

MIFLORA MINOZA-GATCHALIAN
CEO, QUALITY PARTNERS COMPANY, Ltd.

BRIEF BIO-DATA (as of June, 2005)

Dr. MIFLORA MINOZA-GATCHALIAN, earned her Doctorate's degree from the University of Tokyo in Japan, Master of Arts in Statistics and BS Food Technology degrees from the University of the Philippines (U.P.). She obtained her graduate Diploma in Industrial Quality Control, with distinction, from Bowcentrum International Education in the Netherlands. She obtained her certification as "HACCP Trainer" and as "SCP Trainer" from the Association of Food and Drug Officials Sea Food Alliance, US FDA.

She is a member of the prestigious **International Academy for Quality** and is the Philippine Councilor of the American Society for Quality (ASQ) International Chapter which later raised her to the rank of **Fellow**. She is the Secretary General, Emeritus of the Asia Pacific Quality Organization and had been past President of both the Federation of Institutes of Food Science and Technology in ASEAN and the **Philippine Society for Quality**. She is the Founding President of the Philippine Association of Food Technologists and is a member of the **International Honor Society of Phi Kappa Phi.**, and the National Research Council of the Philippines. She had been a United Nations Consultant on Quality, UN Chief Technical Adviser on Standards and Quality in Vietnam, ILO International Consultant and a full Professor at the U.P. She was lately a Consultant on Quality of International Training Australia and currently the National Consultant on SPS-WTO of the European Commission. She is also the ASEAN Expert on GMP-SSOP-HACCP of the EC-ASEAN Project of the EU.

Among major honours she received were from: (a) the U.P. Alumni Association, the "Most Distinguished Professional" Award ; (b) Department of Science and Technology, "The Most Distinguished Food Technologist in the Philippines" award; (c) Philippine Quality and Productivity Movement "Productivity Excellence Award"; (d) APQO-Walt L. Hurd Foundation the "Harrington-Ishikawa World Quality Professional Award" presented in Mexico; (e) the American Society for Quality, the "E. Jack Lancaster Award" which she received in California, USA and she received a "Special Award" from the PSQ during its 14th National Quality Forum. Recently, she received from Shanghai Association for Quality in China, the Magnolia Award for Global Excellence. **Recently, the APQO-Walt L. Hurd Foundation honoured Dr. Gatchalian with a medal in her name (Miflora Minoza Gatchalian Gold Medal) to be awarded to a deserving Woman in the world who have achieved excellence in global quality advocacy and practice.**

She was a member of the first Board of Examiners of the Philippine Quality Award or PQA (patterned after Malcolm Baldrige National Quality Award) and is part of the PQA Team that is upgraded yearly. She has written and published several books on Sensory Evaluation, quality and statistics, as well as, research articles in internationally peer-reviewed Quality or Management Journals.

The consultant is married to **Dr. Jose C. Gatchalian**, Professor and former Dean of U.P. School of Labor and Industrial Relations (SOLAIR).

DETAILED CURRICULUM VITAE
MIFLORA M. GATCHALIAN
(Updated as of January 2005)

I. FULL NAME: : Miflora Minoza-Gatchalian

DATE OF BIRTH: December 10, 1938

MARITAL STATUS: Married to Dr. Jose C. Gatchalian (former Dean, U.P. SOLAIR)

CHILDREN: May Ann & Gerrit Kuik, May Lynn & Ray Miranda, Joel & Marivic Agarao,
Jon and Janette Villanueva and Jay and Shiela Mangahas

II. ACADEMIC DEGREES:

Doctor of Agriculture (PhD. equivalent), Tokyo University (TODAI), Bunkyo-ku, Japan (March 1992)
under RONPAKU Grant of the Japanese Society for the Promotion of Science (JSPS)

Post Graduate Diploma (with distinction) in Industrial Quality Control , Bowcentrum International
Education (BIE), Rotterdam, Holland, under NUFFIC Scholarship Grant, 1976

M.A. Statistics, United Nations Program - United Nations Fellowship Grant, University of the
Philippines (U.P.) Statistical Center, 1968

B.S. Food Technology (5-year program), U.P. College of Education, 1959

High School – 1954 University of the Philippines High School

III. OTHER TRAINING UNDERTAKEN:

Participant Annual upgrading of Philippine Quality Award Assessor through MBNQA – ASQ
Trainer, Dr. uis Calingo, USA. Yearly since 1992. up to the present

Participant , 5-day workshop on EU-Approach to GMP- HACCP conducted by Laurent Camberou, EU
Expert on SPS-WTO at the Dept of Trade and Industry, Philippines, June 28- July 2 , 2004

Certificate of Active Participation, 5-day Six Sigma Program conducted by Dr. Greg Rahn of
Trifinity, USA, at Hotel Intercontinental, Manaila, October, 2001

Certificate of HACCP Course Completion for “Train the Trainers” (Certificate Number 0065-112800-
99446) November 28-29, 2000 by the Association of Food and Drug Officials (AFDO) in San
Francisco, California , USA

Certificate of SCP Course Completion for “Train the Trainer Course” (Certificate Number 9015-
120100- 99490) December 1, 2000 by the Assoc. of Food and Drug Officials (AFDO) in San
Francisco California, USA.

Certificate of successful completion, Seminar –workshop (with exam) on ISO 9000: 1994 transition to
ISO 9001:2000 , conducted by AJA Certifying Company (UK) at the Dusit Hotel Makati, Feb.
19-20, '01

Qualified as Philippine Quality Award Examiner (patterned after Malcolm Baldrige Quality Excellence
Award) and actually assessed as Team Leader several companies in the Philippines (since
February, 1998).

Certificate of Completion, “Seafood HACCP” 3-day seminar conducted by University of California
(Davis) and the Association of Food and Drug Officers, at USFDA Building, Alameda,
California, May 21-23, 1997

Certificate of Active Participation, Assessor’s Training of the Philippine Quality Award (Patterned
after Malcolm Baldrige National Quality Award or MBNQA)-conducted by Dr. Luis
Calingo on January 14-17 , 1997 at DAP Conference Center, Tagaytay City, Philippines.

Certificate of Attendance, JURAN Institute’s “Understanding, Assessing, Improving with the
Malcolm Baldrige National Quality Award Criteria with Charles Aubrey; Oct. 19, 1996 at
Bayview Hotel, Manila, Philippines.

Certificate of Active Participation, Seminar-workshop on “Measurement Of Customer Satisfaction”
American Society For Quality Control (ASQC) , Chicago Illinois, May 1996.

Taken and Passed the “ISO 9000 Lead Assessors’ Course” from SGS -Yarseley with IQA (UK)

Certificate No. 94/A93223S, 1994
Certificate of Completion for Training Course on Documentation and Internal Audit, ISO 9000 by SGS Yarseley, 1993
Certificate in Advanced Course in Baking, Under Pedro Pratt Scholarship (Spain), PIB-PWU, Manila, 1972
Certificate in Food Packaging, CFTRI, Mysore, India under FAO Scholarship Grant, 1971
Trained for sensory evaluation/assessment in Tropical Products Institute, Gray's Inn Road, London, 1976; University of California Davis (with Rosemarie Pangborn, Dr. Michael Ohomoney), 1978; Cornell University Experimental Station (with Dr. Malcolm Bourne and Dr. Keith Steinkraus), 1980
Several Short-term Seminars on Quality Management, Juran (1986); Earnst and Young (c/o Dr. H.J. Harrington in 1989); Updating ISO 9000 understanding to 1994 version, Brian Lane, SGS YarseLey, Nov. 1994; etc.

