

Your Name: \_\_\_\_\_

 <p>Gratia Christian College 宏恩基督教學院</p>	 <p>HIESD Hong Kong Institute of Education for Sustainable Development 香港可持續發展教育學院 The Movement of Centres of UNESCO</p>	 <p>International 5-S Organization (I5SO™)</p>	 <p>Asia-Pacific Business Excellence Standard APBEST Academy</p>	 <p>emerald PUBLISHING</p>
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## 24<sup>th</sup> International Conference on ISO & TQM **24-ICIT**

**Theme:** “ISO & TQ/AI for Health, Service & Education Excellence”

**Date:** 6-8 Feb 2025 (Thu.-Sat.)

**Venue:** Riverside Regal Hotel, Shatin, HKSAR, China ( [www1.gcc.edu.hk/ro/24-ICIT](http://www1.gcc.edu.hk/ro/24-ICIT) )

**Sponsored by:** Top Emerald Portfolio of Academic Journals, UK (including the TQM Journal)  
~ Listed on the Thomson Reuter citation index – Institute for Scientific Information ( ISI )

With **Special Edition** from the Journal of Service Management (Prof. Sam HO was the Chief Editor)  
(**Grade-B** journal ranked by the HK Research Grants Council & Ranked **Q1** with **H-88** by SJR)  
Also recommend to publish in some SSCI Journals (Prof. Sam HO was the Editor in some of these.)

### Conference Programme ( Confirmed )

<b>5 Feb 2025 (Wed.): Day-0 evening</b>	
6:00 – 7:00pm	<b>Welcome Reception</b> -- for Keynote Speakers & Overseas Presenters at the <b>Hotel Ground Floor Café-Shop</b>
7:00 - 9:00pm	<b>Dinner at a nearby Restaurant</b> -- for Keynote Speakers & Overseas Presenters

#### Paper Sub-theme Titles:

1. TQM in AI & Sustainable Development	4. TQ Practice for Education Management
2. TQM for BRI Social & Economic Development	5. TQ Practice for Social & Christian Services
3. ISO 9001 / 14001 / 45001 / SDG / ESG / EFQM, etc.	6. TQ Practice for Health & Services

#### Conference Co-chairs:

-- Prof. H. S. Chui (Founder President, Gratia Christian College – GCC)

-- Prof. Sam Ho (Founder Chair -- ICIT, HK5SA & APBEST Academy) & Research Prof., GCC  
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**NOTE:** In view of the very tight conference schedule, **punctuality** will be much appreciated.

Time	Session (*)	Room	Activity	Paper Title
<b>6 Feb 2025 (Thur.): Day-1 morning sessions</b>				
<b>8:30-8:45am</b>	<b>Registration (at the Conference Hall Lobby) &amp; be seated for the Opening Ceremony</b>			
9:00-9:45am	<b>S-0</b>	<b>A</b>	-- Welcome Speech -- Conference Theme & Logistics	Prof. H. S. Chui Prof. Sam Ho
9:45-10:30am	<u>1.3DK</u>		Prof. Douglas Hensler (Dean Emeritus, U. of Wisconsin-Green Bay, USA)	Artificial Intelligence: An Economic Overview
<b>10:30-11:00am</b>	<b>Tea Break</b>			
	<b>S-1</b>	<b>A</b>	<b>Prof. Andrew Leung (as Convenor)</b>	
11:00-11:45m	<u>3.2DK</u>		Mr. Shu-Wah Yuen (Founder Chairman, GCC)	A Cost-effective ESG Experiment to Afforest Desert Land in North-western China
11:45-12:30pm	<u>4.1DK</u>		Prof. Palmira López-Fresno (EAE Business School, Spain)	Fostering Humanistic and Competence-Based Education for Resilient Organizations in a VUCA World
<b>12:30-1:30pm</b>	<b>Lunch &amp; Networking</b>			
<b>6 Feb 2025 (Thur.): Day-1 afternoon sessions</b>				
	<b>S-2</b>	<b>A</b>	<b>Prof. John Hamilton (as Convenor)</b>	
1:30-2:15pm	<u>2.2K</u>		Prof. Leslie Chan (Prof. American U. of RAK, UAE)	Belt and Road Initiative (BRI) on Total Quality Financial Perspectives for Sustainable Development
2:15-3:00pm	<u>1.5</u>		Ms. Lili Lu (Master Candidate, Beijing Normal U. -- Zhuhai Campus)	Research on the Impact of AI on Quality Management in Agricultural Enterprises - A Case Study of Shanghai SQ Agricultural Technology Company
	<b>S-3</b>	<b>B</b>	<b>Dr. Fernando Gonzalez (as Convenor)</b>	
1:30-2:15pm	<u>2.5</u>		Dr. Susanna Wong (Head, School of Education & Psychology, GCC)	Providing Quality "Mental Health" Service to Elders
2:15-3:00pm	<u>6.4</u>		Dr. Olivia Ho (MBCbB, DCH, MRCGP, FHKCFP(FM); HA-HKSAR)	Clinical Audit on the Management of GOUT in a GOPC in HKSAR
<b>3:00-3:30pm</b>	<b>Tea Break</b>			
	<b>S-4</b>	<b>A</b>	<b>Prof. Doug Hensler (as Convenor)</b>	
3:30-4:15pm	<u>6.1DK</u>		Dr. Billy Chui (Hospital Superintendent cum Chief Medical Executive, Evangel Hospital)	Stakeholder Management in Business Process Management -- The journey of Evangel Hospital putting the Voice of Stakeholders at the Core of Healthcare Process Reengineering
4:15-5:00pm	<u>4.3K</u>		Dr. Fernando Gonzalez (Ex-Head, Neurology, Hospital Central de Asturias, Spain)	Navigating Automation: Challenges and Opportunities for Medical Practice and Education
6:15-6:30pm	<b>Venue: Bauhinia Function Room, Hotel 3/f</b> Be seated & Welcome Speech by the <b>Chairman S. W. Yuen</b> of GCC Board of Governors			
6:30-7:00pm	<b>Prof. Andrew Leung (as Ex-HKSARG Rep. for UK &amp; NE-European Countries) Special Speech #1:- A 10-point Outlook on Life</b>			
<b>7:00pm +</b>	<b>Conference Dinner :</b> Provides good opportunities for delegates to have networking, enjoy Chinese cuisine & have fun.			
9:00-9:30pm	<b>Prof. Andrew Leung (as Ex-HKSARG Director for Social Welfare) Special Speech #2:- Fireside chat on experience as the DSW, HKSARG</b>			

