

Program

10th International Research Conference on Quality, Innovation & Knowledge Management

Sunway Resort Hotel and Spa, Kuala Lumpur, Malaysia
15 – 18 February 2011

Monday 14 February 2011

9 am – 5 pm	Doctoral Workshop Venue: Plenary Theatre, Monash University, Sunway Campus, Malaysia
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Tuesday 15 February 2011

9 am – 1 pm	Doctoral Workshop Venue: Plenary Theatre, Monash University, Sunway Campus, Malaysia
7 – 9 pm	Welcome reception Venue: Sunway Resort Hotel and Spa, Caymans Foyer Level 10 Professor Amrik Sohal Department of Management, Monash University, Caulfield Campus, Australia Professor Pervaiz K. Ahmed School of Business, Monash University, Sunway Campus, Malaysia

Wednesday 16 February 2011

Morning Session

8 am onwards	Registration	Caymans Foyer Level 10
9 – 9.10 am	Opening Ceremony: Welcoming remarks Professor Amrik Sohal Department of Management, Monash University, Caulfield Campus, Australian Professor Pervaiz K. Ahmed School of Business, Monash University, Sunway Campus, Malaysia	
9.10 – 9.30 am	Official Opening: Address by Guest of Honour Dato' Kamal Jit Singh CEO, Special Innovation Unit (UNIK), Prime Minister's Office	
9.45 – 10.30 am	Keynote address Professor Gabriele Lakomski Centre for the Study of Higher Education, University of Melbourne, Australia	
10.30 – 11 am	Press Conference & Morning tea	Caymans Foyer Level 10
11.00 – 12.30 pm	Industry Speakers – Panel Discussion Keynote Speaker 1: Tan Sri Emeritus Prof Datuk Dr Augustine Ong Founder and President, Malaysian Invention and Design Society Keynote Speaker 2: Michael Heng President and CEO, Energycorp Global and SEIT	Grand Caymans
12.30 – 1.30 pm	Lunch	Bahamas Level 12

Program

Wednesday 16 February 2011 *continued*

Afternoon Session – Paper Presentations

1.30 – 3 pm	Parallel Session I – Leadership Session Chair: Mike Donnelly Role of transformational leadership in enhancing organizational absorptive capacity <i>Anne Kallio and Mirva Hyypia</i> Understanding the relationship between leadership styles and safety performance in the oil and gas industry: A proposed model <i>Warmeedh Khdair</i> Need to know: Lessons from Sino-Australian business negotiators on the importance of Guanxi, emotions and generational differences in Chinese negotiation behaviour <i>Ruby Ma, Charmine Härtel and Sharif As-Saber</i>	Room Caymans 1
1.30 – 3 pm	Parallel Session II – Knowledge Management I Session Chair: Pervaiz K Ahmed Does relationship capital mediate the effects of export knowledge on firm performance? <i>Doren Chadee and Banjo Roxas</i> The application of knowledge creation in pulled and pushed innovation management processes <i>Mohamad Aghdasi, Mina Ranjbarfard and Yasaman Asadi</i> A conceptual framework of the relationships among knowledge management processes, innovation and organizational performance <i>Laith Ali Yousef Al-Hakim and Shahizan Hassan</i>	Room Caymans 2
1.30 – 3 pm	Parallel Session III – Innovation Systems Session Chair: Amrik Sohal Matters of national innovation infrastructure and the performance of firms <i>Ronald Beckett</i> In search of a Rug that Ties the Room Together - Exploring the Discourse on Localized Innovation Spaces – examples from the UK and Australia <i>Ian McLoughlin, Paul Couchman and Andrew O'Loughlin</i> Crowdsourcing for R&D problems: The “What’s your Problem New Zealand” Story <i>Sally Davenport</i>	Room Caymans 2
1.30 – 3 pm	Industry workshop A Session Chair: Pervaiz Ahmed	Room Caymans 4
3 – 3.30 pm	Afternoon tea	Caymans Foyer Level 10
3.30 – 5.30 pm	Parallel Session IV – Supply Chain I Session Chair: Gillian Wright Competitive advantage of the regional convenience store chain in Japan: Knowledge acquirements and exploitation based on market orientation. <i>Inoguchi Junji</i> Service delivery issues for the private security industry. <i>Desere Kokt</i> Top down vs emergent decision making in operations: The case of supply chain management enabling technologies. <i>Damien Power</i> Food quality as a supply chain performance indicator for Australian cattle producers. <i>Ferry Jie, Kevin Barton and Karen Wang</i>	Room Caymans 1