IV. POSITION/WORK IN WHICH ENGAGED (last ten years only):

Chief Executive Officer, Quality Partners Company, Ltd. 1996 up to the present
Lead Assessor, Philippine Quality Award (based on Malcolm Baldrige), 1998 to present
SEI auditor (protective clothing like gloves, helmets and vests) for the Asia Pacific, 1999 to present
International Expert on SPS (Sanitary and Phyto-Sanitary of WTO), European Commission (EC) on Trade Related Technical Assistance (TRTA) - 2003 onward
International Consultant on Hazard Analysis Critical Control Point (HACCP) of the European Commission- ASEAN Project - 2003 onward
Consultant on Quality Assurance of International Training Australia handling an ADB Project for the Total quality improvement of TESDA, Technical Institutions, 2002 to present
International Labor Organization (ILO) International Consultant involved in "ILO/USA Tripartite LMC Project" in Indonesia, 2001 -2002
Judge, LMC Projects Presentation of Enchanted Kingdom, December 9, 2002, Sta Rosa, Laguna
Chairman, Board of Judges at SPI Technologies Circles Presentations, December 19, 2002, Ateneo, Rockwell, Makati, Manila
Managing Partner and Chief Executive Officer, Quality Partners Company, Ltd. since June 2000 to present
Philippine Counterpart, Unilever – Diversey Consultancy (Holland, Australia), September, 2000 to 2002
President, Quality Consultants International, Inc. (A training and consultancy Corporation) 1984 to 1997
Full Professor of Food Science and Statistics, University of the Philippines, 1988-1994;
Associate Prof. Food Science U.P. 1978-1987; Asst. Prof. U.P. 1974-1977; Instructor, UP 1968-76 .
Judge, Philippine Society for Quality Control OQCY (Outstanding Quality Company of the Year) Award (similar to USA's Malcolm Baldrige National Quality Award), 1993-1995
Consultant, UN General Department for Socio-Economic Development. (UN-STEENRD-DESD), GDS MQC -Vietnam Project INT/89/TO2. August to September, 1993.
Chief Technical Adviser, UNDP. International Trade Centre UNCTAD/GATT. Geneva, Switzerland, 1991- 1993 for UNDP Project VIE/ 87 / 007 (in Vietnam)
Consultant, UN-ILO Project on Food Processing in the Philippines (1990- 1991) and on Women in Development, Fruit Processing Project in Peshawar, Pakistan, 1992.
Faculty In-Charge, U.P. Pilot Food Plant (Produces Integrated Lines: Fruit & Vegetable Processing: Fish, Poultry & Meat, Bakery Products) University of the Philippines, Diliman, Quezon City, July, 1990-1991.
Chairman, Office of Research & Publications, U.P. Col.of Home Eco, Diliman, Campus, 1988 to 1991.
Editor (maiden issue), U.P. Home Economics Journal, 1975-1976; 1988-1990. U.P. College of Home Economics, Diliman, Quezon City.
National Consultant, UN-ILO Expert on Production Management and Quality Control in Food Processing, since 1988.
Local Counterpart, ILO Expert on Production Management and Quality Control with Mr. Terry Symmons, 1987.
Local Expert Counterpart, Asian Productivity Organization, or APO on Management of Quality Control

with Mr. Tsutzumi of Matsushita, Japan, June, 1987.
Secretary-General, Asia Pacific Quality Organization (APQO), 1985- 2003- raised to Emeritus
Philippine Counsellor, American Society for Quality (Wisconsin, USA) since 1986 up to the present.
Consultant, Bureau of Product Standards, Department of Trade & Industry, since 1975.
Chairman, Committee for the Founding of the Asia Pacific Quality Organization, 1981 to 1985.
Head, Quality Assurance & Development Centre (QADC), Manila Inter-public Development
Corporation (MIND), 1982-1983.
Executive Vice President & GM, Manila Multi-Foods Processing Corporation (formerly QADC),
1983-1984 (originator of MOM and POP Food chain in the Philippines).
Founding President, Quality Consultants International, Inc., 1984 -1994

**V. LOCAL CONSULTANCY AND RESOURCE SERVICES (last fifteen years only):
For Large Companies the following are the 2002 and earlier major clients:**

Davies Paint Company. Inc (Charter Chemicals Company, Inc), Training and consultancy on Total
Quality Management through partnerships for quality , profitability and competitiveness , Aug.
2004 to present
Enchanted Kingdom Incorporated, Training and Consultancy on Partnerships for Quality, Productivity
and Profitability, 2002 to present
Jollibee Corporation (Commissary) , Hazard Analysis and Critical Control Point (HACCP) 2002-2004
Macro-Asia International Catering Services (airlines), Sensory Evaluation Methods with
implementation, to 2003, c/o Sylvia Ronquillo
Coca Cola Export, Sensory Evaluation Methods with Implementation, c/o Noel Querejero, 2002
Enchanted Kingdom Theme Park, EKS QUEEN project on LMC-TQM implementation, October 2001
to present
Ebara Benguet Incorporated, Philippines on LMC and Quality (Problem-solving, Strategic Planning,
etc) November, 1998 to 2003
Visteon Philippines Incorporated (major supplier of parts and components to Ford, Mazda, Volvo,
etc.), January 2001 to 2002
San Miguel Corporation, Sensory Evaluation Methods, Statistical Quality Control , HACCP, from
September 2000 to 2002
Philips Semin-conductors , Philippines, Inc. Statistical Quality Control Programs (basic statistics,
statistical process control, acceptance sampling, design of experiments, problem-solving
techniques, etc.) October 1999 -2004
Ford Philippines Inc. Total Quality Process (Ford Approach); Statistical Process Control and
Problem solving Tools for Defects Prevention, November , 1998 to May 1999.
Ramcar and Motolite, Philippines, Measurement of quality climate and culture and the congruence
of management and staff perceptions. October, 1999 to 2000.
Novartis, Philippines, Partnerships for Quality , Productivity and Profitability (together with Dr.
Jose C. Gatchalian), March , 1999 to present
First Asia Venture Capital, Inc. (a conglomerate), Total Quality Management, Role of Top
Management; Subic Bay , Olongapo, Zambales, Philippines, January 24, 1997.
Leslie Corporation, Problem Solving Techniques for Top Management, at Leslie Corporation
Training Room, November, 1996
Warner Lambert (Philippines) Corporation, Sensory Evaluation Methods (in-house training), 1995
Confederation of Scientists and Professionals, Cebu City. Cebu, long-term agreements on training and
consultancy on quality-related programs (with assistance of Department of Science and
Technology Region VII), since, 1995 to present
Sycip Gorres and Velayo, tie-up on quality -related training and consultancy , since 1995 to present
Cebu Mitsumi Electronics Company, Danao, Cebu , Problem-Solving Techniques and Total Quality
Management, 1994 to 2000
Zuellig Pharma, Zuellig Wander, Problem-Solving Techniques and Total Quality Management, 1990 to
2000 Automated Micro-Electronics Corporation, Problem-solving Techniques, 1994
RFM - Indo -foods Corporation, Orientation into Total Quality Management , 1994
Rolling Pin -Uniwide - RFM Merger, Quality Seminar Series and Strategic Planning, 1994

Seven - Eleven Philippines Food Chain, Cooperation for Quality, October, 1993.
 Several Organization/Companies in Vietnam, Mexico, Canada and the Philippines 1991 to 1992 on Quality Concepts, and Application and Assessment through Sensory Evaluation.
 Personnel Management Association of the Philippines. Problem Solving & Decision Making. 1990.
 Zuellig, Philippines. Problem Solving Techniques. 1990.
 United Laboratories, Inc. on Total Quality Commitment: Building Quality as a Way of Life at UNILAB. **1989.**
 National Steel Corporation, Consultant on Management of Quality and Quality Motivations, 1987, 1988.
 National Consultant on Quality, International Labor Organization (ILO) of the United Nations, 1987, **1988.**
 Ace Containers, Resource Person-Consultant on Motivations and Approaches, 1988.
 Philippine Belt Corporation, Resource Person-Consultant on Problem Solving Techniques, 1988
 Sterling Products International, Philippines, on Quality Management, 1988.
 Red Ribbon Inc. Consultant on Development of In-Plant Quality Control System, 1988 - 1991.
 Local Counterpart of ILO expert (Mr. Terry Symmons) for Production Management August- December, **1987.**
 Local Expert for Management of Quality Control, 1987. Counterpart to APO Expert from Japan (Mr. Tsutsumi of Matsushita Corp.), June, 1987.
 Rhone Poulenc Nattermann Pharma Inc. - Tools and Techniques for Problem Solving, September, 1987
 Levi Strauss Philippines - Tools and Techniques for Problem Solving, October, 1987.
 Philippine Cocoa Corporation (Hershey's) for Chocolate and other confectionery, 1985-1986.
 Philippine Airlines on Quality Focus on, Statistical Quality Control 1985. 1986
 More than 20 other companies and government agencies served before 1985

