

## SHORT RESUME

**Name** : Hesameddin AREF KASHFI  
**Date of Birth** : 24 . 12 . 1948  
**Degrees** : -M. Sc. in Elec. & Electronics Engineering, Shiraz University, Iran (1973),  
- D. E. A. in Sociology, Paris University, France (1979),  
- Holder of Certificate of Quality Systems Auditor / Lead Auditor registered training courses, Neville Clarke, Iran  
- EFQM Model comprehensive course, BSI, Iran  
- Certificate of Quality Management Program, AOTS- METI, Japan (1995).

### Summary of some experiences:

1973-1986 ; Technical Senior Assistant, Shiraz University, Iran,  
1986-1991 ; Elec. Engineering Dept. Manager, Petrochemical Industries Design & Engineering Co. (PIDEC)  
1991-1993 ; National Petrochemical Company Standards Project Manager, (PIDEC)  
1993-1995 ; Quality & Productivity Director and ISO 9000 Project Manager, (PIDEC)  
1995-present ; Chairman & Managing Director, Continuous Improvement Engineering Consultants  
2002- present ; Chairman, Institute of Quality Engineering

### Cultural and professional experiences and activities:

- Author of more than 75 articles in standards, quality and quality management issues published in Persian management magazines, ISO 9000+ ISO 14000 News (ISO Magazine, Switzerland), KENSHU (AOTS Magazine, Japan).
- Asia Pacific Quality Organization ( APQO ) Approved Technical Expert
- Trainer and lecturer of more than 150 courses and seminars in the field of ISO 9000, QMS & TQM in more than 80 companies
- Consultant of service and manufacturing companies for QMS implementation including:
  - Petrochemical Industries Design and Engineering Co.,
  - Management of Power Plant Projects of Iran ( MAPNA )
  - SIMCO
  - Dena Tire Co.,
  - Communication Cable Co. , Rafsanjan Industrial Complex
  - Lambeh Aluminum Co.,
  - Akhshan Co.,
  - Aran Gostar Filter Co.,
  - Industrial Electronics Co.,
  - Faravari and Sakht Co.,
  - Azarab Erection and Construction Co.,
  - Tobi Tak Inspection Co.,
  - Iranian Technical Inspection Co.,
  - Kermanshah Pump Manufacturing Co.
- Member of advisory boards / executive committees of national and international events in quality and quality management
- Organizer and Convener, Asian CAMP ( Create Alignment to Maximize Performance)

- Member of Steering Committee of Int'l Conference of Quality Managers, Iranian Society of Quality Managers and President of 9<sup>th</sup> ICQM / 14<sup>th</sup> APQO International Conference
- Proctor of ASQ Certification Examinations in Iran

### **Honors & Recognitions:**

- “ Quality Ambassador of Iran” by Iranian Society of Quality Managers ( 2004 ),
- “ Pioneer of Excellence” by Iranian Post Organization and Iranian Society of Quality Managers ( 2004 ), honored with an official postage stamp,
- Recipient of “ **President’s Award**” from Asia Pacific Quality Organization ( 2006),
- Member to the prestigious “**International Academy for Quality**” ( 2006 ).

### **Memberships:**

- Iranian Society of Quality Managers (ISQM), Founding Committee Coordinator and President,
- Asian Network for Quality (ANQ), Founding Member and Iran’s representative,
- Asia Pacific Quality Organization (APQO) Core Council Member and Vice President for External Affairs,
- Middle East Quality Association, Founding Members and Executive Committee Member
- American Society for Quality (ASQ), Senior Member
- Association for Overseas Technical Scholarship (AOTS), Japan, Member since 1995
- Quality and Productivity Society of Pakistan (QPSP), Honorary Fellow,
- Iran – Japan friendship Association.
- Iran Industries Directors Association,

### **Presentations:**

Contribution at national, regional and international events in quality in different countries in more than 40 cases including:

