

ASQ Synergy for Success Virtual Conference Program

Time in ET		Wednesday, October 7, 2026
From	To	
10:00:00 AM	11:00:00 AM	Opening Remarks, Introduction by Dr. Mary Kay Taylor, Keynote: From Automation to Augmentation: Leading the Human-AI Revolution, presented by Dr. Adil Dalal
Description	This inspirational and practical opening keynote presents a unified framework for building organizations of excellence in the age of artificial intelligence, delivered across the operational realities of manufacturing, service industries, and healthcare. As AI agents, humanoid robots, and digital twins reshape how work is designed, executed, and led, most organizations find themselves rich in technology yet starved of the leadership, mindset, and cultural infrastructure required to convert that technology into sustainable advantage. Dr. Adil Dalal addresses this gap directly, drawing on 30 years of transforming operations across 25 industries and 23 countries. The session integrates three of Dr. Dalal's most widely recognized bodies of work: his Forbes Coaches Council Editor's Choice framework, The 7 Levels of Leadership, which The keynote is deliberate, inspirational, immersive and experiential. Attendees will participate in three guided exercises designed to translate framework into personal action before they leave the room: ♦ Exercise 1: The Leadership Mirror, a personal 7 Levels self-assessment ♦ Exercise 2: The AI Leadership Augmentation Map, a Leadership future-readiness exercise Attendees will leave with a personal leadership diagnosis, a 90-day development roadmap, an integrated Lean-AI adoption model applicable, and a unified strategic view connecting all five conference tracks into one coherent organizational excellence agenda	

Speaker Bio



Dr. Adil Dalal, DBA is a globally recognized C-suite executive and transformational leader with over 20 years of experience driving cultural and organizational excellence across 25 industries on five continents. He is the CEO of Pinnacle Process Solutions, Intl., and serves on the Forbes Executive Council. He is also Chair of ASQ's Lean Enterprise Division and past Chair of the Human Development and Leadership Division. Dr. Dalal has trained over 9,500 leaders worldwide in disciplines spanning artificial intelligence, leadership, lean, quality, visualization, and cultural transformation. A prolific author of seven books—including the multi-award-winning 'The 12 Pillars of Project Excellence'. Dr. Dalal is a highly sought-after international keynote speaker, having delivered over 100 impactful talks worldwide. He has spoken at prestigious platforms such as TEDx Brussels, the House of Lords (London), the Saudi Quality Conference, and global organizations like PMI, ASQ, SME, and Shingo.

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10:00:00 AM	11:00:00 AM	Opening remarks, Introduction by Dr. Mary Kay Taylor, Keynote: From Automation to Augmentation: Leading the Human-AI Revolution, presented by Dr. Adil Dalal				
Track		AI and Lean Practices	Cutting EDGGe Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
11:00:00 AM	11:15:00 AM	Break				
11:15:00 AM	12:00:00 PM	Options Profiling for Innovative Future State Designs, Frank Murdock	The Quality Manager as Change Manager: Effectively Leading Change Across Organizations, Zac Jarrard	The Human Edge: Leadership in the Age of AI, Eileen Serano	Process Excellence by Design: Integrating Lean Six Sigma, AI, and Business Strategy, Seetharam Kandarpa	AI Governance in Medical Device Organizations: What Quality Engineers Need to Know, Sai Ranjith Ramakrishnan Kumar
Brief Description		Process improvement teams often excel at analyzing current processes but struggle to create truly innovative future-state solutions. This track introduces Options Profiling, a structured Interactive Management method developed by John Warfield, that helps teams move beyond incremental fixes to systematically envision and design radically improved processes and value streams. Participants will learn how to bridge the gap between process analysis and breakthrough improvement.	Successful quality initiatives require more than process improvements, they require people to embrace change. This track provides an overview of change management principles, key strategies for guiding organizational transformation, and practical lessons learned from real-world project implementations. Participants will gain insights into managing the people, process, and technology impacts that drive successful project delivery and lasting adoption.	As AI transforms how organizations work, the most important leadership skills are becoming distinctly human. This track explores the capabilities leaders need to thrive in an AI-powered world, including critical thinking, curiosity, judgment, empathy, adaptability, and trust-building. Participants will learn how to combine human and artificial intelligence to drive better decisions, stronger teams, and lasting organizational transformation.	Process Excellence is no longer about optimizing individual processes—it is about creating an integrated management system that continuously improves organizational performance. By combining Lean Six Sigma, digital technologies, data-driven decision-making, leadership, and customer focus, organizations can build agile, resilient, and high-performing operations that deliver sustainable value.	As AI-enabled medical devices become more common, quality professionals must navigate evolving regulatory and governance requirements. This track provides a practical roadmap for addressing FDA and EU AI regulations, assessing governance gaps, managing AI-related risks, and implementing effective post-market monitoring. Attendees will gain actionable frameworks and real-world insights that can immediately apply to support compliant and effective AI medical device development.
