

# Panel Discussion: New Challenges of Quality Professionals in Asia

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# Panel Discussion: New Challenges of Quality Professionals in Asia

## Panelists:

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# Emerging Trends in the New Millennium



- Demographics
- Globalization
- Outsourcing & Offshoring
- Information Technology
- Customer focus
- Evolving concept of quality

# Emerging Trends in the New Millennium

## Demographics

- Urbanization
- Graying population in the developed world & in China

## Implications

- Abundant supply of labor in urban areas
- Growth of processed food industries
- Growth of the service sector
- Increased demand for health care services
- Growth of virtual enterprises – syndicates of talents



# Emerging Trends in the New Millennium

## Globalization

- Removal of trade barriers to facilitate free flow of goods and services



## Implications

- Increasingly, the business environment is becoming a level playing field – *The World is Flat* \*
- Companies have to compete in the world marketplace
- Firms with geographically dispersed operations that exploit the relative competitive advantage of different localities – growth of supply chain management
- International / regional standards

\* Thomas Friedman (2006)

# Emerging Trends in the New Millennium



## Outsourcing & Offshoring

- Taking specific in-house function to another company
- Moving a factory out of the home country

## Implications

- Migration of the manufacturing, transactional, commoditized operations to low cost countries
- China becomes the world's factory
- India becomes the world's back office
- Managing risks in a dispersed supply chain

# Emerging Trends in the New Millennium

## Information Technology

- Ubiquity of IT applications
- Growth of the Internet, processing speed of computers, & wireless communications



## Implications

- The world becomes a global village
- Telecommuting of knowledge workers
- IT as enabler of business model & **platform for collaboration**
- Undesirable materials in the cyber world – spam mails, cyber porn; IP right infringement of digitized materials
- Information security issues (ISO 27000); cyber crime

# Emerging Trends in the New Millennium

## Customer Focus

- Customers demand better, faster and cheaper products & services

## Implications

- Shorter lead time
- Shorter product life cycle
- Smaller batch sizes
- Mass customization
- Innovation – product / processes / business model





# Emerging Trends in the New Millennium

## Evolving Concept of Quality

- Conformity – waste prevention – performance excellence
- Creating expectations & delivering value to customers
- Responsibility to stakeholders

## Implications

- Enterprise excellence models – BNQP
- Emphasis on sustainability – ISO14000, RoHS Directive
- Corporate social responsibility – environmental protection, social equity and economic growth



## The Impact of These Trends on Quality Professionals in Asia

- Opportunities & threats ...
- Strength & weaknesses ...
- Roles & turf ...
- Body of knowledge & capability ...
- What need to be done?

*New challenges to be surmounted ...*

