

## QMOD 2025 Program

26 <sup>th</sup> September, Friday			
Location: Choi Young Hall, Baekyang Nuri			
17:00-20:00	QMOD-ICQSS Registration		
17:00-18:00	Welcome Reception		
18:00-20:00	Welcome Dinner		
27 <sup>th</sup> September, Saturday			
Location: Grand Ballroom, Baekyang Nuri			
09:30-10:30	Conference Opening		
	Opening Speech Heejun Park, <i>Local chair, President, KSQM</i> Su Mi Dahlgaard-Park & Jens J. Dahlgaard, <i>Conference Co-Chairs</i>  Congratulatory Speech Dongseop Yoon, <i>President, Yonsei University</i> Dongmin Moon, <i>President, Korean Standards Association</i> Daeja Kim, <i>President, Korean Agency for Technology and Standards</i>		
10:30-12:00	Awards Ceremony		
	Global Excellence Award in Quality Management Myungho Kwon, <i>President &amp; CEO, Korea East-West Power Co., Ltd.</i> Sustainable Management Quality Award Yongbae Lee, <i>President &amp; CEO, Hyundai Rotem Co., Ltd.</i> Distinguished Service Award Joonho Kim, <i>Former Advisor, LG Electronics</i> Chief Quality Officer Award Taeho Lee, <i>Executive Director, Korea South-East Power Co., Ltd.</i> Excellent Quality Manager Award Donghyun Kim, <i>Senior Research Engineer, Korea Institute of Nuclear Nonproliferation and Control</i> Excellent Quality Engineer Award Insuk Im, <i>Director, GoldVan Co., Ltd.</i>		
12:00-13:30	Lunch		
Location: Lee Youn Jae Hall 5 <sup>th</sup> & 6 <sup>th</sup> Fl.			
14:00-15:30 Parallel Sessions 1	QMOD		
	Q1.1. Big Data & AI in Quality Management I Room: L505	Q1.2. Quality in Education & Public Relations Room: L509	Q1.3. AI, Machine Learning & Quality Management I Room: L511
	Q1.4. Safety, Reliability & Applied Statistics I Room: L604	Q1.5. Industry 4.0 & Digital Transformation in Quality Room: L614	Q1.6. Performance Management & Organizational Excellence I Room: L615

	KSQM		
	<b>K1.1.</b> Quality 4.0 & Industrial Digitalization <b>Room: L503</b>	<b>K1.2.</b> Defense Quality & Procurement Innovation <b>Room: L504</b>	<b>K1.3.</b> Poster Session I <b>Room: L617</b>
Location: Lee Youn Jae Hall 2 <sup>nd</sup> Fl.			
15:30-15:45	Coffee Break		
Location: Lee Youn Jae Hall 5 <sup>th</sup> & 6 <sup>th</sup> Fl.			
15:45-17:15 Parallel Sessions 2	QMOD		
	<b>Q2.1.</b> Big Data & AI in Quality Management II <b>Room: L505</b>	<b>Q2.2.</b> Service Quality & Digitalization <b>Room: L509</b>	<b>Q2.3.</b> Continuous Improvement: Lean, Six Sigma & Supply Chain <b>Room: L511</b>
	<b>Q2.4.</b> Quality in Healthcare & Hospitality I <b>Room: L604</b>	<b>Q2.5.</b> AI, Machine Learning & Quality Management II <b>Room: L614</b>	<b>Q2.6.</b> Business Excellence, Innovation & Sustainability I <b>Room: L615</b>
	KSQM		
	<b>K2.1.</b> Safety, Reliability & Applied Statistics II <b>Room: L503</b>	<b>K2.2.</b> Digital Transformation & R&D Quality <b>Room: L504</b>	<b>K2.3.</b> Poster Session II <b>Room: L617</b>
Location: Grand Ballroom, Baekyang Nuri			
18:00-21:00	Conference Gala Dinner		
28 <sup>th</sup> September, Sunday			
Location: 4 <sup>th</sup> Engineering Hall 5 <sup>th</sup> Fl., D504			
10:00-10:45	Plenary Session Yamada Shu, <i>Professor</i> , Keio University, Japan, <i>What should and should not be changed on Quality Management in the age of AI</i>		
10:45-11:00	Coffee Break		
Location: 4 <sup>th</sup> Engineering Hall 5 <sup>th</sup> Fl.			
11:00-12:30 Parallel Sessions 3	QMOD		
	<b>Q3.1</b> Quality Management Systems & Supply Chain Management <b>Room: D502</b>	<b>Q3.2</b> Business Excellence, Innovation & Sustainability II <b>Room: D503</b>	<b>Q3.3</b> Quality in Healthcare & Hospitality II <b>Room: D504</b>
	<b>Q3.4</b> Benchmarking & Best Practices in Quality Management <b>Room: D507</b>	<b>Q3.5</b> Performance Management & Organizational Excellence II <b>Room: D508</b>	<b>Q3.6</b> AI, Machine Learning & Quality Management III <b>Room: D509</b>
Location: 4 <sup>th</sup> Engineering Hall 1 <sup>st</sup> Fl., Lobby			
12:30-14:00	Lunch		
Location: 4 <sup>th</sup> Engineering Hall 5 <sup>th</sup> Fl., D504			
14:00-14:45	Plenary Session Forrest Breyfogle, <i>CEO</i> , Smarter Solutions, Inc. United States, <i>How to Reduce AI Implementation Risks: A Smarter Strategy for Business Success</i>		
Location: 4 <sup>th</sup> Engineering Hall 1 <sup>st</sup> Fl., Lobby			
14:45-15:00	Coffee Break		