12:00:00 PM	12:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGGe Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
12:15:00 PM	1:00:00 PM	Lean Thinking Is the Missing Discipline in AI and the Key to Sustainable AI, Priyank Patel and Manny Veloso	Building AI Together: The Collaboration Advantage, Shruti Patil	The Human LLM: How HR Leaders Learn, Lead & Mentor in the Age of AI, Gordon Lawson	Process Excellence in an AI-Driven World: Redefining the Role of Quality Professionals, Abigail Meah-Ali	Modernizing U.S. Industry Through Structured, AI-Ready, Kate Molina
Brief Description		AI adoption is growing rapidly, but are organizations evaluating it through a lean lens? This track applies lean principles to AI implementation, helping quality professionals assess AI investments based on value creation, waste reduction, process flow, and problem visibility. Participants will learn practical approaches to determining whether AI initiatives deliver measurable value or simply add cost, complexity, and inefficiency.	Successful AI adoption in government depends less on technology and more on effective governance and collaboration. This track explores how public sector organizations can break down silos, align stakeholders, and accelerate responsible AI implementation while balancing innovation, accountability, and public trust. Participants will learn proven approaches, real-world examples, and practical tools for AI governance, workforce upskilling, use case development, and implementation planning that can be applied across organizations of any size.	In an era of rapid AI-driven transformation, HR leaders play a critical role in helping organizations navigate change while preserving culture, trust, and workforce engagement. This track introduces the Human LLM framework: Learn, Lead, Mentor, a practical approach for positioning HR as a strategic partner in AI adoption. Participants will gain actionable strategies to address employee concerns, strengthen leadership influence, build psychological safety, and guide organizations through change with confidence and resilience.	As AI takes on a growing role in performance monitoring, data analysis, and decision-making, the role of quality management is evolving rather than disappearing. This track explores why quality remains essential in an AI-driven environment and how quality professionals can adapt their skills to lead process excellence, ensure reliable outcomes, and drive continuous improvement in increasingly intelligent organizations.	High-quality data is the foundation of effective analytics, AI, and business decision-making. This track introduces a practical Data Quality Lifecycle framework that helps organizations transform raw data into trusted, AI-ready assets through structured assessment, cleansing, integration, and governance. Participants will learn how to establish data quality as a continuous discipline, reduce costly errors, improve operational performance, and unlock greater value from analytics and emerging technologies.