Afternoon Session – Paper Presentations

3.30 – 5.30 pm	Parallel Session V – Innovation/Knowledge Management and SMEs	Room Caymans 2
	<p>Session Chair: Peter O'Neill</p> <p>The effect of exploration and exploitation innovation on performance in SMEs. <i>Daniel Prajogo</i></p> <p>Organisational change in SMEs: Change Innovators or laggards? <i>Retha Wiesner and Nicci Poole</i></p> <p>Organisational size and its knowledge level: an empirical study in Iranian petrochemical SMEs. <i>Mostafa Jafari, Atieh Bourouni, Peyman Akhavan and Roozbeh Hesam Amiri</i></p> <p>A review of critical success factor of performance measurement implementation in quality management systems for SMEs <i>Nur Naha Abu Mansor</i></p> <p>Factors influencing knowledge transfer process in ERP system implementation within Indonesian SMEs. <i>Indra Cahyadi</i></p>	
3.30 – 5.30 pm	Parallel Session VI – Quality in Higher Education	Room Caymans 3
	<p>Session Chair: Ross Chapman</p> <p>Measuring students' perceived higher education service quality: A segmental approach to scale development and validation. <i>Anand Agrawal, VieMing Tan and Shruti Jain</i></p> <p>Work integrated learning for school quality and health. <i>Yvonne Lagrosen and Stefan Lagrosen</i></p> <p>Increasing grade point average of a given high school using six sigma approach. <i>Elham Sadat Mousavi and Sedigh Raiessi Vahab Vahdat</i></p>	
3.30 – 5.30 pm	Parallel Session VII – Quality & Performance	Room Caymans 4
	<p>Session Chair: TBA</p> <p>Organizational performance in the light of sustainable quality management. <i>Boštjan Gomišček, Matjaž Maletič, Damjan Maletič</i></p> <p>Using the Kano Model and the SERVQUAL to identify the critical service quality elements. <i>Hsu-Hwa Chang, Tse-Chieh Lin, Chih-Hsin Lee and Teng-Yi Huang</i></p> <p>E-Government initiatives in Bangladesh – Need for a holistic view and engagement of government staff <i>Rizwan Khair and Mohammad Jahirul Quayum.</i></p> <p>Challenges in matching performance metrics to defence acquisition. <i>Kevin Burgess</i></p>	
7 pm	Formal Conference Dinner	Bahamas Level 12