2. For Small and Medium (SMI) Scale Industries/Companies:

Consultant of the Technical Education and Skills Development Authority, Feb 2003 - Dec 2004
 Consultant and Trainer for the Department of Science and Technology, Region VII on "Statistical Thinking", Sensory Evaluation Methods and HACCP, 1994 to present
 Consultant and Trainer for the Department of Science and Technology, TAPI Program (focus on HACCP) for 10 Marine Products companies, 2000-2002
 Regular Lecturer on Quality and Related Fields at the Institute for Small Scale Industries (ISSI), University of the Philippines, Diliman, since June, 2000 to present.
 Consultant and Trainer, Philippine Exporters Association on HACCP and Quality for Food Exporters with support from the Department of Science and Technology, since March 2000 to present
 Consultant for (TQM and ISO 9000) Amethyst Shipping Company, Shoppersville Bakeshoppe, Inc., CDO-Foodspshere Food Processing and Pycon Microelectronics, 1996 to present
 INNOTECH, SEAMEO (Southeast Asian Ministers of Education Organization); "Establishing a Quality Assurance System" (Focus on education), 1997.
 Assisted Rolling Pin Bakeshop to organize for Quality in preparation for expansion, 1995
 Assisted four companies (Cebu and Bohol) under DOST- World Bank and under US-AID, 1994-'95
 Assisted 12 companies through UN-ILO Consultancy services in areas of product improvement, quality control & marketing, April, 1990 to 1992.
 First Farmers Cooperatives, Bacolod, to set-up a Quality Control System for their Prawn operations since 1987.
 R & M Fruits Corp. Cebu -Setting-up of a Quality Control System, since 1987.
 Several other SME's (approximately 2000 in the last 10 years) have availed of my services through

VI. INTERNATIONAL CONSULTANCY, RESOURCE SERVICES (last ten years only) AS SPONSORED BY ORGANIZATIONS:

European Commission Consultant on SPS-WTO for both the EC-ASEAN Project on HACCP standardization in ASEAN and in the development project for EU Trade Related Technical Assistance (TRTA), Sept 003 to present.
 International Training Australia, National Quality Assurance Specialist serving the PAQTVET II program on promotion of quality assurance in TVET Institutions in the Philippines, Feb 2003 to December 2004

Mexico City, Mexico, Consultant and Resource Speaker for Basic (3-days) and Advanced (2-days) Sensory Evaluation Methods, since 1986 (May and October each year) up to the present.

Malaysia, Sarawak, Consultant and symposium speaker on "Quality as a Way of Life for Communicators" sponsored by Farradale Publications, State Department based, June, 1998 to present

Taiwan, Member of the Study Mission sponsored by Asian Productivity Organisation and Taiwan Productivity Centre, Studied TQM practices of the top 8 Companies/Organisations in Taiwan, June 1-7, 1998

Malaysia, Malaysian Institute of Technology Development, Sarawak Malaysia, for a two-day program on Sensory Evaluation Methods, March 1998.

Mexico City and Guadalajara (respectively), Mexico, conducted for IMECCA one week Basic and Advanced Sensory Evaluation Methods and One day HACCP Symposium, May 19-14, 1997; September 25-30, 1997

Malaysia, Malaysian National University (UKM), visiting Professor on Hazard Analysis and Critical Control Point (HACCP) and Measurement of Customer Satisfaction Through Sensory Evaluation, August, 1996.

Mexico City, Seminar-workshop on Sensory Evaluation Methods with Statistical Analysis (Basic and Advance courses), c/o IMECCA, Mexico May, 1996; Guadalajara, M Mexico, Seminar-workshop on Basic and Advance Sensory evaluation methods, October, 1995; Hazard Analysis Critical Control Point (HACCP) and Plant Sanitation, October, 1995

Singapore, Singapore Institute of Standards and Industrial Research (SISIR), Training and Consultancy Services, August to September, 1994

Malaysia, Malaysian National University, Kuala Lumpur, Visiting Professor, September, 1994, c/o Prof. Dr. Aminah Abdullah, Head FE and Tech, UKM

Cancun, Mexico, Instituto Mexicano de Control de Calidad, Cancun and Mexico City October, 1994 as Congress Speaker and Pre- and Post-Congress Seminar Resource Person

Ho Chi Minh City, Vietnam (through the United Nations, New York) was Commissioned to develop a "Framework for Systematic Application of Standardization, Metrology and Quality Control in Vietnam (INT/89/TO2), 1993 (reports in 1995, proposals were implemented).

Hanoi Vietnam, ITC-UNDP Chief Technical Adviser on Quality, 1990 to 1993., under the International Trade Centre UNCTAD/GATT (VIE/87/002 UNDP).

Bangkok, Thailand, International Labor Organization Consultancy as Member of the National Coordinating Committee for Project entitled "The Food Processing Sector in the Philippines: An Overview". 1990.

Mexico, Mexican Institute of Quality Control - Sensory Evaluation Methods for Product Development and Quality Control, 1987 up to present.

International Consultant for U.N. I.L.O. To Indonesia for Production Management of Plants and Herbs Factories (Small Scale Industries), 1988.

Singapore Polytechnic University - Sensory Evaluation Methods for Quality Control & Product Development, a 3-day Seminar-Workshop. February, 1987.

Malaysia, MARDI - Technology Transfer, World Funded July to August, 1986.

Vietnam, VIETINSPECT - Fruit & Vegetable Processing and Quality Control through United Nations International Trade Center, June to July, 1986.

Thailand, ISI - Food Processing and Quality Control through Technonet Asia, March to April, 1986.

Malaysia, MARA - Food Processing and Quality Control through Technonet Asia, Feb to March, 1986

Chinese Quality Control Association - Quality Control and Sensory Evaluation Methods for the Food and other Industries, Beijing, China, October, 1985.

Mexican Society for Quality Control - Sensory Methods and Quality Assessment Techniques (40 industries represented with consultancies), June, 1984.

Before 1983 - Invited as Speaker at International conferences in New Zealand, Australia, Mexico, Japan, Indonesia, Bangkok, USA, London, Sweden, Holland, Italy, etc.

VII. LOCAL MAJOR SPEAKING ENGAGEMENTS SEMINAR/WORKSHOP SPEAKER AND IN-SERVICE TRAINING PROGRAMS (average of 20 company requests a year)

COUNTRY INVITATIONS (accepted by undersigned) AS SPEAKER IN INTERNATIONAL PROGRAMS/CONFERENCES OR AS MAJOR/GUEST SPEAKER; OR FOR TECHNICAL VISITS (last fifteen years):

2003- 2005

Keynote Speaker 2005. 10th International Conference on ISO 9000 and TQM, Theme: TQM and 6-sigma for Competitiveness 28-30 March 2005 at the Galaxy Hotel, Shanghai to speak on "Promotion of TQM in Philippine Vocational Schools"

Plenary speaker, 2004. "Creating the Climate for Quality Service" . Paper presented at the 3rd Sarawak International Quality Congress, September 21-24, 2004, Malaysia

Plenary speaker, 2004 "Quality as a way of life: A must for Service Excellence" at Singapore Quality Institute Symposium with theme Managing Service Excellence in Asia, 10 September.

Session Speaker, 2004. "Partnerships for Quality, Productivity, Profitability:: A Reprise". 58th Annual Quality Congress of the American Society for Quality, Toronto Convention Center, Canada, May 24-26,

Plenary Speaker, 2003. "Quality Measurement by Sensory Evaluation" 32nd National Mexican Quality Congress hosted by Instituto Mexicano de Control de Calidad (IMECCA) on October 5-8, 2003.