1:00:00 PM	1:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGGe Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
1:15:00 PM	2:00:00 PM	The Data-Driven Path to Process Excellence: AI as the Quality Professional's New Enabler, James Henderson	A 10-Year Quality Program Journey in Environmental Consulting, Rich Evans	Critical Thinking in the Age of AI, Jamie Giani	Applying Statistical Techniques Effectively to Enhance Supply Chain Performance, Dr. Milt Krivokuca	AI Agents and Design of Experiments: Changing the gameplan for training and application, Robert Launsby
Brief Description		Traditional process improvement methods often rely on interviews and workshops that capture how people think work happens, not how it actually occurs. This track explores how process mining, business process modeling, and AI can uncover the true flow of work by analyzing data generated by operational systems. Participants will learn how to identify hidden bottlenecks, rework, and value leakage, prioritize improvements using objective evidence, and leverage AI to enable continuous, data-driven process excellence while applying human judgment where it matters most.	Building a culture of quality requires more than procedures and policies. This track shares a decade-long journey of transforming a traditional quality program into an active, behavior-based culture modeled after a successful safety program. Participants will learn how cross-functional engagement, leadership commitment, quality champions, and behavior-based tools can embed quality into everyday operations, strengthen organizational culture, and drive sustained improvement. Real-world successes and lessons learned provide practical insights for organizations seeking to elevate quality as a core value.	In a world increasingly shaped by AI, critical thinking is more important than ever. This track explores how to strengthen critical thinking skills while effectively using AI as a tool and thinking partner. Participants will learn when AI can enhance decision-making, when independent analysis is essential, and how to critically evaluate AI-generated outputs rather than accept them at face value. The session provides practical strategies for maintaining sharp thinking, exercising sound judgment, and leveraging AI responsibly in professional environments.	Supply chains play a critical role in organizational performance, yet many continue to struggle with achieving optimal process efficiency despite established quality management practices and advanced software tools. This track examines how statistical techniques can be integrated into supply chain operations to enhance monitoring, analysis, and decision-making. Participants will gain insights into applying data-driven methods alongside quality management principles to improve process performance, strengthen supply chain effectiveness, and support organizational success.	Design of Experiments is a powerful but complex method for improving products, processes, and technologies. This track demonstrates how a purpose-built AI agent can guide scientists and engineers through the DOE lifecycle, from selecting factors and designs to analyzing results, optimizing responses, and communicating findings. Through practical case studies, participants will explore AI's potential as an interactive DOE coach while learning where expert judgment and human oversight remain essential.
2:00:00 PM	2:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGGe Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
2:15:00 PM	3:00:00 PM	Quality by Design in Shared Services: A Stage Gate Process Framework, Dr. Nauzad Tantra	Human + AI Innovation: Leveraging Generative AI for Better Ideas and Better Decisions, Fuat Ramazanov	The RAISE Framework: A Governance Model for AI Risk in Financial Reporting and Audit, Tulay Guneyssel	Making your processes work: Managing risk and continual improvement, Mark Swanson	Leading Quality Forward: AI, Analytics, and Executive Decision Excellence, Shireen Yalda
Brief Description		Advanced Product Quality Planning (APQP) principles can be successfully applied beyond manufacturing to create high-performing, customer-focused service operations. This track explores how a structured, stage-gate approach incorporating tools such as VOC/VOB, SIPOC, FMEA, demand analysis, and operational readiness can improve process transitions and service delivery. Participants will learn practical methods for reducing variability, strengthening governance, enhancing SLA performance, and bringing manufacturing-grade quality rigor to modern shared services and digital operations.	Generative AI is transforming how organizations innovate, solve problems, and create value. This track explores how AI can enhance human creativity, support innovation teams, and influence the evolving role of quality professionals. Participants will examine both the opportunities and risks of AI-enabled innovation and learn practical strategies for integrating GenAI into innovation processes while maintaining human judgment, ethical decision-making, quality standards, and organizational learning.	As artificial intelligence becomes more embedded in financial reporting, auditing, and decision-making, organizations must address new challenges related to accountability, transparency, risk, and oversight. This track introduces the RAISE Framework: Responsible, Auditable, Interpretable, Secure, and Ethical, a practical approach to AI governance. Participants will learn how to strengthen human oversight, improve audit readiness, manage AI-related risks, and balance innovation with sound governance, professional judgment, and stakeholder trust.	Risk-based thinking is a powerful approach to improving business management processes, reducing uncertainty, and driving better organizational outcomes. This track provides practical examples of how to apply risk-based thinking to identify, assess, and mitigate risks while supporting continuous improvement. Participants will also learn strategies for leading meaningful discussions around organizational transformation and fostering a positive quality culture that supports long-term success.	AI-enabled analytics and digital quality tools are transforming how organizations make decisions, manage risk, and drive performance. This track explores practical approaches for integrating AI into quality systems, modernizing quality management frameworks, and strengthening predictive insights. Participants will learn how to combine advanced analytics with human-centered leadership to improve compliance, enhance decision-making, align cross-functional teams, and accelerate operational excellence in a data-driven business environment.