<b>Location: 4<sup>th</sup> Engineering Hall 5<sup>th</sup> Fl., D504</b>	
<b>15:00-15:45</b>	<b>Plenary Session</b> <b>John Oakland</b> , <i>Professor</i> , Leeds University, United Kingdom, <i>Quality 4.0 – concept definition, principles &amp; practice</i>
<b>15:45-16:15</b>	<b>Closing Session</b> <i>Best Paper Awards and QMOD 2026 Announcement</i>

## 26<sup>th</sup> September, Friday

17:00-20:00 Location: Choi Young Hall, Baekyang Nuri	QMOD-ICQSS Registration
17:00-18:00 Location: Choi Young Hall, Baekyang Nuri	Welcome Reception
18:00-20:00 Location: Choi Young Hall, Baekyang Nuri	Welcome Dinner

## 27<sup>th</sup> September, Saturday

09:30-10:30 Location: Grand Ballroom, Baekyang Nuri	Conference Opening
<p style="text-align: center;"><b>Conference Opening</b></p> <p><b>Opening Speech</b>  <b>Heejun Park</b>, <i>Local chair, President, KSQM</i>  <b>Su Mi Dahlgaard-Park &amp; Jens J. Dahlgaard</b>, <i>Conference Co-Chairs</i></p> <p><b>Congratulatory Speech</b>  <b>Dongseop Yoon</b>, <i>President, Yonsei University</i>  <b>Dongmin Moon</b>, <i>President, Korean Standards Association</i>  <b>Daeja Kim</b>, <i>President, Korean Agency for Technology and Standards</i></p> <p style="text-align: center;"><b>Awards Ceremony</b></p> <p><b>Global Excellence Award in Quality Management</b>  Myungho Kwon, <i>President &amp; CEO, Korea East-West Power Co., Ltd.</i>  <b>Sustainable Management Quality Award</b>  Yongbae Lee, <i>President &amp; CEO, Hyundai Rotem Co., Ltd.</i>  <b>Distinguished Service Award</b>  Joonho Kim, <i>Former Advisor, LG Electronics</i>  <b>Chief Quality Officer Award</b>  Taeho Lee, <i>Executive Director, Korea South-East Power Co., Ltd.</i>  <b>Excellent Quality Manager Award</b>  Donghyun Kim, <i>Senior Research Engineer, Korea Institute of Nuclear Nonproliferation and Control</i>  <b>Excellent Quality Engineer Award</b>  Insuk Im, <i>Director, GoldVan Co., Ltd.</i></p>	
10:30-12:00 Location: Grand Ballroom, Baekyang Nuri	Plenary Session
<p><b>Session Chairs</b>  <b>Prof. Su Mi Dahlgaard-Park &amp; Prof. Jens J. Dahlgaard</b>, <i>Conference Co-Chairs, Sweden</i></p> <p><b>Robin Mann</b>, <i>Head, Centre for Organizational Excellence Research, New Zealand,</i>  <i>The Power of Benchmarking for Real Business Impact - Improving People, Processes, Products, and the Planet</i></p> <p><b>Moontae Lee</b>, <i>Senior Researcher, LG Corporation, South Korea,</i>  <i>Reasoning, Alignment, and Creativity: The Triptych of Superintelligence</i></p>	
12:00-13:30 Location: Grand Ballroom, Baekyang Nuri	Lunch