2001- 2002

Session Speaker , 14th National Quality Forum (NQF), Philippine Society for Quality, Hotel Inter-continental, Manila, October 13-15, 2002

Special Guest and Session Speaker, 8th APQO Conference, hosted by the China Association for Quality, Beijing, China, September 16 -18, 2002

Session Speaker , 56th AQC in Denver, Colorado , USA, May 13-15, 2002

Session Speaker , 4th Shanghai International Symposium on Quality Control (SISQC) sponsored by Shanghai Association for Quality Control, Shanghai, China, Dec. 1-3, 2001.

Plenary Speaker, Mexico City, 30th Latin American Congress hosted by Instituto Mexicano de Control de Calidad (IMECCA) on October 4- 7, 2001.

1998- 2000

Session Speaker, 7th APQO Conference, hosted by the ASQ Service Division at Scottsdale, Arizona, USA September 11-13, 2000

Session Speaker , 54th AQC in Indianapolis, Indiana, May 8-11, 2000

Plenary Speaker, Mexico City, 28th Latin American Congress , hosted by Instituto Mexicano de Control de Calidad (IMECCA) on October 4- 7, 2000

Plenary Speaker, Colombo Sri Lanka, First International Quality Conference on "Integration of Global Quality Practices " on July 18- 21, 1999.

Plenary Speaker, Sarawak, Malaysia, First International Quality Congress on "Partnerships for Quality Productivity and Profitability" (co-presented with Dr. Jose Gatchalian) , October 11 – 13, 1999

Plenary Speaker, Seoul, Korea, on "Measuring Effects of Quality Intervention Programs" at the 6th APQO Conference, September 14-16, 1998.

Bologna , Italy, Co-presenter of Dr. Jose C. Gatchalian on a paper entitled "Quality of Work and Family Life: Explorations in Asia" at the IIRA Congress, September 22-26, 1998

Seoul, Korea, Plenary Speaker on "Measuring Effects of Quality Intervention Programs" at the 6th APQO Conference, September 14-16, 1998.

Mexico City, Mexico, Plenary Speaker at the Latin American Congress sponsored by Instituto Mexicano de Control de Calidad (IMECCA), October 4- 10, 1998

Sarawak, Malaysia for training and consultancy on: Quality Issues for Educators at the University of Malaysia, March 1998

Quality Practices and Directions for Communicators for the Sarawak State Department , March 1998

Sharing of Quality Practices at Home and their applications at Work for Women in Sarawak through the Women's Association (Malaysia), March 1998

1994- 1997

Guadalajara, Mexico, Presented a Paper entitled " Effects of Quality Intervention Programs in a

Small Company". XXV National Convention of IMECCA. Oct. 1-4, 1997.
Singapore, Presented a paper on "Measurement of Filipino Preferences and Attitudes for Eggs". 6th ASEAN Food Conference, November 24-26, 1997.
Chicago, Illinois, Presented a paper "Quality Preference Measurement: The Asian Experience" 50th Annual Quality Congress, ASQC, May 14, 1996.
Mexico City, Conducted a Seminar Workshop on Sensory Evaluation and on Hazard Analysis Critical Control Point, May, 1996
Vietnam (Hanoi), Plenary speaker on "An Approach to a National Quality Improvement Campaign in Vietnam: A Proposal". August, 1995 (proposal developed by MMGatchalian for Vietnam, UN Assistance)
Mexico, Plenary speaker on "Measurement of Consumer Preferences through Sensory Evaluation," October 4, 1995
Malaysia, Plenary Speaker on "APQCO - A Channel For Networking of Quality Information and Experts" at the Fourth Asia Pacific Quality Congress, August 8-10, 1994, KL Malaysia
Singapore, Plenary Speaker on "Measurement of Customer Satisfaction Through Sensory Evaluation Methods, a Must for Global Competition, August 24-26, 1994, Singapore
Mexico, Plenary Speaker at the Latin American Congress on "Measurement of Customer Satisfaction: A New Approach", October 5-9, 1994

1990 -1993

Vietnam, Quality Concepts and Application; The Human Dimensions of Quality and Concepts of ISO 9000.
Nagoya, Japan. March, 1992. Joint Paper with Dr. Jose C. Gatchalian. On "Informal Sector in the Philippines, A Status Report."
Jakarta, Indonesia. February, 1992. ASEAN Food Conference - Chairman for Plenary Session and Presiding Officer, Meeting of the Federation of Institutes of Food Science and Technology in ASEAN (FIFSTA).
Tokyo, Japan. October 1991. Research Discussions with Faculty Headed by Dr. Toshimasa Yano of Tokyo University. Bunkyo-ku Tokyo.
Malaysia, Kuala Lumpur, March 1991. Guest Speaker at the Institute of Quality Control Malaysia Conference.
Japan, Tokyo, March, 1990. Presented a paper with Dr. J.C. Gatchalian on "The Quality Manager in the Nineties." Japan Institute of Labor.
Mexico, Mexico City, May 1990. Conducted two seminars: (1) Basic Sensory Evaluation Methods for Quality Control and Product Development; (2) Advanced Sensory Evaluation Methods. Anaheim, California, June 1990. Presented a paper at the Annual Conference of the Institute of Food Technologists.

1986- 1989

India, October, 1989. Presented a paper on "Total Quality Control Concepts & Procedures," International Congress on Reliability & Quality. Presentation were done in New Delhi, Bombay and Bangalore.
Canada, Toronto, May, 1989, ASQC Congress. Presented a paper entitled Filipino L - M Cooperation and Quality Practice. Sponsored by CIDA (Canada).
U.S.A., New York, Quality Formulators Laboratories. Visited the Plant through Mr. Magbool Ahmad, Plant Manager. 1989
Mexico City. Visited the Cornflakes Factory at the outskirts of Mexico City.
Seoul, Korea November 28-29, Asia Pacific Quality Control Conference, Presented a paper entitled "Approaches to a National Campaign for Quality in the Philippines" 1988.
Seoul, Korea, 1988 Study Mission Leader of APO supported study mission on Total Quality Control.
Seoul, Korea, 1988, Represented the Philippine Society for Quality Control (PSQC) in the APQCO Core Council Meeting and also performed the functions of the Secretary-General of the APQCO.
Sumatra, Indonesia, July 1988, gave in-plant seminar Quality Control Concepts to Jawa Dewi Co.
Singapore, IUFOST Congress held in Singapore, Sept. 28 to October 2, 1987 -- Speaker on Transfer of Food Technology and Quality Improvement and Chairman Sensory Evaluation Session.
Mexico, Aguas Calientes, Tools and Techniques for Control, October 7-10, 1987 – Mainstream Speaker.
Tokyo, Japan, International Congress on Quality Control, October 20-25, 1987; Speaker on Education

and Training for Quality Control In Food Processing & Session Co –Chairman on Education. and Training.

Tokyo, Japan, Triennial Meeting of the International Academy for Quality (IAQ), October 19, 1987; attended as leader for Project No. 8. Tokyo, Japan, Second Core Council Meeting of the Asia Pacific Quality Control Organization (APQCO), October 20, 1987, attended as APQCO Secretary-General.

Thailand, Beijing - Speaker at Symposium on Food Processing, March, 1986. Malaysia, Johore - Speaker at Integrative Meeting of Processors and Entrepreneurs, February, 1986. Vietnam, Ho Chi Minh and Hanoi - Speaker at Symposium on Fruit Processing Technology and Quality Control, July, 1986.