(\*) DK = Distinguished Keynote Paper; K = Keynote Paper

- NOTE:**
1. Please test your Flash Memory, or Notebook Computer **during the session break** before your presentation.
  2. **The Session Convenor** shall ensure that each presentation session will compose of **30-min.** Presentation + **10-min.** Q&A + **5-min.** Change-over. A **"DING"** should be made at the **25<sup>th</sup> minute** of the presentation.

Timeline	Session (*)	Room	Speaker	Paper Title
<b>7 Feb 2025 (Fri.): Day-2 morning sessions</b>				
<b>8:45-9:00am</b>	<b><i>Be seated for the Morning Session</i></b>			
	<b>S-5</b>	<b>A</b>	<b>Prof. Pui-Mun Lee</b> (as Convenor)	
9:00-9:45am	<u>5.2K</u>		Ms. Linda Forbes (Presented <b>with</b> Prof. John Hamilton, JCU, Australia)	Health, Health Systems and Advanced AI solutions
9:45-10:30am	<u>4.2K</u>		Prof. H. S. Chui (Founder President, GCC)	Development of a School-Based Management (SBM) Model - Empowerment-Leadership, Morale, Participation in Decision-making, Teachers' Collaboration and Perceived Student-Achievement
<b>10:30-11:00am</b>	<b><i>Tea Break</i></b>			
	<b>S-6</b>	<b>A</b>	<b>Mr. Roland Jahnke</b> (as Convenor)	
11:00-11:45am	<u>2.4</u>		Dr. Dil Nawaz Hakro (Presented <b>by</b> Prof. John Hamilton, JCU, Australia)	Research framework for iFintech adoption
11:45-12:30pm	<u>3.3K</u>		Prof. Gryphon Sou (Ex-AVP, HK Inst. for Sustainable Dev. HiESD) Presented by: Prof. Shirley Yeung (AVP, UNESCO HK Asso.)	Quality Implementation of ESG Policy with SDGs in Healthcare Industry
	<b>S-7</b>	<b>B</b>	<b>Prof. Simon Lam</b> (as Convenor)	
11:00-11:45am	<u>5.3</u>		Rev. Fu-Sing (David) Lee (Programme Director, GCC)	Effective Leadership for Church Development
11:45-12:30pm	<u>5.4</u>		Dr. Walter Yung + Prof. Helen Ho + Dr. K.C. Li ( School of Social Work, GCC)	Fieldwork Supervision and Mental Health of Social Work Students
<sup>e</sup> <b>12:30-1:30pm</b>	<b><i>Lunch &amp; Networking</i></b>			
<b>7 Feb 2025 (Fri.): Day-2 afternoon sessions</b>				
	<b>S-8</b>	<b>A</b>	<b>Prof. Palmira López</b> (as Convenor)	
1:30-2:15pm	<u>2.1DK</u>		Prof. Andrew Leung (Ex-DG, HKSARG Economic & Trade Office in London, UK/HK)	Broader Total Quality Lessons for China's Belt and Road Initiative (BRI)
2:15-3:00pm	<u>3.5</u>		Mr. Roland Jahnke (Founder President, Global Sustainable Excellence Concepts)	QM/Performance Excellence Models: a key driver of the UN-SDG 2030
<b>3:00-3:30pm</b>	<b><i>Tea Break</i></b>			
	<b>S-9</b>	<b>A</b>	<b>Prof. Shirley Yeung</b> (as Convenor)	
3:30-4:15pm	<u>4.4K</u>		Prof. Simon Lam (Asso. Dean & Dir., Integrative Health Centre, Tung Wah College)	Studies about Happiness Index 2018-2024: The Insights from the literature and Hong Kong data
4:15-5:00pm	<u>1.2DK</u>		Prof. John Hamilton (Chair Prof., Head of Mgt. & Gov., JCU, Cairns, Australia)	Mixed Methods Research: NVivo can qualitatively validate a causal quantitative measurement model study
6:30pm +	<b><i>Dinner, City Nite-Tour, Souvenir Shopping &amp; Networking</i></b>			