14:00-15:30 Location: Lee Youn Jae Hall 5 <sup>th</sup> & 6 <sup>th</sup> Fl.		QMOD Parallel Sessions 1	
Q1.1. Room L505 Big Data & AI in Quality Management I			
Session Chairs: Prof. Tatjana Tambovceva, Latvia			
Fernando F. Padró, Heejin Chang, Australia		Tacit knowledge as a barrier to the Artificial Intelligence-Academic Integrity (AI-Ai) nexus: The challenge of checklist formation	
Sung Hyun Park, Korea		Challenges and Development Strategies of Data Science and Artificial Intelligence	
Hong Hwan Ahn, Korea		Designing a Dual Quality Framework for Responsible AI in the Public Sector: A Case-Informed Application to Incheon International Airport	
Turgut Refik Caglar, Elena Andrushchenko, Jonathan Thelen, Roland Jochem, Germany		Enhancing Failure Management with Large Language Models (LLMs): Developing and Validating a Proof of Concept for AI-Driven Quality Management	
Q1.2. Room L509 Quality in Education & Public Relations			
Session Chairs: Prof. Jelena Titko, Latvia			
Vivien Surman, Barbara Árki, Ádám Kővári, Pál Varga, Hungary		AI Chatbot for Higher Education - Bridging Student and Engineer Perspectives	
Jelena Titko, Anna Svirina, Oksana Lentjušenkova, Kristina Uzule, Latvia		Artificial Intelligence for Continuous Improvement in Higher Education	
Jiah Hwang, Heejun Park, Korea		A Study on the Impact of Corporate Mecenat Activities on Relationship Quality and Corporate Legitimacy	
Q1.3. Room L511 AI, Machine Learning & Quality Management I			
Session Chairs: Prof. Chi-Kuang Chen, Taiwan			
Shu Yamada, Taisei Kajihara, Hiroki Kawabe, Keisuke Shida, Japan		Application of machine learning techniques to millisecond injection data in a highly controlled process	
Elena Andrushchenko, Turgut Refik, Caglar, Dogan Efe, Roland Jochem, Germany		The Impact of Prompt Engineering on AI-Driven Failure Management in Manufacturing	
Seungbeom Kim, Korea		A Study on the Emotional Transmission of Virtual Humans: Through Eye-Tracking and Brainwave (fNIRS) Measurement	

<b>Q1.4. Room L604</b> <b>Safety, Reliability &amp; Applied Statistics I</b>	
<b>Session Chairs: Prof. Wan Seon Shin, Korea</b>	
Junhyeok Seo, Sungmin Bae, Korea	Corporate Response Strategy for the Serious Accident Punishment Act Using the IPA-AHP Technique
Angelos Pantouvakis, Nikolaos Tsoulakos, Greece	The Role of Digitalization in Shipping Safety: Human Error and Near-Miss Prevention
Siil Sung, Korea	How to select an Appropriate Confidence Level for Reliability Testing?
Sungim Lee, Korea	A Comparative Study of Multivariate Control Charts for Covariance Shift Detection
<b>Q1.5. Room L614</b> <b>Industry 4.0 &amp; Digital Transformation in Quality</b>	
<b>Session Chairs: Prof. Sungmin Bae, Korea</b>	
Malikah, Wan Seon Shin, Korea	Quality 4.0: Current Trends, Key Approaches and Future Directions – A Systematic Review
Frédéric Ponsignon, Gregory Bressolles, Naser Valaei France	The role of the digital transformation in influencing the orientation of quality management practices: a contingency theory perspective
Yingxue Ren, China	Development and validation of a digital maturity model for Industry 4.0: perspective of Chinese SMEs
Siw M. Fosstenløkken, Sara Slålie Cvijetic, Une Newermann Wick Norway	Digital Maturity and Quality: Innovation Perspectives and Maturity Models
<b>Q1.6. Room L615</b> <b>Performance Management &amp; Organizational Excellence I</b>	
<b>Session Chairs: Prof. Gerson Tontini, Brazil</b>	
Anette Knutsen Finstad, Barbara, Rebecca Mutonyi, Terje Slåtten, Norway	Cultivating a Thriving Workforce in Hospitality Organizations - An Empirical Study of Its Antecedents and Consequences
Barbara Rebecca Mutonyi, Victoria Rustad Bjerke, Terje Slåtten, Norway	The impact of service employees' ambidexterity and leadership display of curiosity on a firm's innovative culture and competitive advantage
Giancarlo Gomes, Gérson Tontini, Mohamed Amal, Regiane Krause, Brazil	Learning To Innovate Globally: Does International Orientation Enhance Innovation Performance?