1984 -1985

China, Beijing - Guest Speaker at Opening of the Second Asia Pacific Congress on Quality Control (APQCO) Second Asia Pacific Congress on Quality Control (APQC'85) Sponsored by Chinese Quality Control Association (CQCA), October 20-25, 1985

Italy, Bologna - Technical Visits to Food Processing Plants and Equipment Fabricators, June 1985, through the Puyat Group of Companies (Manila Multifood Corporation)

Taiwan, Republic of China - Visited equipment fabricators in Taichung and set-up for Ice-Cream, Fruit Puree and Cured Meat, International Food Packaging Exhibits, March, 1984

Hongkong, New Territories- Visited processing Plants for frozen eggrolls, steamed rolls, etc. exported to Europe and the U.S.A. 1984

U.S.A. San Francisco - Visited Vance Info Systems to overview possibilities for computerization of feasibility studies for food processing, quality control systems etc. May 1984

Mexico, Mexico City - Set up a three-day seminar on Sensory Evaluation For Food Research and Quality Control, June, 1984

England, Brighton - Mainstream Speaker at the World Quality Congress, June, 1984

England, London - Induction Speaker at the Royal Institute during the International Academy for Quality Induction, June, 1984 (first Filipino to be inducted in IAQ)

Holland, Oldenzaal - Visited food processing (meat and poultry) and equipment plants through the invitation of Zeffelaar and Looyen, June 1984.

Sweden, Malmo-Visited fruit and meat processing plants & equipment fabricators, FRIGOSCANDIA, July, 1984

Before 1984 - New Zealand, Mexico, USA and did some researches in USA and England.

VIII. ACADEMIC HONORS, RESEARCH FELLOWSHIPS OR AWARDS RECEIVED:

Appointed "APQO Secretary-General Emeritus" from the Asia Pacific Quality Organization in Beijing China at the 8th APQO Conference, September, 2002.

Received "Special Award", Philippine Society for Quality, 14th National Quality Forum, Hotel Intercontinental, October 13-14, 2002

Served in the Committee to Judge the Jack Lancaster Award, American Society for Quality, 2001 to present

Received in Anaheim, California, USA on May, 2000, the ASQ Jack Lancaster Award from the American Society for Quality

Selected Judge of the coveted JURAN Medal Award given by the Philippine Society for Quality, for year 1998.

Selected, one of the Assessors for the Philippine Quality Award (based on Malcolm Baldrige National Quality Award, USA)

Awardee, APQO Walt L. Hurd Foundation's Harrington-Ishikawa Quality Professional Medal, Guadalajara, Mexico. October 2, 1997.

Awardee, ASQC Fellow Status by the American Society for Quality (ASQ), formally awarded at the 51st ASQC Annual Quality Congress, May 4-8, 1997

Awarded, Honorary Membership to Philippine Society for Quality Control (PSQC) at the 5th APQO Conference in Manila, Philippines, 1996

Awarded, Food Technology Fellow by the Philippine Association of Food Technologists during the 35th PAFT Annual Conference, Manila, Philippines

Awarded, Distinguished Service Award, Philippine Assoc. of Food Techs.(PAFT) Nov. 10, 1994.

Awarded, the International Who's Who in Quality as a "Distinguished Pioneer in Quality"

Awarded by: Institute of Industrial Engineers (USA), International Academy of quality and The Quality Observer (USA) Jan.1994

Productivity Excellence Award for Productivity Education. Awarded by the Philippine Productivity and Quality Movement, Nikko Hotel, Makati, October 22, 1983.

Awarded, Leonor Virata Diamond Jubilee Professorial Chair, 1989-1991.

Awarded, University of the Philippines (U.P.) Alumni Association, Professional Achievement Award in Food Technology, June, 1990.

Awarded, U.P. Home Economics Alumni Association (U.P.H.E.A.A.) Professional Achievement Award in Food Technology and Quality Control, December 1989.

Recipient, Plaque of Appreciation, PHILACOR, Cavite, Philippines, July 1989.

Recipient, Award of Recognition, Productivity and Development Center and the Productivity Improvement Association of the Phil. (PICAP), Nov. 1988, July 1989.

Recipient, Plaque of Appreciation, Jollibee Food Corporation, November 1987.

Recipient, Award of Achievement, Productivity & Development Center and Productivity Improvement Circle Organization, October 1987.

Recipient, Award of Recognition, PDC and Asian Productivity Organization, July 1987.

Most Outstanding Food Technologist for Region VII, and the Philippines, National Science and Technology Administration (NSTA), 1986.

Recipient, Plaque of Appreciation (Speaker), Rotary Club of Diliman, 1985.

Recipient, Plaque of Appreciation (Speaker), Rotary Club of San Francisco Del Monte, 1985.

Awardee for Professional Achievement in Food Technology from the U.P.H.E.A.A. Dec. 1984.

Recipient, National Science Development Board Research Grant to Conduct Research on "Extraction and Processing of Kalamansi Juice," 1981-1983.

Recipient, National Research Council, Research Grant "Citrus Products," 1979-1981.

Recipient, Plaque of Appreciation from the Philippine Bureau of Standards, 1981.

Recipient, Plaque of Appreciation from Purefoods Corporation, Philippines, 1981.

Recipient, Villasenor Professorial Chair in Food Science, 1978.

Elected into the Phi Kappa Phi International Honor Society, 1978.

Listed in World's Who's Who of Women, London Cambridge, United Kingdom, 1977.

Recipient, Plaque of Appreciation, Ministry of Trade, Manila Philippines, 1976.

NUFFIC (Dutch Government) Fellowship Awardee for a Diploma Program in Holland, 1976.

Recipient, Plaque of Appreciation, Food Science and Nutrition Seminars, 1973-1974.

Pedro Pratt (Spain) Scholarship Grantee (Advanced Baking Technology), 1972.

Recipient, Award of Recognition, Philippine Association of Food Technologists, 1972.

FAO Scholarship Grantee, Short Course in Food Packaging, CFTRI, Mysore, India, 1971.

Research Fellowship Awardee, U.P. Statistical Center, 1962-1964.

IX. MEMBERSHIP IN LEARNED SOCIETIES:

Member Board of Trustees, Netherlands Fellows Foundation, Inc. (NFFPI) , 1998 to present

Elected Fellow, American Society for Quality (ASQ) in 1998

Member, Editorial Advisory Board, The TQM Magazine, MCB Publishing Co. UK, 1996 -1999.

Member, Editorial Board, American Society for Quality (ASQ) Journal of Quality Management, Milwaukee Wisconsin, USA 1993 -1998.

Member, Editorial Board, Asia Pacific Quality Management Journal, MCB UK, 1992- 1996.

President, Federation of Institutes of Food Science and Technology in ASEAN, 1991-1994.

Founding President, Philippine Association of Food Technologists, Inc., 1960

Senior Member, ASQ, International Chapter, Chicago, Wisconsin, U.S.A., 1990-1996.

Member, Steering Committee, National Quality Campaign, Philippines, Feb.1989 to 1991.

Selected National Quality Expert by National Productivity Movement of the Phil. Since 1988.

Secretary-General and Founding Member, Asia Pacific Quality Org.(APQCO), since 1985.

Elected Member, International Honor Society of *Phi Kappa Phi*

Philippine Councilor, ASQ International Chapter, (Wisconsin, U.S.A.) since 1985.

Member, IAQ (International Academy for Quality) Task Force for Q.C. Education, France, 1984.

Elected Member, International Academy for Quality, 1982 (inducted in London, 1984).