Program

Thursday 17 February 2011

Morning Session – Paper Presentations		
8 am onwards	Registration	Caymans Foyer Level 10
9 – 10.30 am	<p>Parallel Session VIII – Knowledge Sharing</p> <p>Session Chair: Peter Murray</p> <p>The impact of organisational knowledge and knowledge sharing on the quality of downsizing and restructuring <i>Helen Sitlington and Verena Marshall</i></p> <p>Establishing a web-based learning laboratory to facilitate collaborative innovation and knowledge diffusion <i>Ronald Beckett</i></p> <p>The influence of selected factors on tacit knowledge sharing behaviour in organizations: A conceptual framework <i>Visvalingam Suppiah, Manjit Singh Sandhu and Mahendhiran Nair</i></p>	Room Caymans 1
9 – 10.30 am	<p>Parallel Session IX – Sustainability & Risk Management</p> <p>Session Chair: Damien Power</p> <p>WorleyParsons' Risk Based Approach to Quality Management Reviews <i>Nishal Sukumaran, Helen Creed and Alan Roberson</i></p> <p>Sustainable engineering and innovation technology in managing infrastructure systems <i>Bassey Okon</i></p> <p>Insights into sustainability change management from an organisational learning perspective: Learning from SME <i>Retha Wiesner, Doren Chadee and Peter Best</i></p>	Room Caymans 2
9 – 10.30 am	<p>Parallel Session X – Employment & Innovation</p> <p>Session Chair: Ross Chapman</p> <p>Testing for willingness to engage in improvement work <i>Bjarne Bergquist and Mats Westerberg</i></p> <p>Creative control: Balancing between management control of innovation and employee's potential on innovation <i>Zeinolabedin Rahmani, Lilufar Homayenikfar and Zohreh Alaei</i></p> <p>Diverse forms of knowledge and skilled labour immigrants' adjustment to Malaysia's society <i>Chui-Hong Tan</i></p>	Room Caymans 3
10.30 – 11 am	Morning tea	Caymans Foyer Level 10
11 – 12.30 pm	<p>Parallel Session XI – Quality in Services</p> <p>Session Chair: Quamrul Alam</p> <p>Measuring quality in public services <i>Gillian Wright, Tony Hines and Margaret Hyde</i></p> <p>The effect of preventive actions in dental care on improved health outcomes <i>Alan Baldwin, Amrik Sohal and Peter O'Neill</i></p> <p>Service quality design using quality function deployment for Golden Flower Hotel – Kagum Group <i>Alma Elizabeth Pattinasarany</i></p>	Room Caymans 1
11 – 12.30 pm	<p>Parallel Session XII – Innovation/Knowledge Management & SMEs II</p> <p>Session Chair: Tritos Laosirihongthong</p> <p>The role of strategic planning and HR managerial involvement and types and sources of analytic information on SMEs <i>Peter Innes and Retha Wiesner</i></p> <p>Impact of formal institutional environment on innovativeness and performance of SMEs in the Philippines <i>Banjo Roxas and Doren Chadee</i></p> <p>Facilitators and barriers to strategic innovation: Case study of the Catalan textile industry <i>Alba Sanchez, Xavier Ferràs and José María Castán</i></p>	Room Caymans 2
11 – 12.30 pm	<p>Parallel Session XIII – Supply Chain II</p> <p>Session Chair: Imam Baihaqui</p> <p>Mapping the food supply chain in UAE: The case of food imports from Australia <i>Karim Mousa, Zeina Abbas, Toufic Mezher, Ali Diabat, Amrik Sohal</i></p> <p>Off-shoring – cooperation and coordination of knowledge in supply relations <i>Claus Jorgensen and Christian Koch</i></p> <p>Building supply chain knowledge and collaboration using social capital <i>Mesbahuddin Chowdhury, Daniel Prajogo and Quamrul Alam</i></p>	Room Caymans 3

12.30 – 1.30pm	Lunch	Atrium Cafe and Lounge
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Afternoon Session

1.30 – 3.30 pm	<p>Parallel Session XIV – Employees & Innovation</p> <p>Room Caymans 1</p> <p>Session Chair: Richard Cooney</p> <p>Knowing strategies: Discussing the role of employee participation <i>Claus Jorgensen, Ole Friis and Christian Koch</i></p> <p>Ideas to innovations: A programme to generate innovations from employees <i>Helen Mitchell</i></p> <p>Product innovation and performance: Influence of tacit knowledge sharing <i>Rohana Ngah and Abdul Razak Ibrahim</i></p> <p>The role of human resource practices in developing knowledge and learning capabilities for innovation: A study of IT service providers in India <i>Eric Kong, Doren Chadee and Revti Raman</i></p>
1.30 – 3.30 pm	<p>Parallel Session XV – Innovation & Integrated Management</p> <p>Room Caymans 2</p> <p>Session Chair: Ron Beckett</p> <p>Implementation of an integrated management system in aluminium plant Slovalco, Joint Stock Company (Slovakia) <i>Edita Vircikova and Milan Vesely</i></p> <p>Collaborative project management through public private partnerships: The Eastlink experience in Victoria <i>Humayun Kabir and Quamrul Alam</i></p> <p>Gap analysis as a first step in implementing QMS, EMS and OH&SMS <i>Mursyid Hasanbasri and Krisna Hardi</i></p> <p>Logistic and Network Organisation in Supporting Post Disaster Management: A Case of Bantul Local Government, Indonesia <i>Quamrul Alam and Bevaola Kusumasari</i></p>
1.30 – 3.30 pm	<p>Parallel Session XVI – Team Work</p> <p>Room Caymans 3</p> <p>Session Chair: Sally Devonport</p> <p>Learning behaviour, team contexts and team performance <i>Peter A Murray and Bruce Millett</i></p> <p>Facilitating team members in an organization to take responsibility of change for innovation: The role of action researcher <i>Anne Kallio and Mirva Hyypia</i></p> <p>Team work in high risk organizations <i>Soren Voxted</i></p> <p>Spiritual-Based Leadership for Innovation Management <i>Karthyeni Purushothaman, Amrik Sohal and Andrea Howell</i></p>
3.30 – 4 pm	<p>Afternoon tea</p> <p>Caymans Foyer Level 10</p>
4 – 5.45 pm	<p>Interlude before Evening Program</p>
5.45 – 7 pm	<p>Academic Panel Discussion Session</p> <p>Session Chair: TBA</p> <p>Panel Members</p> <ul style="list-style-type: none"> • Professor Ian McLoughlin, Head, Department of Management, Monash University • Professor Ross Chapman, Head, Deakin Graduate School of Business, Deakin University • Professor Sally Davenport, Head, School of Management, Victoria University of Wellington, New Zealand • Professor Pervaiz K. Ahmed, School of Business, Monash University, Sunway campus, Malaysia • Professor Mike Donnelly, Dean, Faculty of Business & Enterprise, Swinburne University of Technology, Australia
7 pm	<p>Conference Dinner (Informal)</p> <p>Borneo Rainforest Cafe</p>