- “TQM, A Necessity for Industrial Development” at the 2<sup>nd</sup> National Productivity Congress, Tehran, June 1995,
- “Role of Engineering Services in Economic Development” at the 1<sup>st</sup> Conference in Cooperation of Government, University and Industry. Tehran, March 1996,
- “Quality Management & Quality of Management” at the 1<sup>st</sup> Int’l Quality Management Conference, Tehran, Oct. 1998,
- “Government, Quality and Economic Growth” at the 1<sup>st</sup> National Conference in Standards Development, Tehran, Oct. 2000,
- “Quality Management & HRD in the 21st. Century” at the 2<sup>nd</sup> Int’l Quality Management Conference, Tehran, Nov. 2000,
- “Quality Culture Institutionalization” at the 1<sup>st</sup> Metallurgy Quality Management Conference Tehran, June 2001, ( Invited Speaker )
- “ TQM, Electrical Industry and Success” at the 2<sup>nd</sup> National Quality & Productivity Conference, Tehran, June 2001, ( Invited Speaker )
- “A Review in World’s Quality Movement” at the 1<sup>st</sup> DOE Conference of Polymer Industry, Tehran, Aug. 2001, ( Keynote Speaker )
- “ QM Standards and Quality of Product” at the 2<sup>nd</sup> National Conference in Standards Development, Tehran, Jan. 2002,

- “Quality Management & HRD in the 21<sup>st</sup> Century” at the 46<sup>th</sup> EOQ Congress, Harrogate – **United Kingdom**, Sep. 2002,
- “Quality and Productivity in the 21<sup>st</sup> Century” at the 7<sup>th</sup> ICQI 2002, Karachi - **Pakistan**, Oct. 2002, ( Invited Speaker )
- “Quality, Asia and Iran” at the 16<sup>th</sup> Asian Quality Symposium, Tokyo - **Japan**, Nov. 2002,
- “Surpetition Needs Total Quality Employees” at the 1<sup>st</sup> ANQ Congress & the 17<sup>th</sup> Asian Quality Symposium, Beijing - **China**, Sep. 2003,
- "Quality, Innovation and Sustainable Growth" approved paper at the 8<sup>th</sup> World Congress for TQM, Dubai -**UAE**, Oct. 2003,
- “Cost of Quality and Organization’s Performance” at the 5<sup>th</sup> National Quality & Productivity Conference, Tehran, June 2004, (Keynote Speaker)
- "Leadership in EFQM Model and ISO 9001:2000", at the 5<sup>th</sup> Conference of Quality Managers, Tehran, July 2004, (Invited Speaker)
- "Achieving Excellence through Effective Process Improvement" at the 2<sup>nd</sup> ANQ Congress & the 18<sup>th</sup> Asian Quality Symposium, New Delhi - **India**, Aug. 2004,
- "QMS and Service Organizations" approved paper at the 48<sup>th</sup> EOQ Congress, Moscow - **Russia**, Sep. 2004
- "Service Quality Improvement for a Better Quality of Life" at the 49<sup>th</sup> EOQ Congress, Antalya - **Turkey**, April 2005,
- “A Review in Social Aspects of Quality” at the 6<sup>th</sup> International Conference of Quality Managers, Tehran, July 2005, (Invited Speaker)
- "A Review in Social Aspects of Quality" at the International Conference on Quality, ICQ'05, Tokyo - **Japan**, Sep. 2005,
- "Corporate Social Responsibility" at the 3<sup>rd</sup> ANQ Congress & 19<sup>th</sup> Asian Quality Symposium, Taipei - **Taiwan**, Sep. 2005,
- “Breakthrough Management”, at the 7<sup>th</sup> International Conference of Quality Managers, Tehran, July 2006, (Invited Speaker)
- “Breakthrough, A New Approach in Quality Management”, at the 4<sup>th</sup> Regional Quality Convention, Kathmandu- **Nepal**, August, 2006, ( Invited Speaker )
- “Quality Managers and the New Roles and Responsibilities” at the 15<sup>th</sup> Turkish Society for Quality Congress, Istanbul- **Turkey**, Nov. 2006, ( Invited Speaker )
- “Quality Managers Embrace Future Challenges” at the 1<sup>st</sup> Middle East Quality Association Congress, Dubai- **UAE**, March 2007.
- Asian CAMP’07- Kathmandu- **Nepal**, September 2007, ( Resource Speaker )
- “Quality and Future Challenges” at the 13<sup>th</sup> Asia Pacific Quality organization International Conference, Shanghai- **China**, October 2007 ( Keynote Speaker )
- “Quality and Leadership Role in Services” at the Sarawak’s 4<sup>th</sup> International Quality Congress, Sarawak- **Malaysia**, October 2007 ( Invited Speaker )
- “New Quality Roles and Imperatives in Education”, at the 10<sup>th</sup> International Convention on Students’ Quality Control Circles, World Council for Total Quality and Excellence in Education, Lucknow- **India**, November 2007. ( Invited Speaker )