BACKGROUND

The Australian Organisation for Quality (AOQ) has a long history of organising a national Quality Conference (Qualcon®) every two years. Qualcon has become recognised as a key event in the Quality calendar.

In 2023, we return to an in-person conference format after the necessary move to a fully digital experience in 2021 as a result of the COVID-19 pandemic.

The conference will be held in the beautiful grounds of the Deakin University Waterfront campus. Against the backdrop of Geelong as a place of innovation and new technologies, it will be a great place to consider the here and now of Quality and the possibilities for the future.

This conference offers a great opportunity for Presenters.

These include:

- An Australasian conference

- Excellent exposure for you and your ideas

- Participation with a discounted registration fee for presenters in recognition of your contribution to the conference.

- Assistance to make an impactful presentation – our program team will help you ensure your content is excellent.

THE CONFERENCE THEME

In Australia especially, we tend to be forward thinking, early adopters of ideas and we're pleased that this is reflected in the theme for this year's conference.

We're charging beyond Quality 4.0, which looked at applying technology into quality. Quality 5.0 views Quality through a much more human-centred approach and looks to support society. Quality 5.0 considers disparate issues such as human-robot collaboration, development of sustainable and resilient systems and human centricity.

This conference offers a rare opportunity to examine the present as we find ourselves as technology and humanity intersects with purpose!

This is the thinking that created the conference theme:

Quality 5.0: People, Processes and Performance with Integrity

THE CONFERENCE STRUCTURE

The conference structure will consist of a single stream over two days. Each session will examine the areas of:

- Quality and People
- Quality and Processes
- Quality and Performance
- Quality and Integrity
- Quality and Technology

Each day of the conference will commence with a keynote speaker, exploring aspects of the overarching theme of Quality 5.0 The keynote presentation will set the context for the individual presentations that comprise the sessions that follow.

Each paper presentation will typically be 20-30 minutes.

This will deliver high quality, thought-provoking presentations to the audience that are aligned to different perspectives of the Theme: "*Quality 5.0: People, Processes, Performance with Integrity*".

Preceding the conference presentation days, two half-day workshops will be held on 11 October 2023. These will be on Holding persuasive meetings and conversations with a design thinking approach; and Innovation and Improvement.

The Conference programme will be recorded and your content may be used for future AOQ materials.

The key ideas each Session will cover include:

SESSION	IDEAS INCLUDED
Quality and People	As Quality 5.0 gains an increased standing in our conversations it is easy to focus on the technological aspects of it, but where and how do people fit into that same conversation? There are so many very serious questions that we need to ponder as we wrestle with what Quality 5.0 means to us as a profession so that we can guide our organisations into the future. Just a few of the considerations are: • Does the dynamic between quality management and people change with Quality 5.0 coming into play? Does that dynamic become more critical or less so? • With the embracing of more advanced technology, will the increased amount of data help or hinder people in being able to carry out their work? What could be the unintended consequences of relying heavily on technology-provided objective data that has human subjective insights removed? • Will technology make people feel more empowered in their work or less so? If people feel a "step removed" by technology, how do you foster a sense of ownership and empowerment in them? • How do you get people to take on Quality 5.0 when their very natural and real reaction is to be concerned about the future of their job? How do people that are potentially displaced by the technology of Quality 5.0 find a place in a changed workforce? • Thinking broadly, how will Quality 5.0 impact people at all levels and in all areas of an organisation? Who will feel the impact/benefits the most and why? • As quality professionals, what is the role that we need to play in making the interface between Quality 5.0 and people as integrated and successful as possible? How do we balance the pulls of technology and people? Do we have the skills and knowledge needed to effectively navigate the road ahead with Quality 5.0? Taking on the deliberations above as a broad guide, presenters are asked to provide insights, perspectives, concepts and solutions that may help audience members gain the necessary knowledge needed to successfully make Quality 5.0 more than just another tag-line.