Timeline	Session (*)	Room	Speaker	Paper Title
<b>8 Feb 2025 (Sat.): Day-3 morning sessions</b>				
<b>8:45-9:00am</b>	<b><i>Be seated for the Morning Session</i></b>			
	<b>S-10</b>	<b>A</b>	<b>Prof. Andrew Leung</b> (as Convenor)	
9:00-9:45am	<u>3.1DK</u>		Prof. P. M. Lee (School of Business, Singapore U. of Social Sciences)	Insights on Organisations achieving Business Excellence
9:45-10:30am	<u>6.2DK</u>		Prof. Mosad Zineldin (Dept. of Medicine, Linnaeus U., Sweden) Ms. Valentina Vasicheva (PhD Candidate, Linnaeus U.)	Healthcare Quality, Patient Safety & Quality of Life
<b>10:30-11:00am</b>	<b>Tea Break</b>			
	<b>S-11</b>	<b>A</b>	<b>Dr. Andrew Loke</b> (as Convenor)	
11:00-11:45am	<u>2.3K</u>		Prof. Fotios Vouzas (Prof. Dept. of BA, U. of Macedonia, Greece)	The TQM and Business Ethics relationship: A Case Study from Greece
11:45-12:30pm	<u>1.1DK</u>		Prof. Dato' Jamil Hamah – <b>Zoom</b> (Ex-Rector, U. Tech. MARA, Kuching, Sarawak)	Post-Covid Development Strategy 2030: Leveraging Quality Initiatives in Securing Speedy Economic Recovery
	<b>S-12</b>	<b>B</b>	<b>Prof. Mosad Zineldin</b> (as Convenor)	
11:00-11:45am	<u>1.4K</u>		Prof. Shirley Yeung (Head, School of Business, GCC)	Green Building Practices, Green Financing, AI and the Preservation of Intangible Cultural Heritages (ICH),
11:45-12:30pm	<u>3.5</u>		Mr. Wilson Chan & Prof. Shirley Yeung (Lecturer & Head, School of Business, GCC)	Enhancing ISO (PDCA) with A Supply Chain Operations Reference (SCOR) Model for Quality Property Management Services
<b>12:30-1:30pm</b>	<b>Lunch &amp; Networking</b>			
<b>8 Feb 2025 (Sat.): Day-3 afternoon sessions</b>				
	<b>S-13</b>	<b>A</b>	<b>Prof. Fotios Vouzas</b> (as Convenor)	
1:30-2:15pm	<u>5.1K</u>		Dr. Andrew T. E. Loke, MB/BS (Asso. Prof., Dept. of Religion & Philosophy, HKBU)	Harvard Human Flourishing Index – Perspectives from philosophy of religion
2:15-3:00pm	<u>6.3K</u>		Prof. Sam Ho (Founder, ICIT & Research Prof., GCC)	Impact of Sunspot on Covid-19 and Beyond
<b>3:00 – 3:30pm</b>	<b>Best-paper Voting, Conf. Feedback &amp; Tea Break</b>			
3:30-4:00pm	<b>A</b>	Prof. Palmira López-Fresno Prof. John Hamilton	<b>Conference Review</b> (including Slide-show)	
4:00-4:15pm		Prof. Doug Hensler Prof. Sam Ho	<b>Best 24-ICIT Sub-theme Paper Award Ceremony</b>	
4:15-4:30pm		Co-chairs, 24-ICIT:- Prof. H.S. Chui & Prof. Sam Ho	Farewell & Photo Sessions	
5:30pm +	<b><i>Victoria Harbour Cultural Tour (including Art Museum &amp; M+), Dinner &amp; Networking</i></b> -- led by Andrew Leung, Olivia Ho & Sam Ho (T.B.C.)			

Wishing you an **enjoyable & fruitful** conferencing experience at the **24-ICIT** !