

23rd Annual Service Quality Conference

How To Make a Difference with Service Quality

September 22-23, 2014 • San Francisco CA

Monday, September 22, 2014

7:00 - 8:00	Breakfast with Sponsors & Exhibitors		
8:00 - 8:15	Welcome		
8:15- 9:15	Ryan Suydam		
	Director of Operations, Client Feedback Tool		
9:15 - 9:30	Travel Time		
Session Number:	<i>M01</i>	<i>M02</i>	<i>M03</i>
9:30-10:30	Quality of Service Improves with Baldrige and Six Sigma	In Search of Quixote	Creating a Culture of Quality and Knowledge Sharing
Presenter:	Tom Sabolsky & Norman Jones	Kurt Stuke	Kim Glover and Tamara Viles
10:30 - 11:00	Networking break with sponsors		
Session Number:	<i>M04</i>	<i>M05</i>	<i>M06</i>
11:00 - 12:00	Win-Win: Myth-busting the Service Level v. Cost Dilemma	The Role of Quality in Project Management – Financially Focused Quality	The Formula of Service Excellence
Presenter:	Dodd Starbird	Thomas Cappels	Masahiro Ito
12:00-- 1:15	Lunch		
1:15 - 2:15	John Goodman		
	Vice Chairman CCMC		
2:15 - 2:45	Networking break with sponsors		
Session Number:	<i>M07</i>	<i>M08</i>	<i>M09</i>
2:45 - 3:45	Building a Culture of Service Quality	Using Metrics to Improve Individual Performance	If You Don't Know Who To Call, You've Got A Problem
Presenter:	Eric Michrowski & Michelle Brown	Matthew Morgan	Daniel Markovitz
3:45 - 4:00	Travel Time		
Session Number:	M10		
4:00-5:00	Panel Discussion		
Presenters:	Ryan Suydam - John Goodman - Joseph DeFeo - Bob Stocking		
5:00 - 6:00	Networking Reception		

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TUESDAY, September 23, 2014			
8:00 - 9:00	Breakfast with Sponsors and Exhibitors		
9:00 - 9:15	Announcements & Awards		
9:15 - 10:15	Joseph DeFeo Chairman and CEO, Juran Global		
10:15 - 10:45	Networking break with sponsors		
Session Number:	<i>T01</i>	<i>T02</i>	<i>T03</i>
10:45 - 11:45	Quality Driven Relationships: How Seven Project Delivery Organizations Use Relational Metrics to Create a Difference in Their Business	Customer Service Employee Profile for Customer Delight!	The Perfect Customer Service Experience
Presenter:	Ryan Suydam	Benito Flores & Monica Martinez	Tony Kern & Kacy Schwartz
11:45 - 1:00	Lunch		
Session Number:	<i>T04</i>	<i>T05</i>	<i>T06</i>
1:00 - 2:00	Breaking New Grounds in Service Quality through the Human Advantage	Linking Strategy, to Projects, to Results – How to Properly Identify and Select Projects?	Leveraging Standard Work and 5S in Service to Gain Market Share
Presenter:	Eric Michrowski & Michelle Brown	Frank Pardavila	Cedro Toro & Marc Collings
2:00 - 2:15	Travel Time		
Session Number:	<i>T07</i>	<i>T08</i>	<i>T09</i>
2:15 - 3:15	Made Your Service Goals? Congratulations, But You May Only Be Halfway There!	Establishing Relationships to Make a Difference in Service Quality	Implementing ISO 9001 as a Business Management System
Presenter:	James Zurn	Joseph Knight-McKenna	Linda Feres
3:15 - 3:30	Travel Time		
3:30 - 4:30	Bob Stocking Vervago, Inc.		
Conference Tutorials			
	Workshop	Speaker- Topic	
9/21/2014	WKSP01	John Goodman - Using Technology and Voice of the Customer to Make Service Anticipatory and Proactive	
9/24/2014	WKSP03	Ryan Suydam - Measuring Service Quality - Real-time Client Feedback Action Plan	