SESSION	IDEAS INCLUDED
Quality and Processes	Process plays a significant role is delivering the desired results for an organisation. Process appears to be easy to understand by mapping inputs, processes and outputs. At the same time, however, everything can be seen as a process in an organisation as there are thousands of processes; the challenge is, how to map and align them horizontally and vertically so that, a good quality system can be built on the organisational processes, everyone in an organisation understands how their work contributes to the end results. It is also important to map, analyse and understand the process interactions, value chain, process maturity levels, improvement opportunities, automation of processes, integrating technology, digital transformation etc. All of these can make processes more effective and efficient and improve quality of products and services that can delight customers. You may choose any of the following topics for this session. • Process architecture and value chain • Process transformation and automation • Process improvements • Process innovation • Process effectiveness and efficiency • Cost of process quality • Process and quality control • Process and quality assurance • Process risk management • Process maturity assessments • Role of process in customer value proposition.

SESSION	IDEAS INCLUDED
Quality and Performance	The Quality and Performance sub-theme covers the art of measuring and scoring quality indicators against mandated or desired criteria to make judgment of quality performance. This area of quality is closely related to monitoring, measurement, analysis and evaluation. This has the ability to lend itself to all aspects or providing a service or product. An organisation's ability to express their quality performance is a key piece of ISO 9001 and something business owners, shareholders, customers and employees are wanting to know. You could discuss the following topics: • Measuring and reporting the success of a process, project or system • The quality performance of controlling non-conforming output. • Quality performance indicator selection and expression • When judging quality performance using measurable objectives goes right. ...or goes wrong • Evaluating the quality performance of a new or modified process within the management system • Quality performance data validation
Quality and Integrity	The Quality and Integrity session explores the distinction between quantitative and qualitative methods of Quality and their relationship with the concept of Integrity within the sphere of Quality processes and outcomes. How can we implement qualitative change within the context of beliefs and convey fairness via numerical values, statistics and surveys, or convey perceived quality or quantitative Quality outcomes via experience, thoughts or concepts via words? Both rely on the Integrity and ethical concerns operating within privacy, cultural concepts, physical and mental attributes and custodial ownership of resources. You could also explore what Integrity in Quality means, and how movements such as ESG impact on the way quality is practiced. How do ethical frameworks intersect with decision making within the traditional quality space? What are the future expectations when it comes to the contemporary Quality Practitioner with respect to integrity?

SESSION	IDEAS INCLUDED
Quality and Technology	Quality 4.0 was all about introducing technology into Quality and supporting processes with technology. Digitisation and automation were the focus. This trend continues under Quality 5.0, but also considers how humans and technology can work together. Technology will continue to support Quality and Quality Practitioners and in this sub-stream, you could explore what is available by way of technology and how it can be used as tools in the domain. How might new digitisation tools change the way we focus on customers? You could explore the following areas: • Technological developments and innovations to assist the practice of Quality • How AI could impact on Quality Professionals in the near and distant future • How digitisation of data can help us better understand customer dynamics and expectations • How can we get the best human-centric approaches to the use of technology in the Quality domain

We'd love you to be part of this!

If you are engaged professionally in Quality, we know you are committed to expanding the understanding of Quality, and promoting Quality thought leadership. Our invitation to you is to participate in the Conference as a Presenter.

You may contribute:

- A research study;

- A literature review;

- A case study;

- An evidence-based or data-based analysis;

- An idea that challenges the present and evokes the future.

If your presentation is selected, we will work with you to ensure that your presentation has great content and is presented in an engaging and professional way.

In recognition of your contribution, you'll receive a discounted access pass to the conference.

Interested?

Here's how we work through this together.

Submission of Abstracts **This will be a written Abstract**	Until 17 June 2023
Review of suitability **We may contact you about required improvements**	17 June – 12 July 2023
Acceptance/Rejection advised **Instructions for Presentation slide deck requirements provided**	By 12 July 2023
Provide speaker biography and final abstract	By 11 August 2023
Slide Deck and (optionally) written paper to be provided	By 7 October 2023

Please complete the online form and send us your abstract to admin@qualcon.com.au (either via email, or WeTransfer.com) no later than Saturday 17 June 2023.

The slide deck template will be provided via the conference website.

Thank you on behalf of the conference organising committee.