3:00:00 PM	3:15:00 PM	Break				
3:15:00 PM	5:00:00 PM	Panel Discussion - moderated by Dr. Adil Dalal. Synergy for Success Across Industry, Education & Government (Panelists being confirmed).				
Brief Description		AI is reshaping the future of work—and preparing the workforce for this transformation requires collaboration across sectors. Executives from industry, education, and government will share perspectives on how they are preparing workers for evolving roles, emerging skills, and new opportunities created by AI. The discussion will explore how we can equip people with the knowledge, capabilities, and pathways needed to adapt, grow, and remain competitive in a rapidly changing economy. Together, the panel will examine how stronger cross-sector partnerships can help create opportunity, accelerate reskilling and upskilling, strengthen career pathways, and ensure students, employees and leaders are empowered to thrive in an AI-powered future.				

Time in ET		Thursday, October 8, 2026
From	To	
10:00:00 AM	11:00:00 AM	Welcome to Day 2, Defining What's Next: The Executive EDGe Turning Proven Practices Into Future Advantage presented by Dr. Rhonda Farrell.
Description	Abstract: Organizations have spent decades building disciplines around quality, standardization, continuous improvement, and proven best practices. Those foundations remain essential. But in an environment being reshaped by AI, automation, workforce disruption, emerging technologies, shifting stakeholder expectations, and accelerating change, executive leadership requires something more: the ability to determine what should remain, what must evolve, and what needs to be created next. This executive keynote challenges leaders to move beyond simply replicating what has worked toward deliberately creating what will create value next. The EDGe team will explore the progression from BEST PRACTICE → EMERGING PRACTICE → NEXT PRACTICE, showing how organizations can preserve the rigor, evidence, consistency, and continuous improvement embedded in quality while creating space for experimentation, innovation, transformation, and new ways of working. The executive challenge is not choosing between standardization and innovation. It is knowing where consistency creates value and where experimentation creates advantage. Leaders must continually sense change, question assumptions, reduce organizational friction, test emerging approaches intelligently, and convert new possibilities into measurable outcomes without abandoning the disciplines that make excellence sustainable. Using a practical KEEP → EVOLVE → REINVENT lens, participants will examine their own strategies, processes, technologies, workforce practices, and leadership assumptions. What should we KEEP because it continues to differentiate and deliver value? What should we EVOLVE because conditions have changed? What must we REINVENT because yesterday's successful practice could become tomorrow's constraint? Ultimately, the organizations that lead what comes next will not simply become better at benchmarking yesterday's excellence. They will learn faster, decide smarter, adapt sooner, and create the next practices others eventually benchmark. Key Thought Best practice captures what we have learned. Next practice determines what we will become. The executive EDGe is knowing when to make the shift. Three Executive Takeaways Participants will leave with a practical approach for distinguishing enduring practices from emerging constraints, balancing operational rigor with intelligent experimentation, and translating emerging change into measurable organizational value and future advantage.	
Speaker Bio	 Dr. Rhonda Farrell is a dynamic transformation strategist, executive advisor, and entrepreneur with over 25 years of experience spanning the U.S. Marine Corps, Fortune 500 companies, federal agencies, and global nonprofits. She is the CEO of Global Innovation Strategies and serves as the Immediate Past Chair of the ASQ Government Division, where she supports the officers and member leader team in their efforts to foster quality, innovation, and cross-sector collaboration. In 2026, she was awarded the ASQ Fellow. Dr. Farrell holds a Doctorate in Information Assurance, an MBA in Strategic Management, and is a certified CMQ/OE, Change Management Practitioner, Prosci Change Practitioner, CISSP, and CSSLP. Her leadership is grounded in a systems-thinking approach that integrates strategy, technology, cybersecurity, and continuous improvement to drive lasting impact. As a founder of several mission-driven ventures, Dr. Farrell empowers organizations to go beyond one-off projects and achieve enterprise-wide transformation. She partners with public and private sector leaders to align strategic vision with operational execution, accelerate digital transformation, and build high-performance cultures that are resilient, inclusive, and future-ready. Through her coaching, consulting, and facilitation, she enables executives and teams to unlock their full potential, resulting in measurable gains in innovation capacity, efficiency, stakeholder value, and mission outcomes.	