Anastasia Gerou, Angelos Pantouvakis, Greece		Sustainable Business Models Innovation: A Knowledge Synthesis
<b>14:00-15:30</b> <b>Location: Lee Youn Jae Hall 5<sup>th</sup> &amp; 6<sup>th</sup> Fl.</b>		<b>KSQM Parallel Sessions 1</b>
<b>K1.1. Room L503</b>		
<b>Quality 4.0 &amp; Industrial Digitalization</b>		
<b>Session Chairs: Prof. Sang-Jun Lee, Korea</b>		
Su-Hyun Ahn, Sang-Jun Lee, Korea		Visual-Workflow Machine Learning in Higher Education
Su-Hyun Ahn, Sang-Jun Lee, Korea		Evaluating the Effectiveness of a Global Citizenship Education Course
Sangho Baek, Jinho Ahn, Jaewoong Kim, Joonsu Kim, Namsu Ahn, Korea		Study on setting protection levels of major facilities based on risk assessment
Hojun Song, Wan Seon Shin, Kyung geun Lee, Siyoul Kim, Korea		Research on the Analysis of Key Issues for Digital Quality Management Adoption and Development
<b>K1.2. Room L504</b>		
<b>Defense Quality &amp; Procurement Innovation</b>		
<b>Session Chairs: Prof. Sung Uk Lim, Korea</b>		
Myungjin Chung, Jingu Heo, Jeong il Choi, Sunguk Lim, Korea		A Study on Quality Assurance System Improvement for Military Commercial Goods Procurement
Seok-Hee Ryu, Jin Gu Heo, Gye Soo Kim, Seo- Young Kim, Jeongil Choi, Korea		The Quality Movement: Where are we going? Past, Present and Future
Yong-Kwan Beak, Seo-Young Kim, Jeongil Choi, Korea		A Study on the Strategic Importance of Assessing Quality Management Maturity in Defense Product Manufacturers
Jahoon Jeong, Junyeol Ryu, Namsu Ahn, Korea		Text Regression with an Explainable AI Approach for Defense Project Budget Prediction
<b>K1.3. Room L617</b>		
<b>Poster Session I</b>		
<b>Session Chairs: Prof. Yonghan Ju, Korea</b>		
<b>P-1</b>	Jonggyu Song, Kwangkyun Jung, Kyumin Nam, Manki Jung, Jongpil Kang, Korea	A Study by Technical Documents Review Function of Automated LLM(Large Language Model) Learning Based
<b>P-2</b>	Kyumin Nam, Kwangkyun Jung, Yonghyun Jou, Manki Jung, Jongpil Kang, Korea	A Study on the Operational cases of Next- Generation PLM after Introduction