Chairman,Organizing Committee,First Asia Pacific Conference on Industrial Q.C. (APC-IQC '81)

Charter Member and President, Philippine Society for "Quality Control, 1969 and 1981.
President, Philippine Association of Food Technologists (PAFT), Inc. 1960-1963; 1977, 1981.
Chairman, Technical Annual Convention of Food Technologists, 1972 and 1975.
Regular Member, National Research Council of the Philippines since 1975

X. INTERNATIONAL OR NATIONAL SCIENTIFIC AND/OR TECHNOLOGICAL CONGRESSES. CONFERENCE, SYMPOSIA, SEMINARS ATTENDED OR PARTICIPATED (last ten years only):

2000- 2005

Plenary Speaker, International "Conference on Six Sigma and Total Quality Management, Shanghai, China , March 2005
Plenary Speaker, Fifth International Quality Symposium, Singapore Quality Institute, September, 2004
Plenary Speaker, Third International Congress, Sarawak, Malaysia, September , 2004
Session Speaker, 58th Annual Quality Congress of the American Society for Quality, Toronto, Canada, May 2003
Plenary Speaker , 42nd Annual Convention, Phil Assoc of Food Tech, Inc. Manila, Philippines, 2003
Session Speaker, 56th Annual Quality Congress, American Society for Quality, Denver, Colorado, 2002
Session Speaker , 14th National Quality Forum (NQF), Philippine Society for Quality, Hotel Intercontinental, Manila, on " Knowledge-Based Partnerships for Quality" Oct. 13-14, 2002
Plenary Speaker, Monterrey, Mexico at the 30th Latin American Congress on " A Profile of a Quality Professional" hosted by Instituto Mexicano de Control de Calidad (IMECCA) on October 2 - 5, 2002.
Special Guest and Session Speaker, 8th APQO Conference, hosted by the China Association for Quality, Beijing, China, September 16 -18, 2002, on "Partnerships for Quality: Initiatives and Successes in Southeast Asia"
Session Speaker , 56th AQC in Denver, Colorado on " Partnerships for Quality: A Philippine Experience" . May 13-15, 2002 .
Session Speaker , 45th EOQ, in Istanbul, Turkey on " Role of Quality Professionals in Global Competition" September 19-21, 2001 .
Plenary Speaker , 4th Shanghai International Symposium on Quality Control (SISQC) on " What is a Quality Professional?," sponsored by Shanghai Association for Quality Control, Shanghai, China, Dec. 1-3, 2001.
Plenary Speaker, Tlaxcala State, Mexico at the 29th Latin American Congress on " Integrating Global approaches to Quality Management" hosted by Instituto Mexicano de Control de Calidad (IMECCA) on October 3-6, 2001.
Session Speaker, 7th APQO Conference, hosted by the ASQ Service Division at Scottsdale, Arizona, USA September 11-13, 2000, on " Quality: How much do Leaders in Education Know?"
Session Speaker , 54th AQC in Indianapolis, Indiana on " Quality from Work to Home: An Exploration" May 8-11, 2000
Plenary Speaker, Mexico City, 28th Latin American Congress on "Statistical thinking: A Must for Quality Professionals" hosted by Instituto Mexicano de Control de Calidad (IMECCA), Oct. 3- 6, 2000

Before 2000

Speaker on "Approaches to Quality Control in the Food Industry Through the Years" at the 38th Annual Convention of the of the Philippine Association of Food Technologists, Inc. November 14-16, 1998.
Plenary Speaker, on "Integrating Global Approaches to Quality Management" at the Latin American Congress sponsored by Instituto Mexicano de Control de Calidad (IMECCA), October 4- 10, 1998, Mexico Co-presenter of Dr. Jose C. Gatchalian on a paper entitled "Quality of Work and Family Life: Explorations in Asia" at the IIRA Congress, September 22-26, 1998, at Bologna , Italy
Plenary Speaker at Seoul, Korea on "Measuring Effects of Quality Intervention Programs" at the 6th

APQO Conference, September 14-16, 1998.

Speaker, Philippine Association of Food Technologists Symposia on " Global Approaches to Quality in the food Industry" at Galleria Suites, July 15, 1998-11-30

:Speaker, Netherlands Fellows Foundation of the Philippines, Inc. and the U.P. Institute for Small Scale Industries sponsored Symposium on " Global Approaches for Integrated Quality Management", June 19, 1998

Speaker, " Global Quality Approaches for Academic Institutions " a Seminar-workshop at the University of Malaysia, March 23, 1998

Speaker, " Problem-Solving Techniques For Communicators", Seminar-workshop for the State Department Officials, March 27 to 18, 1998

Speaker, " Quality Practices at Home and at Work", A Symposium sponsored by the Sarawak Women's Association (Malaysia), March 30, 1998

Sarawak, Malaysia , "Quality Concepts and Applications" , A symposium at the University of Malaysia in Sarawak, November 6, 1997.

Speaker, IMECCA's XXIV National Quality Congress, Guadalajara, Mexico on "Effects of Quality Program Intervention in a Small Company". October 1-4, 1997.

Speaker, 6th ASEAN Food Conference , Singapore on "Measurement of Filipino Preferences and Attitudes Towards Eggs". November 24-26, 1997.

Speaker, ASQC's 50th Annual Quality Congress, Chicago Illinois on " Quality Preference Measurement: The Asian Experience" 50th Annual Quality Congress, ASQC, May 14, 1996.

Speaker, 5th Asia Pacific Quality Organization Conference, Manila Philippines on "People Empowerment, The Key to TQM Success" October 21-23, 1996.

Speaker, 36th PAFT Annual Conference on "Customer Preferences as a Measure of Product Market Potentials, November 18-20, 1996, Manila Philippines

Speaker, International Fish Resources Congress (FAO Sponsored) on "Status and Prospects of the Philippine Fish Processing Industry", December 1995.

Speaker, Cancun, Mexico, Latin American congress, "Measurement of Customer Satisfaction: A New Approach" Sponsored by IMECCA and the Federation of Latin American Quality Organizations, Oct. 5- 9, 1994.

Speaker, Fourth APQCO Quality Congress at Kuala Lumpur, Malaysia on "APQCO: A Channel for Networking of International Quality Information and Experts" sponsored by IQCM and SIRM, August 8-10, 1994.

Speaker, First International Congress on quality and Reliability in Singapore, on "Measurement of Customer Satisfaction by Sensory Evaluation: A Must in Global Competition". Sponsored by Singapore Quality Institute, Singapore, August 23-26, 1994.

Speaker, Queretero, Mexico, Latin American Congress, sponsored by IMECCA and APQCO. October 3-6, 1993. Seminar Resource Person, Mexico City, Mexico Quality Assessment Through Sensory Evaluation, September 1993.

Speaker, Jakarta, Indonesia, ASEAN Food Technology Conference, Chairman for Plenary Sessions and Presiding Officer, Meeting of the Federation of Institute of Food Science and Technology, February, 1992.

Speaker, Toronto, Canada - Sensory Evaluation Methods for Developing Countries. International Union of food Scientists and Technologists. October 21-23, 1991.

Speaker, 51st Annual Conference, Institute of Food Technologists, Anaheim, California on the Session, June 16-20, 1990.

Speaker, "LM-Cooperation in Filipino Companies". 43rd Annual Congress of ASQC, Toronto, Canada, May 8-10, 1989.

Speaker, Second Conference of the Asia Pacific Quality Control Organization, Nov. 28-29, 1988.

Speaker, on Problem-Solving Tools For Quality Control, PICAP National Convention Organization, Manila Gardens, November 1988.

Speaker, on "What Upper Management Should Know About Statistical Quality Control," Pre-Congress Seminar for Management, Sponsored by the national Productivity Movement at the DTI Penthouse, October 1988.

Speaker & Session Co-Chairman, International Conference on Quality Control. Tokyo, Japan Oct. 20-25, 1987.

Speaker & Session Chairman, International Congress on Food Science & Tech. Singapore, Sept. 28 to Oct.

2, 1987.

Guest Speaker, Latin American Congress on “Quality Control Practices in the Philippine Setting” Aguas Calientes, Mexico, October 7-10, 1987.

Speaker on “Quality Control Promotions in the Philippines,” Productivity Improvement Circles of the Philippines, Manila, October 2, 1987.

Speaker at Meeting of Food Processors and Entrepreneurs, Johore, Malaysia, February 1986.

Speaker at Symposium on Food Processing, Thailand, Bangkok, March 1986.

Speaker at Symposium on Fruit Processing Technology and Quality Control, Ho Chi Minh & Hanoi, Vietnam, July 1986.

Speaker, “Intensive Skills Training on Transfer of Technology,” MARDI, Malaysia, July to August, 1986.

Speaker, “Quality Control in Food Processing” at EDF, Makati, Sponsored by Technonet Asia, Economic Development Foundation and QCI, Inc. August to September, 1986.

Seminar Speaker, “Zero Defunct Program,” Johnson & Johnson, 1985 (Exercises I & II).

