



Customer-Supplier
Division

Supply-Chain Roadshow Courses

- Supplier Auditing** (taught by Dennis Arter)
- Supplier Certification** (taught by Dick Gould)
- Supplier Nonconformances** (taught by Kathryn Roberts)
- Business Continuity** (taught by Betty Kildow)

Four 1-day seminars
Attend one or two

4 locations in the Midwest
July 18-22, 2011

JULY 2011 ROADSHOWS

	Location	Supplier Auditing or Supplier Certification	Supplier Nonconform or Business Continuity
Naperville	Hilton Garden Inn Naperville 28351 Dodge Drive Warrenville, IL 60555, (630) 393-3223	Monday July 18	Tuesday July 19
Benton Hbr	Lake Michigan College 2755 E. Napier Avenue Benton Harbor, MI 49322	Tuesday July 19	Wednesday July 20
Ft. Wayne	Marriott Fort Wayne 305 E. Washington Center Road Ft. Wayne, IN 46825, (260) 484-0411	Wednesday July 20	Thursday July 21
Indianapolis	Hilton Garden Inn Indianapolis NE 9785 North by Northeast Blvd. Fishers, IN 46037, (317) 577-5900	Thursday July 21	Friday July 22

Duration and Location

Registration starts at 8:00 a.m. with coffee and tea available. Each presentation 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 two. Three or more employees from the same company may attend for \$325 per participant for a single seminar or \$600 for two. Fee includes lunch, seminar notes and a textbook.

Technical Questions?

Dennis (509.783.0377) or Dick (623.546.7821) or Kathryn (919.870.7712) or Betty (765.483.9365)

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



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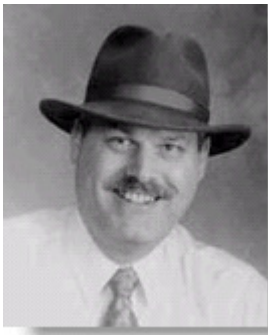
Supplier Auditing

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



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Supplier Certification

Taught by Dick Gould

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

Supplier Certification is designed for quality, materials management, professional and technical personnel who want to improve quality and customer-supplier relationships in their companies. The instruction applies to customer-supplier relationships in any industry, large or small. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and certification. It explores how product and service requirements are defined and accepted as well as the effect of risk in the supply chain. Supplier selection, certification processes, certification agreements and ongoing supplier performance measurements are covered.

Participants will learn techniques that they can put to use immediately in their company.



Richard A. Gould is an ASQ Fellow and member of the ASQ Board of Directors. He is an ASQ Certified Manager of Quality/Organizational Excellence, Quality Engineer, and Quality Auditor. He is a charter member and past-chair of the Customer-Supplier Division of ASQ. He has presented seminars and papers at local, national, and international venues.

Who should attend?

- Quality Assurance and Materials professionals
- Supply Chain Management professionals
- Procurement Quality professionals
- Purchasing planners and buyers
- Material and Inventory control planners

Level:

Basic – no prior knowledge of supplier certification required.

Topics Covered

Supplier Certification

Continuous improvement
Corrective action
Cover your assets

Introduction and Definitions

The supply chain
Supplier certification
Limits on definitions
Supplier classifications

Specifications

Importance of specifications
Specification reviews
Classification of characteristics

What about ISO & clones?

ISO 9001 clones
If not ISO, then

Choosing Suppliers

Supplier selection strategy
Data-driven choices

The Players

Customer team
Supplier team
Certification agreements

Supplier Performance Measurement

Metrics and report cards
Use and recognition

Conclusion



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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 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) basics
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



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Supply-Chain Business Continuity

Taught by **Betty Kildow**

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

Supply Chain Business Continuity is designed for quality, supply management, procurement and purchasing professionals who want to insure that their organization not only survives, but retains customers and market share following any disruption. The instruction applies equally to customers and suppliers and anyone wanting to better understand business continuity as it relates to the supply chain. Interactive exercises and group discussions will enforce the material covered.

This “nuts & bolts” workshop begins by defining business continuity. It explores the business continuity planning lifecycle and its application to the supply chain. We’ll cover supply chain continuity strategies and the importance of partnering with suppliers and other business partners. Participants will complete a basic assessment of their organization’s current business continuity capability.

Participants will learn a business continuity planning process that they can apply in their company.



Betty Kildow, CBCP, FBCI has specialized in business continuity and emergency management consulting for twenty years. An accomplished trainer, Betty developed and led business continuity training for the University of California, Berkeley and the American Management Association. She is a frequent speaker and presenter and has written articles for publications in North America and Europe. Her new book *A Supply Chain Management Guide to Business Continuity* was released in January 2011. Betty can be reached at **BettyKildow@comcast.net**.

Who should attend?

Quality professionals, Supply Chain Management professionals, Procurement & Purchasing professionals, Risk Managers, Business Continuity Managers & Planning Team Members

Level: Basic – no prior business continuity knowledge is required.

Topics Covered

Laying the Groundwork

- What is Business Continuity?
- Continuity and the supply chain
- New challenges

The Planning Process

- Who owns it; who is responsible
- Planning lifecycle
- Company-wide vs. stand-alone

Assessing Current Capabilities

- A self-assessment instrument

Hazard Assessment & Mitigation

- Continuity risk identification
- Mitigation alternatives

Business Impact Analysis (BIA)

- Continuity planning foundation
- Internal/external considerations

Technology Issues

- IT’s Disaster Recovery Plan

Business Continuity Teams

- Carrying out the plan
- Who keeps the chain unbroken?

Supply Chain Continuity Strategies

- Balancing continuity & cost
- Essential partnering

Plan Documents

- One size does NOT fit all
- Triggers for updates

Supply Chain Continuity Strategies

- Weighing the alternatives

Training, Testing, Exercises

- Making sure it works

Communication

- Maintaining contact