<b>P-3</b>	Junho Lee, Jungmin Kim, Donghyeon Kim, Bohye Seo, Jaehoon Lim, Korea	Study on Improving the Abnormal Reboot Phenomenon of Rotorcraft SMFD
<b>P-4</b>	Eunho Kim, Korea	A Study on Methodologies for Improving UAV Quality Management Using AS9100 and AS9102
<b>P-5</b>	Sanghoon Jeong, Korea	Introduction of Phase-Array Ultrasonic Detection Testing (PAUT) Technology
<b>P-6</b>	Woojin Lee, Jaeman Son, Korea	Comprehensive Quality Management in the Mozambique Maputo Gas Pipeline Project
<b>P-7</b>	Junhyeok Seo, Sungmin Bae, Korea	Analysis of the impact of the introduction of the Serious Accidents Punishment Act on consumers using PEST-SWOT analysis: Focusing on serious civil accidents
<b>P-8</b>	Chi-hyeong Park, Seok-ki Hong, Dong-hwan Kim, Hyun-chae Jung, Bogil Seo, Hyun-jun Kim, Korea	Operational-Stage Quality Analysis for Assessing Equipment and Product Aging and Performance Changes, and Optimizing Force Deployment
<b>P-9</b>	Inkyu Hwang, Hyoungjo Huh, Korea	Open-Source OCR and On-Premises LLM in the Digital Transformation of Defense Quality Assurance
<b>15:30-15:45</b> <b>Location: Lee Youn Jae Hall 2<sup>nd</sup> Fl.</b>		<b>Coffee Break</b>
<b>15:45-17:15</b> <b>Location: Lee Youn Jae Hall 5<sup>th</sup> &amp; 6<sup>th</sup> Fl.</b>		<b>QMOD Parallel Sessions 2</b>
<b>Q2.1. Room L505</b>		
<b>Big Data &amp; AI in Quality Management II</b>		
<b>Session Chairs: Prof. Gregory Bressolles, France</b>		
Soyoung Kim, Jun-sung Park, Youngju Cho, Heejun Park, Korea		Analyzing Battery Technology Trends Using Patent-Based Keyword Network Prediction and Clustering from Patent Analysis to Strategic Insights in R&D Planning
Younglak Shim, Ki Jung Choi, Jongman Kim, Dohyun Kim, Korea		Latent space oversampling for class imbalance mitigation
Dogan Efe, Elena Andrushchenko, Turgut Refik Caglar, Roland Jochem, Germany		AI-Driven Failure Management: A Systematic Analysis of Methods, Challenges, and Industrial Integration
<b>Q2.2. Room L509</b>		
<b>Service Quality &amp; Digitalization</b>		
<b>Session Chairs: Prof. Victoria Rustad Bjerke, Norway</b>		
Hojun Song, Ji Young Yoon, Wan Seon Shin, Korea		Developing Quality Digital Index based on Machine Learning in Open Quality Era



Boyoung Lee, Insu Cho, Yonghan Ju, Korea	A Framework for Selecting Offline Financial Service Branches for the Aging Adults
Victoria Rustad Bjerke, Barbara Rebecca Mutonyi, Terje Slåtten, Norway	Linking Leader Humour to Employee Creative Performance: the mediating pathways of Psychological Safety, Humorous Work Climate, and Organizational Commitment
<b>Q2.3. Room L511</b>	
<b>Continuous Improvement: Lean, Six Sigma &amp; Supply Chain</b>	
<b>Session Chairs: Prof. DonHee Lee, Korea</b>	
Roy Andersson, Eduardo Bridi, Per Hilletoft, Rudrajeet Pal, Juliano Endrigo Sordan, Sweden	Improving collaboration by Lean Six Sigma for enabling agile supply chain
Su Thwe Phyo, DonHee Lee, Sang-Shik Lee, Korea	The Impact of Contract Farming on Sustainable Supply Chain Activities
Naif Almakayeel, Saudi Arabia	Enhancing Process Efficiency Through the Integration of Lean Manufacturing and Six Sigma: A Data-Driven Approach
DonHee Lee, EuiBeom Jeong, Korea	Enhancing Supply Chain Resilience through Network Characteristics: A Quality-oriented Approach to Structural Analysis
<b>Q2.4. Room L604</b>	
<b>Quality in Healthcare &amp; Hospitality I</b>	
<b>Session Chairs: Prof. Max Christoph Urban, Germany</b>	
Wen-Huan Wang, Fareeha Afzal, Alexander Geist, Max Christoph Urban, Germany	AI-Enhanced Pulsed-Wave NMR Device for Point-of-Care Blood Analysis and Market Access Simulation in the Early Development Phase for Risk Improvement
Parisa Afshin, Barbara Rebecca Mutonyi, Erlend Nybakk, Norway	Healthcare Workers' Well-being: Digital Demands and Organisations' Resources
Jiin Hwang, Jongwoo Park, Korea	A Study on the Impact of Cultural Quotient on the Cooperative Behavior; Focusing on Effects of Self-Efficacy and Collective-Efficacy
<b>Q2.5. Room L614</b>	
<b>AI, Machine Learning &amp; Quality Management II</b>	
<b>Session Chairs: Prof. Sung Hyun Park, Korea</b>	
Sa-Eun Park, Jung-Hwan Hong, Hojin Cho, Chiehyeon Lim, Hyemee Kim, Hyeong-Woo Choi, Jik-Hyun Yoon, Ki-Hun Kim, Korea	Development of a Compounded Rubber Property Prediction Model Based on Integrated Use of Recipe and Mixing Process Sensor Data
Tatjana Nikitina, Tatjana Tambovceva, Latvia	How Artificial Intelligence Can Improve Project Management Practices in the Context of Circular Economy
Tatjana Tambovceva, Regina Veckalne, Tatjana Nikitina, Lilita Abele, Oskars Lescinskis, Diana Bajare, Latvia	Advancing Material Quality and Sustainability through Industrial Symbiosis with Biomass Ash in the Circular Economy

