

WORLD QUALITY FORUM

2ND ANNUAL CONFERENCE 2024

Thursday, 18 April 2024 (To be held virtually)

UNLOCKING AND UNLEASHING TOTAL QUALITY FOR SUSTAINED PERFORMANCE AND IMPROVEMENT

Programme Director and Moderator: Professor Itumeleng Setlhodi

8:30	Opening and Welcoming	Prof I Setlhodi
8:40	Opening address and a reflection on the state of total quality within Society, Governments, Industry and the World in the context of the global pandemic of poor Quality <i>Against the backdrop of the persistent global pandemic of poor quality and the high cost thereof, the gurus of quality have established that the effectiveness, success or failure of quality in organizations is highly dependent on the state of quality maturity of such organizations.</i> <i>This topic will share survey findings on some key South African and multinational companies, and from citizens of South Africa and Lesotho, to explain and illustrate the strategic implications, on quality in total, of the respective states of Total Quality Maturity of</i> <ul style="list-style-type: none">○ <i>Companies, and their general posture on quality,</i>○ <i>the latest insights from independent research findings into the challenges that beset boards of companies worldwide, what their priorities are in the immediate term, medium term (3 – 5 years), long term (2030 and beyond), where and how quality features in these priorities,</i>○ <i>Civil Society, its sentiments and posture on the issue of quality in general, citizen's attitude towards the efforts by the Quality Profession at large to engender a culture of quality in Industry and Governments,</i>	Sipho Tjabadi
	Working to de-risk and to improve the local and global state of quality and Total Quality Maturity of Society, its Governments and Industry <i>The 2023 Indaba mandated the formation of Work Groups to conceptualise the work that is required to lead to the comprehensive solution to some of the key challenges that result from the low level of Quality Maturity in Industry, Government and Society.</i> <i>These are some of the major challenges that confront and hinder the Quality discipline from succeeding, and which also restrict the Quality Professionals and the fraternity at large from making a significant impact in their organizations.</i> <i>Hear from, and engage with the Work Group Leads as they outline the challenges and consequences of this situation, the context to the challenges, the desired end state which the Quality fraternity will collectively be working towards in order to achieve the desired solution, plus the broad roadmap to get to the desired end state.</i>	

	<i>The Work Groups will report under the below-mentioned themes:</i>	
10:00	Break	
10:10	Shaping, Leading, Directing Quality & Improvement	Tracy Moonsamy
10:35	<i>Delegates will take a short Poll (5 mins)</i>	
10:40	Mobilizing Business and Government to deliver quality	Mohlabane Majoe
11:15	Break	
11:25	Mobilizing Society, Participation and Volunteering for quality	Motiki Beleme
11:45	Unifying, Rationalizing, Strengthening the Quality fraternity	Gary Wyngaardt
12:05	Preparing, Empowering and Supporting the DoQI, fraternity and Society	Sipho Tjabadi
12:15	Break	
12:20	Safeguarding the Quality fraternity and Society	Pat Mnguni
12:40	<i>Delegates will take a short Poll (5 mins)</i>	
12:45	Law and Social compact	Adv. Eugenia Mwale
13: 10	<i>Delegates will take a short Poll (5 mins)</i>	
13:15	Lunch Break	
13:45	Moderated panel discussion with the Work Group Leads	
14:45	<p>Organizing, Unifying and Professionalising the governors of Quality & Improvement to lead Total Quality</p> <p><i>The task of effectively leading, directing and governing organizations towards the best state of Total Quality Maturity requires the establishment of a new and permanent role for the leader of Quality & Improvement at the highest level of authority of the organization – the governing body (e.g. the board of directors) to drive the process. This is essentially a new role that does not exist currently.</i></p> <p><i>The aspirant and future governors of Quality & Improvement will need to be organized, briefed, guided, and trained now in order to prepare them for their future roles, and then supported, nurtured, safeguarded and assisted in every way possible to ensure their effectiveness and success in those future roles.</i></p> <p><i>This topic will introduce and share with our delegates the establishment of our new global professional Body for the future governors of Quality & Improvement, its mission and purpose, its strategic fit in the universe, value proposition, its governance, priorities, membership related aspects, and other relevant organizational matters.</i></p> <p><i>The launch of this body is one of the matters that came out at, and is an outstanding action from the 2023 conference. It is also in response to further enquiries from a number of fellow members of the Quality family about membership of the World Quality Forum.</i></p> <p><i>Delegates will get the opportunity to contribute their inputs into the governance, priorities, membership aspects, etc. of this new, prestigious, highly influential and powerful body that will implement the Quality agenda going forward.</i></p>	Sipho Tjabadi
15:40	Break	
15:50	Moderated interaction	
16:35	Suggestions (<i>Delegates will take a short Poll (5 mins)</i>)	All
16:40	Event Evaluation (<i>Delegates will take a short Poll (10 mins)</i>)	All
16:50	Closing remarks	tba
17:00	End	