Seminar-Workshop Lone Speaker, (3 days) on Sensory Evaluation for Product Development and Quality Control (IMECCA), Mexico City, Mexico, June 14-17, 1984.

Speaker, Inspection Tools for Q.C. Supervisors, PSQC, Metro Club, Manila, April 1984.

Mainstream Speaker, Product Quality and Quality Working Life at the World Quality Congress in Brighton, England, June 18-21, 1984.

Speaker at Induction for Membership in IAQ, London, England, June 22, 1984.

Had been involved with International Conferences either as Speaker and Session Chairman since 1976.

XI. RESEARCH PROJECTS AND PUBLICATIONS (Last fifteen years only):

Gatchalian, J.C. and Gatchalian, M.M. 2004. Labor Management Cooperation in the New Millennium. Quality Partners Co, Ltd. Philippines. Pp300

Gatchalian, M.M. 2002. “Knowledge-Based Partnerships for Quality”. *Proceedings*: 14th National Quality Forum (NQF), Philippine Society for Quality, Hotel Intercontinental, Manila, October 13-14, 2002

Gatchalian, M.M. 2002. “Profile of a Quality Professional” . *Proceedings*: 30th Latin American Congress, Monterrey, Mexico, Instituto Mexicano de Control de Calidad (IMECCA), October 2 - 5, 2002.

Gatchalian, M.M. and Gatchalian, J.C. 2002. “Partnerships for Quality: Initiatives and Successes in South-east Asia”. *Proceedings*: 8th APQO Conference, hosted by the China Association for Quality, Beijing, China, September 16 -18, 2002,

Gatchalian, M.M. Gatchalian, J.C. Leano, A. and Cortes, J. “Partnerships for Quality: A Philippine Experience”. *Proceedings*: 56th AQC, Denver, Colorado, USA, May 13-15, 2002 .

Gatchalian, Miflora M. and Jose C. Gatchalian. 2001. “ Role of Quality Professionals in Global Competition”. *Proceedings*: 45th EOQ, in Istanbul, Turkey , September 19-21, 2001 .

Gatchalian, Miflora M. 2001. “What is a Quality Professional?”. *Proceedings*: 4th Shanghai International Symposium on Quality Control (SISQC) sponsored by Shanghai Association for Quality Control, Shanghai, China, Dec. 1-3, 2001.

Gatchalian, Miflora M. 2001. “Integrating Global Approaches to Quality Management”. *Proceedings*: 29th Latin American Congress, Tlaxcala State, Mexico , hosted by Instituto Mexicano de Control de Calidad (IMECCA) , October 3-6, 2001.

Gatchalian, Miflora M. 2001. “By their quality shall they be rated: SME Goods in Globalized Market” from “Bridging the Gap”, edited by Alfonso, Oscar M. and Co, Myrna R. University of the Philippines, Institute for Small Scale Industries.

Gatchalian, Miflora M. 2000. “Statistical thinking: A Must for Quality Professionals” , ***Proceedings*** : 28th Latin American Congress, Mexico City.

Gatchalian, Miflora M. 2000. “ Quality: How much do Leaders in Education Know?” *Proceedings*: 7th APQO Conference, ASQ Service Division Scottsdale, Arizona, USA September 11-13, 2000.

Gatchalian, Miflora M. 2000. Quality from Work to Home: An Exploration. *Proceedings*: 54th AQC in Indianapolis, Indiana , USA May 8-11, 2000.

Gatchalian, Miflora M. 2000. “Professionalizing the quality advocates”. *Proceedings*, 12th National Quality Forum, Philippine Society for Quality. Suite 3-2, Sunshine Condominium, 9633 Kamagong

- St. Makati City, Philippines.
- Gatchalian, Miflora M. 2000. The modern HR manager and TQM practices and tools. *Proceedings XIV Latin American Congress*. Guadalajara, Mexico. October 4-7.
- Gatchalian, M. M. and J. C. Gatchalian 2000. Quality Practices from Work to Home: An Exploration. *Proceedings, 54th AQC*. Indianapolis, USA. American Society for Quality
- Gatchalian, Miflora M. 1999. "Stages of quality practice in developing countries of the Asia Pacific region". *Best on Quality*, Chapter 21 p. 367- 377. International Academy for Quality. ASQ Quality Press. 611 East Wisconsin Ave. Milwaukee, WI 53202.
- Gatchalian, Miflora M. 1999. TQM practices and tools for the complete industrial relations and human resources manager. *Philippine Industrial Relations for the 21st Century: Emerging Issues, Challenges and Strategies. Proceedings of the National conference on Philippine Industrial Relations*. Nov. 18-19. Diliman, Quezon City, Philippines.
- Gatchalian, M.M. 1998 "Confirming QCI TQM Approaches..." QCI Inc. Newsletter, 1998
- Gatchalian, M.M. 1998. " Measurement of Customer Satisfaction through Statistically-Based Sensory Evaluation Methods" . *Proceedings, 7th National conference of the Philippine Statistical Association*. December 2-4, 1998.
- Gatchalian, M.M. 1998. "Measuring Effects of Quality Program Intervention" *Proceedings 6th APQO Conference*, Seoul, Korea, September 14-16, 1998-11-30
- Gatchalian, M.M. 1998. "Integrating Global Approaches to Quality Management" *Proceedings, PSQ, National Quality Forum*, October 14-15, 1998, Hotel Intercontinental, Manila
- Gatchalian, M.M. 1998. "PQA as Seen Through the Eyes of an Examiner" *PSQC Q-Point*
- Gatchalian, M.M. 1998. "TQM Practices of Successful Companies Visited in Taiwan" *PSQC Q-Point* Philippine Society for Quality, Makati, Philippines.
- Gatchalian, M.M. 1997. Linking the World Through ISO 9000: Focus on the Food Service Industry. *Best on Quality*, Vol. 8, published by the International Academy of Quality (IAQ), with permission from APQO (Asia Pacific Quality Organization) and PSQC, Philippines.
- Gatchalian, M.M. 1997. People Empowerment, the Key to TQM Success. *TQM Magazine*. Elsevier Publishers, London, England. Vol. 9 no.6. MCB University Press. 60/65 Toller Lane, Bradford, West Yorkshire, England BD8 9BY. ISSN 0954-478X
- Gatchalian, M.M. 1996. "History and Future of APQO." Anniversary Magazine of JUSE, EOQ, IAQ
- Gatchalian, M.M. 1996. " Philippine Fish Processing :Status, Problems and Action Needed." *Proceedings, FAO Sponsored Second National Fisheries Workshop on Policy Planning and Industry Development* November 22-23 at Puerto Azul, Batangas Province. C/o Bureau of Fisheries and Aquatic Resources, Philippines.
- Gatchalian, M.M. 1996. Linking the World Through ISO 9000: Focus on the Food Service Industry. *Proceedings, International Dietetics Association Congress*. Manila, Philippines.
- Gatchalian, M.M. 1996. People Empowerment, the Key to TQM Success. *Proceedings 5th Asia Pacific Quality Organization Conference*, c/o PSQC, Philippines.
- Gatchalian, M.M. 1996. Quality Preference Measurement: The Asian Experience. *ASQC 's 50th Annual Quality Congress Proceedings*. ASQC Milwaukee, Wisconsin, USA.
- Gatchalian, M.M. 1995. Measurement of Customer Preferences Through Sensory Evaluation. *Proceedings, IMECCA . Latin American Congress*, Guadalajara, Mexico. October 2-6.
- Gatchalian, M.M.; S.Y. de Leon and T. Yano, 1994. Measurement of Coconut Maturity by Sound Waves. *Food Engineering Journal*. Elsevier Publishers, London. p. 253-276.
- Gatchalian, M.M., 1993. "Sector Concept on a Framework for Systematic Application of Standardization Metrology and Quality Control in Vietnam" (Project INT/89/TO2 UN-STEENRD-DESD).
- Gatchalian, M.M., 1993. Quality Assessment Through Sensory Evaluation Methods. *Mexican Institute of Quality Control Journal*, IMECCA, Mexico.
- Gatchalian, M.M.; S.Y. de Leon and T. Yano, 1993. Sensory Profile of Stored Young Coconuts. *Food Quality Preference*. Elsevier Publications, London, p. 193-200.
- Gatchalian, M.M., 1992. "Quality Assessment and Development of Young Coconut (Cocos, Nucifera L.) From Post-Harvest through Storage and Processing" a monograph and a Dissertation Paper, Tokyo University (TODAI), Japan, January, 1992.
- Gatchalian, M.M. and de Leon, S.Y., 1992. Introduction to Food Technology. Published by Merriam