<b>Q2.6. Room L615</b> <b>Business Excellence, Innovation &amp; Sustainability I</b>	
<b>Session Chairs: Prof. Davor Labas, Croatia</b>	
Robin Mann, New Zealand	Organisational Excellence Architecture – The BE governance structure of BE organisations and their resource deployment
Chi-Kuang Chen, Robby, Taiwan	An Empirical Investigation of SWOT Analysis as Strategic Management Tool: The Aspects of 4P and Business Excellence
Ong Tze Xuan, Kum Fai Yuen, Singapore	The role of Data-Driven Digital Capabilities in Enabling Green Technological Innovation in Shipping
Davor Labas, Croatia	Assessment of Contemporary Tools and Activities for Effective Organizational Crisis Preparedness
<b>15:45-17:15</b> <b>Location: Lee Youn JaeHall 5<sup>th</sup> &amp; 6<sup>th</sup> Fl.</b>	<b>KSQM Parallel Sessions 2</b>
<b>K2.1. Room L503</b> <b>Safety, Reliability &amp; Applied Statistics II</b>	
<b>Session Chairs: Prof. Dongmin Kim, Korea</b>	
Young-Jun Hyun, Korea	Assessing the Relative Importance of Principle and Guidelines for Nuclear Safety Culture using KANO Model
Dongmin Kim, Jinwook Kim, Sanghoon Jeong, Pureun Kim, Jungmin Chae, Korea	Potential Changes in Natural Gas Quality and Their Impact on Gas Appliances Based on Global Climate Change Policies
Wonjin Kim, Sangmun Shin, Korea	Derivation of Noise-Robust Optimal Conditions via DoE-Based Small Data Augmentation
<b>K2.2. Room L504</b> <b>Digital Transformation &amp; R&amp;D Quality</b>	
<b>Session Chairs: Prof. Gye Soo Kim, Korea</b>	
Seo ha Kim, Jin wook Jeon, Seo Yeong Kim, Youn Sung Kim, Korea	Digital Transformation of Food Safety Management
Won Bum Seo, Jin Gu Heo, Gye Soo Kim, Korea	A Study on The Rapid Requirement R&D Processes to Improve K-Defense Quality Competitiveness
Chanhui Jo, Sangmun Shin, Korea	Digital twin design that combines virtual engine and AI algorithm-based DoE
<b>K2.3. Room L617</b> <b>Poster Session II</b>	
<b>Session Chairs: Prof. Seungbeom Kim, Korea</b>	

<b>P-1</b>	Donghyeon Kim, Junho Lee, Korea	Quality Improvement of Helicopter Air Data Systems through Redundancy Optimization
<b>P-2</b>	Hyoungjo Huh, Inkyu Hwang, Seung Hyun Baek, Korea	A Study on the Intelligent Integrated Quality Improvement Methodology
<b>P-3</b>	YungChul Yoo, SungHoon Hong, Korea	Study on accelerated test method comparison for electric cable insulator
<b>P-4</b>	YoungJin Son, SungMin Bae, Korea	A Study on the Optimization of Product Design Strategies Based on the Specification Design Index (SDI)
<b>P-5</b>	Soonwoo Park, Seongdon Hong, Yeong Hyeon Kim, Dahoon Lim, Jun Su Kim, Korea	Stockpile Reliability Program Models for Missile Systems: Insight from Case Studies of Multinational Stockpile Reliability Activities
<b>P-6</b>	Dae Yun Kim, Min Seo Park, Seo Young Kim, Youn Sung Kim, Korea	Exploring Service Quality, Customer Satisfaction, and Participation Factors among Youth Space Program Users through IDI
<b>P-7</b>	Yeong Hyeon Kim, Seong Don Hong, Soonwoo Park, Da Hoon Lim, Yong Soo Kim, Korea	Integrated Big Data Analysis and Machine Learning-Based Approach for Guided Missile ASRP
<b>P-8</b>	Seongdon Hong, Soonwoo Park, Yeonghyeon Kim, Dahoon Lim, Korea	Proposal for the Development of the Ammunition Stockpile Reliability Program (ASRP) for Guided Weapons from the Perspective of Total Life Cycle System Management (TLCSM)
<b>P-9</b>	Dahoon Lim, Yeong Hyeon Kim, Soonwoo Park, Seongdon Hong, Korea	Advancement of the guided missile ASRP through the application of a continuous probability distribution
<b>18:00-21:00</b> <b>Location: Grand Ballroom, Baekyang Nuri</b>		<b>Conference Gala Dinner</b>

