

Australian Organisation for Quality (South Australia) Inc

Late Afternoon Seminar

Tuesday 24th March 2009

4.00 to 8.00 p.m.

University of South Australia, Building P Room P1-10, Mawson Lakes

Han van Loon



The AOQ Defence, Software & Manufacturing SIGs are dedicated to advancing the knowledge of quality practitioners working in defence, software, manufacturing and related areas. Anyone with an interest in quality, innovation, design, engineering, people soft skills, and holistic and sustainable approaches to quality and innovation will find this event thought provoking and a good networking opportunity.

Attendees will gain an insight into how their view of quality and innovation compares to Europe, what complexity science and value networks are and what they tell us, the trends in Europe and some holistic approaches to quality and innovation. This event will be of interest to IEEE members as Han is the nominated Swiss IEEE president-elect. This late afternoon seminar will be in two parts.

View from Europe – Quality, Improvement & Innovation

Han's presentation will give his insight into what is happening in terms of Quality Management, Improvement and Innovation in Europe. His experience covers a wide range of organisations: European Space Agency, The Fantastic Corporation, Swiss Life, Zurich Financial Services, the financial arm of the Swiss Post, Swiss Reinsurance, EADS (Airbus, Arianespace, Eurocopter), German automotive manufacturers, software suppliers and web firms such as Google. His consultations cover the application of process improvement, culture and change management, knowledge management, process assessment (CMMI, ISO 15504) and Lean. Han will incorporate a live audience survey in the presentation comparing the audience feedback with his database of results for Europe.

The second part of the event will use a knowledge café approach, popular in the US & Europe, to discuss Quality and Innovation. Participants are seated in a café style arrangement of 4 to 8 people per table and encouraged to discuss his/her views, write and draw on paper at each table. Each table covers a different aspect of the topic. There are 4-6 rounds of conversation of 15 minutes each. Participants change tables each round. At the end, each table host provides a summary. The café approach gives the viewpoint of all participants. You are encouraged to fill in the Innovation survey on the web page: <http://www.lc-stars.com/starscafe.html> before attending.

Han van Loon is visiting professor at Nottingham Trent University in UK and University of Business and International Studies in Geneva. An Australian, Han is the principal of a consulting company in Switzerland. He is the Swiss national standards representative to ISO for system/software and process assessment standards. He is nominated to become IEEE President Switzerland in 2009. Han serves on the board of four journals and three annual conferences. He has been the invited keynote speaker in Switzerland, Germany, France, Portugal, Poland and China. Han has authored 7 books, include 2 editions of his process assessment books, and the Reach for the STARS series. Han worked in Adelaide in the start-up of Saab Systems Australia as Information Services and Quality Manager for nine year in the 1990s.



Timetable: 4.00 to 8.00 p.m. (Drinks & Food mid-session and during the knowledge café)

Registration: 4.00 to 4.30 p.m.

Venue: <http://www.unisa.edu.au/about/campuses/mlmap.asp>

AOQ are please to hold this seminar at no cost with the compliments of the

[SA Centre for Innovation](#)

Please note the first 20 people to register will receive a copy of Han's STARS guidebook for FREE.

To assist with catering both members and non-members are requested to register by E-mailing the AOQ office and total numbers are limited to approximately 30 people : office@aoq.asn.au

[Australian Organisation for Quality \(South Australia\) Inc](#)

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