert in service excellence and client enchantment, AFNOR : *Service excellence and customer enchantment*

Frédéric Lobermann, Customer Experience Simplification Director, Orange : *Transformation by customers experience*

SESSION 2

LEARNING ORGANIZATION

Chairman : Nicolas Maranzana, Arts & Métiers ParisTech

Hervé Cosnard, Academic Director : *Is National Education a learning institution ?*

Audrey Chavas and **Pierre-Antoine Watrelot**, SR-Management : *Human factors - how to lead innovation ?*

SESSION 3

THE QUALITY LEADER MISSIONS, TODAY AND TOMORROW

Chairman : Georgios Christodoulou, Cyta Telecom

Manon Duclos, Quality Advisor, MQQ - Mouvement Québécois de la Qualité : *Quality manager as a strategist*

Georgios Christodoulou, Customer Service Head, Cyprus Telecom : *And what about the individual ?*

Michael Crispin, IEQT : *Quality manager, what skills for tomorrow ?*

SESSION 4

STUDIES AND BENCHMARKING TO IMPROVE MATURITY

Chairman : Mark Antoine, Master of ceremony

Lin Hai, Brand Society of China Association for Quality : *Total Brand Management in China*

Frank Lesmeister, Associate Director, Boston Consulting Group : *Quality 4.0, Understanding the challenges and opportunities by new technologies*

13:00 • LUNCH

14:15 • FREE NETWORKING (STANDS AND TOPI APP)

15:00 • EUROPEAN QUALITY LEADER AWARD

European Quality Leader : by Torolf Paulshus and Dr Eric Janssens, EOQ President and General Manager

Favorite of Paris : by Pierre Girault, France Qualité President

15:30 • CONCLUSION OF THE TWO DAYS AND LINK WITH EOQ - Dr Eric Janssens, EOQ General Manager

15:45 • PROMOTION OF EOQ CONGRESS 2019 - AQP, Portuguese Association for Quality

16:00 • SURPRISE GUEST - Isaac Getz, Professor at ESCP Europe High School, Keynote Speaker

16:30 • END OF CONGRESS

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En route vers le contrôle qualité des formations 24

INFOGRAPHIE Le baromètre de la Qualité 8	PERFORMANCES MÉTIERS Tirer pleinement parti du potentiel des objets connectés 16	BOÎTES À OUTILS : 10 critères pour bien choisir son organisme de formation 43
ACTUALITÉS L'impact de la recherche sur les managers 10	PRESTATAIRES Notre sélection d'organismes de formation 32	

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23/24 October 2019, Lisbon, Portugal

EUROPEAN ORGANIZATION FOR QUALITY 

EQO Congress 2019
Rediscovering Quality



POSTERS

AVAILABLE ON TOPI APP



RISK ASSESSMENT METHOD BASED ON TIMING SEQUENCES ANALYSIS AND CONFIRMATION

Li Jingyuan, Wang Liwei, Li Minghua, Yang Shuangjin - **China Academy of Launch Vehicle Technology**

QUALITY MANAGEMENT INNOVATION OF HUALONG ONE (HPR1000) NUCLEAR POWER ENGINEERING EQUIPMENT SUPPLY PROJECT UNDER THE BELT AND ROAD INITIATIVE

Sun Danyu - **Nuclear Power Institute of China**

MANUFACTURING PROCESS OPTIMIZATION FOR R&D OF N36 ZIRCONIUM ALLOY TUBE-NUCLEAR FUEL CLADDING APPLYING THE QUALITY APPROACH BASED ON FMECA

Xu Jiangming - **Nuclear Power Institute of China**

PRACTICES AND EXPERIENCE ON PROJECT RISK MANAGEMENT

Wei-hua Ma - **Beijing Aerospace Automatic Control Institute**

RESEARCH ON THE FINE MANAGEMENT MODEL OF THE WHOLE PROCESS OF POST SERVO PRODUCT DEVELOPMENT BASED ON PROCESS

Tian-yu Liu, Wen-hai Zhang, Chang-ming Qin, Yao Yang, Bo Liu - **Beijing Institute of Precision Mechatronics and Controls**

QUALITY MANAGEMENT OF BORON CONCENTRATION MONITOR SYSTEM SUPPLY IN NUCLEAR PLANT

Wang Canhui, Deng Sheng and Fu Zhengzhong - **Nuclear Power Institute of China**

QUALITY MANAGEMENT AND PRACTICE OF CALIBRATION/TESTING LABORATORY BASED ON QUANTITATIVE CONTROL

Xiong Hou, Yu-hua Li, and Lei Yan - **Beijing Aerospace Institute for Metrology and Measurement Technology**

- Full Paper by LI JINGYUAN, WAN...
- Full Paper by SUN DANYU
- Full paper by XIONG HOU, YUHU...
- Full Paper by WANG CANHUI
- Full Paper by XU JIANGMING



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