## 28<sup>th</sup> September, Sunday

10:00-10:45 Location: 4 <sup>th</sup> Engineering Hall 5 <sup>th</sup> Fl., D504	Plenary Session
<b>Session Chairs</b> <b>Prof. Su Mi Dahlgaard-Park &amp; Prof. Jens J. Dahlgaard</b> , <i>Conference Co-Chairs</i> , Sweden	
<b>Yamada Shu</b> , <i>Professor</i> , Keio University, Japan: <i>What should and should not be changed on Quality Management in the age of AI</i>	
10:45-11:00 Location: 4 <sup>th</sup> Engineering Hall 1 <sup>st</sup> Fl., Lobby	Coffee Break
11:00-12:30 Location: 4 <sup>th</sup> Engineering Hall 5 <sup>th</sup> Fl., D504	QMOD Parallel Sessions 3
<b>Q3.1. Room D502</b> <b>Quality Management Systems &amp; Supply Chain Management</b>	
<b>Session Chairs: Prof. Wen-Huan Wang, Germany</b>	
Morales-Contreras Manuel F., Suárez-Barraza, Manuel F., Spain	Exploring Order Preparation Processes in Fast-Food Restaurants: A Multi-Case Study in Madrid Based on Lean-Kaizen Principles
Angelos Pantouvakis, Eleni Moschaki, Greece	Quality Management Systems and Their Effect on ESG Principles in the Shipping Sector
Jaeyou Go, Jiyoung Yoon, Jooyoung Lee, Wan Seon Shin, Korea	An Open Quality Approach for Implementing A Smart Navigation System in the Coastal Area
<b>Q3.2. Room D503</b> <b>Business Excellence, Innovation &amp; Sustainability II</b>	
<b>Session Chairs: Prof. Jens J. Dahlgaard, Sweden</b>	
Gye Soo Kim, Korea	Howard Gardner's Five Minds for Excellence in The AI Era: A Framework for Achieving Excellence Quality Performance
Yafei Yu, Decheng Wen, Xiao Chen, China	How does green advertising serve as quality signal in gray market?
Su-Yol Lee, Seho Jung, Korea	Corporate entrepreneurship, ESG-integrated management, and quality and operational performance: A focus on micro and SME suppliers
Jung-Hwan Hong, Seo-Gyu Won, Ki-Hun Kim, Korea	Development of a Hawkes Process-Based Multimodal Deep Learning Model for Predicting Mortgage Delinquency at the Korea Housing Finance Corporation
<b>Q3.3. Room D504</b> <b>Quality in Healthcare &amp; Hospitality II</b>	
<b>Session Chairs: Prof. Masahiko Munechika, Japan</b>	
Masaaki Kaneko, Japan	Proposal for a list of tasks that medical safety managers should carry out for effective quality and safety activities in healthcare

