**SEMINAR TITLE**
“Modeling and Analysis of Excellence Journey: Assessment of National Quality Movement in Turkey”

**SEMINAR SPEAKER**
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**PROGRAM**
11:50 - 1:00 p.m. Lecture
12:50 - 1:00 p.m. Q&A and Discussion
1:00 – 1:30 p.m. Pizza

**ABSTRACT**
Based on the past 15 years of experience in the Turkish National Quality Award Process, an excellence model is viewed as instrumental to turn the whole society ultimately into an inter-organizational learning environment and to boost the competitiveness power and quality of life. Learning is realized both at individual and organizational levels throughout all phases of the excellence award process, and assessors play a crucial role in this process. Their interactions within their teams as well as with the applicant company create an opportunity to reflect the identified best practices to their own work environments. Knowledge dissemination continues with the seminars, forums, annual winners’ conferences pinpointing best practices and world class applications. The study will focus on the experiences gained through the excellence journey in Turkey with the related initiatives of National Quality Movement, Regional and National Excellence Awards. In the second part of the study, the related assessment system based on the scoring tool known as RADAR is investigated. The important issues of validation and credibility of the scoring system are elaborated. A two stage nested design is constructed to measure the assessment capability. In order to improve the performance and reliability of the assessment process, certain recommendations are developed and implemented.

**BIOGRAPHIC PROFILE**
Ali R. Kaylan is a professor of Industrial Engineering and the Chair of the Engineering and Technology Management graduate program at Bogazici University in Istanbul. He also serves as the Chairman of the National Quality Award Steering Committee and is a member of the Executive Board of KalDer, the Turkish Quality Society and the Steering Committee of the Turkish Engineering Deans Council. He served as the General Secretary of the Deans Council for the period December 2003 – May 2006, was Engineering Dean for two terms (2000-2006) at Bogazici University, and has served as Industrial Engineering Department Chair and the Director of the University Computer Center. His current research interests are in the areas of quality engineering, system simulation and stochastic processes.