



SRMEK - Serbian Association for Quality

mobile | +381 63 253-453 |
phone | +381 34 302-440
www.srmek.org | office@srmek.org
Republic of Serbia | 11000 Belgrade
Balkanska 11/2a



National Representative



EFQM
National Partner



QUALITY
INNOVATION
AWARD



16 - 17 / 06 / 2020, Hyatt Regency, Belgrade, Serbia

BIOGRAPHICAL NOTE

Prof. dr Noriaki Kano

Professor Emeritus, Tokyo University of Science
Honorary Chairman, Asian Network for Quality (ANQ)



KANO, NORIAKI, Honorary Member of IAQ and ASQ (which are very unique recognitions) is one of the world's leading experts in the field of quality management.

He is the developer of a customer satisfaction model known as the Kano model, which has a simple ranking scheme that distinguishes between essential and differentiating attributes related to concepts of customer quality.

He is a professor emeritus at the Tokyo University of Science. Dr. Kano completed his undergraduate and graduate studies in the engineering school of the University of Tokyo. He was the 1997 recipient of the Deming Prize for Individuals, administered by the Union of Japanese Scientists and Engineers (JUSE). In 1997 he also received the Deming Lecturer Award from the American Statistical Association.

Kano is nominated Honorary Member of ASQ and he was the recipient of three ASQ Medals of Distinction—the E. Jack Lancaster Medal in 2002, the E. L. Grant Medal in 2007, and the Distinguished Service Medal in 2014. In addition, he was the 2016 recipient of Georges Borel Award for international achievements by the European Organization for Quality (EOQ).