



Supply-Chain Roadshow Courses

Supplier Auditing (taught by Dennis Arter)

Supplier Nonconformances (taught by Kathryn Roberts)

Two 1-day seminars
Attend one or both

4 locations in So. California
August 20-24, 2012

AUGUST 2012 ROADSHOWS

	Location	Supplier Auditing	Supplier Nonconformances
San Diego	Courtyard Mission Valley 595 Hotel Circle South San Diego, CA, (619) 291-5720 ** Limit 24 participants **	Monday August 20	Tuesday August 21
Temecula	Springhill Suites Wine Country 28220 Jefferson Avenue Temecula, CA, (951) 699-4477 ** Limit 30 participants **	Tuesday August 21	Wednesday August 22
Riverside	Hampton Inn & Suites Riverside 4250 Riverside Parkway Riverside, CA, (951) 352-5020 ** Limit 30 participants **	Wednesday August 22	Thursday August 23
Long Beach	Holiday Inn Long Beach Airport 2640 Lakewood Boulevard Long Beach, CA, (562) 597-4401 ** Limit 24 participants **	Thursday August 23	Friday August 24

Duration and Location

Registration starts at 8:00 a.m. with coffee and tea available. Each course will start at 8:30 a.m. and finish at 5:00 p.m. with 30 minutes for lunch. A certificate for 0.8 ASQ Recertification Units per seminar will be provided to each participant.

Seminar Fee and Registration

Cost is \$400 per participant for a single seminar or \$650 for both. Three or more employees from the same company may attend for \$325 per participant for a single seminar or \$600 for both. Fee includes lunch, seminar notes and a textbook.

Technical Questions?

Contact Dennis (dennis@auditguy.net) (509.783.0377)
or Kathryn (kroberts@thebluewatergroup.com) (919.870.7712)

Registration Questions?

Contact ASQ Customer Care at 800.248.1946 (help@asq.org)

Register at <http://asq.org/cs/courses>



Supply-Chain Roadshow Courses

Supplier Auditing

Taught by Dennis R. Arter

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supplier Auditing is designed for management, professional and technical personnel who want to improve supplier relations and performance. The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the Certified Quality Auditor exam will enjoy the review.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. This seminar emphasizes supplier partnerships and how auditing benefits both parties.



Dennis R. Arter is a consultant and author of *Quality Audits for Improved Performance*. He was part of the team that developed the *Certified Quality Auditor* program way back in 1988. He is an ASQ Fellow and former member of the ASQ Board of Directors. Active in the Customer-Supplier Division, he was co-chair of the Third China-America Quality Conference held in Shanghai in September 2004. He may be reached at dennis@auditguy.net.

Level:

Basic – no prior knowledge of auditing quality systems required.

Topics Covered

Supplier Quality

Concepts, need for change

Purchasing Controls

Your requirements
Selecting a supplier
Awarding the business
Monitoring performance

Your Audit System

Authority
The audit boss
The audit team
Scheduling audits

Preparing to Audit

Purpose and scope
The requirements
Audit plan
Checklists

Fieldwork

Opening meeting
Gathering facts
Communications

Reporting Results

Analyzing data
Cause and effect
Findings
Overall analysis
Closing meeting
Formal report

Follow up

Corrective action
Response evaluation
Audit closeout

Summary



Supply-Chain Roadshow Courses

Handling Supplier Nonconformances

Taught by Kathryn E. Roberts

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Handling Supplier Nonconformances is for management, professional and technical personnel who want to gain an in-depth insight into the differences between short-term action (NCR) and long-term action (SCAR) when dealing with supplier issues. Participants will learn how to develop, implement and maintain an effective supplier nonconformance program in their organization. This instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.).



Kathryn E. Roberts is a consultant and author of *Correct! Prevent! Improve! Driving Improvement Through Problem-Solving and Corrective and Preventive Action*. She has over twenty-two years of supplier management experience in a variety of industries. Kathryn is a past Section Chair and a past Regional Councilor for the American Society for Quality, a past Examiner for the North Carolina Performance Excellence Process, and a past Certified Quality Auditor. She is a national and international speaker on the topics of business and management. Kathryn may be reached at kroberts@thebluewatergroup.com.

Who should attend?

Quality professionals, Supply Chain Management professionals, Procurement & Purchasing professionals

Level:

Basic – no prior knowledge of handling supplier nonconformances is required.

Topics Covered

How to Identify Supplier Problems

- Typical supplier problems
- Criteria for supplier issues

Separate the Vital Few from the Trivial Many

- Nonconforming Report (NCR) basics
- Supplier Corrective Action Request (SCAR)
- NCR vs. SCAR
- Vital few vs. trivial many

Understanding & Implementing a NCR Process

- NCR process, forms, elevation to SCAR
- Material Review Board (MRB) process

Understanding & Implementing a SCAR Process

- SCAR process, forms and records
- Root-cause analysis
- Corrective and Preventive Action
- Verification

Monitoring, Measuring & Reporting Supplier Nonconformances

- Supplier nonconformance responses
- Supplier nonconformance metrics
- Supplier nonconformance records

Implementing an Effective Supplier Nonconformance Program

- Effective supplier management practices
- Partnering with suppliers
- Driving supplier improvement
- Key components
- Required personnel
- Key tips & traps