Program

Friday 18 February 2011

Morning Session – Paper Presentations

8 am onwards	Registration Caymans Foyer Level 10	
9 – 11 am	<p>Parallel Session XVII – Quality Management & Performance</p> <p>Session Chair: Peter O’Neill</p> <p>Examining the Relationship among types of quality costs: its impact on productivity and costs <i>Mohammed Al-Dujaili</i></p> <p>Assessing the impact of information technology on quality performance considering the role of leadership <i>Maria N Perez-Arostegui, Francisco-Javier Llorens-Montes and Valentin Molina-Moren</i></p> <p>Quality and performance discontentment: Two-way Mirror on the Mystery Shopper: A Retail Jeweller versus the Mystery Shopper Agency’s Perspective <i>Margaret Tang</i></p> <p>A contingency approach in quality management <i>Ton van der Wiele and J D Van Iwaarden</i></p>	Room Caymans 1
9 – 11 am	<p>Parallel Session XVIII – Technological Issues</p> <p>Session Chair: TBA</p> <p>Strategic alignment and communications - mediate the influence of IT flexibility and emotional intelligence on innovation <i>Saeid Jorfi, Hassan Jorfi, Khalil Md Nor and Lotfi Najja</i></p> <p>An evaluation of learning and innovation through strategic technology alliances in Malaysian manufacturers <i>Juhaini Jabar and Claudine Soosay</i></p> <p>Beliefs and behaviours to technological changes and innovation adoption: A multiple case study <i>Suku Bhaskaran</i></p> <p>Towards a model of technological development strategies of firms in joint venture partnerships <i>Dilupa Nakandala, Tim Turpin and Terrence Sloan</i></p>	Room Caymans 2
9 – 11 am	<p>Parallel Session XIX – Knowledge Management II</p> <p>Session Chair: Gillian Wright</p> <p>A model for measuring the knowledge creation processes <i>Dmytro Korposh</i></p> <p>Knowledge management: An organizational absorptive capacity perspective <i>Grace Chua Beng-Hui</i></p> <p>Personal knowledge management among researchers: Knowing the knowledge expert <i>Shahrinaz Ismail and Mohd Sharifuddin Ahmad</i></p> <p>Relationship between Knowledge Management Systems, Productivity and Quality Control: An Investigative Study <i>Mohammed Al-Dujaili</i></p>	Room Kaywest
11.00 – 11.30 am	Morning tea	Caymans Foyer Level 10
11.30 – 12.30 pm	Plenary Session: Industry Panel & Closing Remarks	Grand Caymans
12.30 – 2 pm	Lunch	Avanthi Italian/American

2 – 6 pm

Industry Tours

Tour 1 – ACGT Sdn Bhd – Friday 18 February

You will arrive at the ACGT Laboratories and begin with a corporate overview. This will be followed by a scientific presentation by Dr Cheah Suan Choo, Chief Scientific Officer, ACGT. You will then be taken on the laboratory tour which will cover Sequencing Pipeline Briefing, Bioinformatics Programme and High Performance Computing Cluster. To conclude the tour you will have the chance to ask questions whilst partaking in refreshments.

Web site: www.acgt.asia

The tour time is approximately 2 hours – travel time is approximately 1 hour

Tour 2 – Yakult – Friday 18 February

Delegates will arrive at the Yakult Factory in Seremban, a neighbouring state to Selangor and Kuala Lumpur. The tour will begin with a briefing and video show, presented by the management of the factory, followed by a tour of the production site. The tour will conclude with sampling sessions and question and answer time. Yakult products will be made available for purchase at the end of the tour.

Web site: www.yakult.com.my

The tour time is approximately 1.5 hours – travel time is approximately 1.5 hours