Chisato Kajihara, Riko Asahina, Akira Shindo, Masahiko Munechika, Japan	Educational Components for Healthcare Professionals on Advance Care Planning (ACP) Based on a Cognitive-Behavioral Model
Chisato Kajihara, Yuki Nakamura, Haizhe Jin, Masahiko Munechika, Japan	A Study on Difficulties and Implementation of Daily Management in Nursing Care
Ryoko Shimono, Yeuk Lam Tang, Masahiko Munechika, Japan	Evaluation Model of Quality Management Education by focusing on Learners' Motivation
<b>Q3.4. Room D507</b> <b>Benchmarking &amp; Best Practices in Quality Management</b>	
<b>Session Chairs: Prof. Johye Hwang, Korea</b>	
Jorge J. Román, Entesar Al Menhali, United Arab Emirates	Sheikh Hamdan Bin Zayed Environmental Award, Past Winners Case Study
Shuaib, K. M., Inusa Auwalu, Nigeria	Impact of AI on Quality Management Practices in Nigerian Manufacturing Industries: The Case of Lagos
Sungwook Jung, Keehong Woo, Youn Sung Kim, Changhee Kim, Korea	Strategic Transformation for Quality, Innovation and Crisis Management under Effective Leadership: A Case Study of Korean Air
Haerang Jin, Johye Hwang, Korea	The Congruence Effects of Service Robot Appearance and Relationship Orientation on Consumer Expectancy in Restaurants
<b>Q3.5. Room D508</b> <b>Performance Management &amp; Organizational Excellence II</b>	
<b>Session Chairs: Prof. Terje Slåtten, Norway</b>	
Minjae Park, Dong Ho Park, Korea	Two-Dimensional Warranty Strategy Considering Refund and Replacement
Barbara Rebecca Mutonyi, Victoria Rustad Bjerke, Terje Slåtten, Norway	Firm's Sustainable Innovation and Competitive Advantage: Examining the role of Leadership Display of Curiosity, Organizational Innovation Culture, and Leadership Support for Innovation
Loukas N. Anninos, Su Mi Dahlgaard-Park, Jens J. Dahlgaard, Greece, Sweden	Leveraging AI and Neuroscience: a Transformative Leadership Paradigm for achieving Sustainable Excellence
Victoria Rustad Bjerke, Barbara Rebecca Mutonyi, Terje Slåtten, Norway	Thriving Through Curiosity: Building Innovative, Attractive, and Competitive Organizations
<b>Q3.6. Room D509</b> <b>AI, Machine Learning &amp; Quality Management III</b>	
<b>Session Chairs: Prof. Junsung Park, Korea</b>	
Min-Kun Shin, Sa-Eun Park, Young-Mok Bae, Seung-Hyun Choi, Ki-Hun Kim, Korea	Graph Neural Imputation Method to Mitigate Information Loss in Reduced Semiconductor Wafer Probe Testing

Min-Kun Shin, Hyun-Wook Lee, Sung-Zun Park, Sa-Eun Park, Yu-Bin Lee, Sun-Gahn Ko, Ki-Hun Kim, Korea	Heterogeneous Spatiotemporal Graph Neural Network for Port Air Quality Forecasting with the Integrated Use of Air-Quality, Weather, and AIS Data
Youngju Cho, Junsung Park, Joonwoo Yoo, Junyoung Yoo, Soyoung Kim, Jiah Hwang, Heejun Park, Korea	Performance Enhancement of Deep Learning Models for Cable Defect Detection in LNG Tank Quality Inspection
<b>12:30-14:00</b> <b>Location: 4<sup>th</sup> Engineering Hall 1<sup>st</sup> Fl., Lobby</b>	<b>Lunch</b>
<b>14:00-14:45</b> <b>Location: 4<sup>th</sup> Engineering Hall 5<sup>th</sup> Fl., D504</b>	<b>Plenary Session</b>
<b>Session Chairs</b> <b>Prof. Su Mi Dahlgaard-Park &amp; Prof. Jens J. Dahlgaard</b> , Conference Co-Chairs, Sweden	
<b>Forrest Breyfogle</b> , CEO, Smarter Solutions, Inc. United States, <i>How to Reduce AI Implementation Risks: A Smarter Strategy for Business Success</i>	
<b>14:45-15:00</b> <b>Location: 4<sup>th</sup> Engineering Hall 1<sup>st</sup> Fl., Lobby</b>	<b>Coffee Break</b>
<b>15:00-15:45</b> <b>Location: 4<sup>th</sup> Engineering Hall 5<sup>th</sup> Fl., D504</b>	<b>Plenary Session</b>
<b>Session Chairs</b> <b>Prof. Su Mi Dahlgaard-Park &amp; Prof. Jens J. Dahlgaard</b> , Conference Co-Chairs, Sweden	
<b>John Oakland</b> , Professor, Leeds University, United Kingdom, <i>Quality 4.0 – concept definition, principles &amp; practice</i>	
<b>15:45-16:15</b> <b>Location: 4<sup>th</sup> Engineering Hall 5<sup>th</sup> Fl., D504</b>	<b>Closing Session</b>
<b>Session Chairs</b> <b>Prof. Su Mi Dahlgaard-Park &amp; Prof. Jens J. Dahlgaard</b> , Conference Co-Chairs, Sweden	
<b>Best Paper Awards and QMOD 2026 Announcement</b>	