- and Webster Publishing Co., Manila. Book (386 pages)
- Gatchalian, M.M., 1992. "Achieving suitable export Quality in Processing Food Products" published in the International Trade Forum, ITC, Palais des Nation Geneva Switzerland
- Gatchalian, M.M., de Leon, S.Y. and Yano, T. 1992. "Control Chart Techniques: A Feasible Approach to Measurement of Panelist Performance in Product Profile Development." Journal of Sensory Studies p.239-257. Nutrition Press Inc.,
- Gatchalian, M.M., Palomares, T. and Contreras, C., 1992. "Sensory Evaluation of Fish Sauce." ASEAN Food Journal. ASEAN Food Handling Bureau, Malaysia.
- Gatchalian, M.M., 1992. "Quality Control in Food Processing: An Introductory Handbook," (written the contents) published by International Trade Centre, Geneva, Switzerland.
- Gatchalian, M.M., de Leon, S.Y. and Yano, T., 1991. "Quantified Approach to Sensory Panelist Selection" Food Quality and Preference Journal. Elsevier Science Publishers Ltd., London. p. 233-241.
- Gatchalian, M.M., 1991. Survey, Determination of Export Potentials and Quality Improvement of Philippine Coconut Products. DOST-UP ORC Research Report.
- Gatchalian, M.M. and M.M. Calzado, 1991. The Food Processing Sector in the Philippines: An Overview. UNDP-ILO Project RAS 86/070. Manila, Philippines 111 pp.
- Gatchalian, M.M., 1990. "APQCO: A Challenge to IQCM" From Quality Challenges in the 1990s. Institute of Quality Control, Malaysia. Selangor, Malaysia.
- Gatchalian, M.M. and Grace Divino, 1990. Measurement of Filipino Thresholds for Flavor Enhancers. Research monograph funded by Ajinomoto Co. Inc.
- Gatchalian, M.M., 1990. Problems Associated with Quality and Productivity in the Food Industry. Philippine Journal of Food Science and Tech. Vol. 14, No. 1 & 2. January-June, 1990 p. 5-8.
- Gatchalian, M.M., 1989. Statistical Quality Control: Problems and Issues in Industry. Proceedings, Annual Statistical Research and Training Workshop-Conference (SRTC). Hyatt Regency, Manila.
- Gatchalian, M.M., 1989. Filipino Workers: What Makes them Productive and Quality Conscious. Proceedings. Productivity Improvement Circles Association of the Philippines (PICAP) Convention. Hotel Nikko, Manila Garden, Makati, Metro Manila.
- Gatchalian, M.M. 1989. Philippine L-M Council for Quality and Productivity. Proceedings. 33rd EOQC Congress, Vienna, Austria.
- Gatchalian, M.M., 1989. Total Quality Control: Concepts and Applications. Proceedings. Indian Association for Quality and Reliability Congress. New Delhi, India.
- Gatchalian, M.M. and J.C. Gatchalian, 1989. Filipino L - M Cooperation for Quality and Productivity. Transactions. ASQC 43rd Congress. Toronto, Canada.
- Gatchalian, M.M., 1989. Sensory Evaluation Methods for Quality Assessment and Development, second ed. U.P. College of Home Economics, Diliman, Q.C. Philippines.
- Gatchalian, J.C. M.M. Gatchalian, et. al. 1989. Handbook of Labor Management Cooperation. Quality Consultants International, Inc. P.O. Box 116, U.P. Campus, Diliman, Q.C., Philippines.
- Gatchalian, M.M., 1988. A Call for Quality Awareness in the Philippines. World Perspective from Quality Progress. American Society for Quality Control (ASQC) Inc. Vol. XXI (6) p. 94-95
- Gatchalian, M.M., 1988. What Upper Management Should Know About Statistical Quality Control Proceedings. PQPM-DTI Forum.
- Gatchalian, M.M., 1988. Total Quality Control: Concepts and Procedures. Proceedings, Productivity Improvement Circles Association of the Philippines (PICAP) Congress, Philippines.
- Gatchalian, M.M., 1988. Approaches to a National Campaign for Quality in the Philippines. Proceedings. The Second Conference of Asia Pacific Quality Control Organization, KSA, Seoul, Korea.
- Gatchalian, M.M., 1988. Food Packaging and Effects on Health. Proceedings, Nutritionist Dietitians Association of the Philippines Annual National Convention, United Lab Auditorium, Metro Manila.
- Gatchalian, M.M., 1987. Sensory Evaluation methods for Quality Control. The Best on Quality. Vol. 1. Yearbook of the International Academy for Quality (IAQ). Carl Hansen, Verlag Munchen Wein. p. 221-230.
- Gatchalian, M.M., 1987. Quality Control Education & Training in Food Processing. Proceedings,

- International Congress in Quality Control, JUSE. Tokyo, Japan.
- Gatchalian, M.M., 1987. Technology Transfer of Food Technology & Quality Improvement. Proceedings. Int'l Congress on Food Science & Tech. IUFOST, Singapore.
- Gatchalian, M.M., 1987. Sensory Evaluation Methods for Quality Assessment. Proceedings Poster Sessions. IUFOST International Congress on Food Science and Technology, Singapore.
- Gatchalian, M.M., 1987. Quality Promotion in the Philippines. Proceedings. National Conference of Quality Circles. Manila Garden. Productivity and Development Center, Development Academy of the Philippines. Pasig, Metro Manila.
- Gatchalian, M.M., 1987. Sensory Evaluation Methods for Consumer Acceptance Tests. Proceedings. Congreso Mexicano, Aguas Calientes, Mexico. IMECCA.
- Gatchalian, M. M. 1986. Status and Prospects of Food Processing in the Philippines. Phil. Journal of Food Science and Technology. Phil. Asso. of Food Techs. Vol. 10 (1&2),
- Gatchalian, M.M., 1986. Quality Improvement Programs for ARMCO-Marsteel Supervisors Hand-out Materials. January, 1986.
- Gatchalian, J.C.; M.M. Gatchalian et al. 1986. Nature, Prospects and Consequences of Underground Employment in Metro Manila. Sponsored by Friedrich Ebert Stiftung and U.P. Institute of Industrial Relations, a monograph of 102 pages .
- Gatchalian, M.M., 1986. Hand-outs for Intensive Skills Training on Transfer of Food Technology. MARDI, Malaysia, July to August, 1986.
- Gatchalian, M.M., 1985. Citrus Extraction. ASEAN Handling Bureau, 1985. KL, Malaysia.
- Gatchalian, M.M., 1985. Quality Assessment Through Sensory Evaluation. Proceedings APQCO '85, Beijing, China. October 20-25, 1985.
- Gatchalian, M.M., 1985. Statistical Quality Control Series I & II. Cost of Quality Series I: Statistical Quality Control for Top Management. Philippine Airlines (PAL)
- Gatchalian, M.M., 1985. Management of Quality Control Hand-out Materials for PAL.
- Gatchalian, M.M., 1985. Statistical Quality Control Hand-out Materials for PAL
- Gatchalian, M.M., 1985. Statistical Quality Control and Net-Weight Control Hand-out for Supervisory Training at FILIPRO (Nestle International).
- Gatchalian, M. M., 1983. "Food technology Education for a Better Food Industry," Food Industry Magazine, Vol. VII, No. I. P.O. Box 124, Manila.

* More than twenty (25) other publications before 1983 on the areas of sensory evaluation, fruit and vegetable processing quality control, food packaging, grading and standardization.