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Track		AI and Lean Practices	Cutting EDGE Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
11:00:00 AM	11:15:00 AM	Break				
11:15:00 AM	12:00:00 PM	From Intelligence to Impact: Engineering Human-AI Execution for Operational Excellence, Elke Ukpabi	Using FDA Enforcement Intelligence to Identify Emerging Quality-System Risk, Michael Kuhne	Before the Algorithm, Come the People, Michael Guirguis	Embracing & Leading Change Across Diverse Organizations: Lessons Learned, Dr. Luis Morales	Measurements of Data Quality: ISO 25014 and ISO 14224 applied to Asset Management Data, Daniel Zymiak
Brief Description		Organizations are investing heavily in AI, but sustainable success requires more than technology alone. This track explores how leaders can align human expertise, AI capabilities, decision-making authority, workflows, and governance to achieve operational excellence while maintaining accountability. Through practical examples and systems thinking, participants will learn actionable strategies for designing human-AI operating environments that enhance collaboration, improve performance, and translate intelligence into measurable business results.	Internal quality metrics often reveal risks only after they emerge. This track introduces a structured approach for transforming FDA inspection observations and enforcement trends into forward-looking regulatory risk signals. Participants will learn how to combine external regulatory intelligence with internal quality indicators to identify emerging vulnerabilities, strengthen management review, prioritize CAPAs, and target assessments or remedial actions before deficiencies become findings.	The success of AI in quality management depends as much on people as it does on technology. This track explores how effective change management can help organizations navigate the challenges of AI adoption, including employee resistance, uncertainty, and operational disruption. Using proven frameworks such as Kotter's 8-Step Process and ADKAR, participants will learn practical strategies for building urgency, engaging stakeholders, fostering AI champions, addressing workforce concerns, and embedding new behaviors into a culture of continuous improvement. Attendees will leave with actionable approaches for leading successful AI-driven transformation initiatives.	Despite significant investments in transformation initiatives, many organizational and technology changes fail to deliver the expected results. This track explores proven change management practices that help organizations improve adoption, reduce costly rework, and achieve lasting business outcomes. Drawing on the Prosci ADKAR® model and Kotter's 8-Step Change Model, participants will learn practical strategies for overcoming common barriers to enterprise change, understanding why technology projects fail, and building a sustainable approach to organizational transformation that delivers measurable value.	High-quality data is essential for effective asset management, reliability engineering, and condition monitoring. This track explores how international standards, including ISO 25024 and ISO 14224, can be applied to improve data quality, support failure analysis, and enhance maintenance and reliability performance. Participants will learn practical approaches for measuring data quality, managing equipment reliability data, developing meaningful KPIs, and leveraging benchmarking to reduce downtime, extend asset life, and improve operational decision-making. By treating data as a strategic resource, organizations can strengthen failure management and drive continuous performance improvement.
12:00:00 PM	12:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGE Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
12:15:00 PM	1:00:00 PM	Developing AI Guidelines: From First Experiments to Organizational Governance, Dr. Nûria Negrão	AI Innovation & Humanity: Future of Leadership in the AI era, Jay Patel	Taming the Dragon: How Human Leadership Masters the Power of AI, Pedro Garcia	Write Better Findings That Improve Performance Using AI and the RACE™ Approach, Rob De La Esquivilla	Beyond Descriptive SPC: Predictive Analytics for Early Defect Detection, Biniktumar M. Vaghani
Brief Description		AI is already being used across organizations, often before formal policies and governance are in place. This track provides a practical roadmap for developing effective AI guidelines that promote responsible adoption, protect confidential information, and maintain human accountability. Participants will learn the key steps for implementing AI governance, selecting secure tools, communicating AI use transparently with clients and stakeholders, and building trust through clear policies and ethical practices. The session offers actionable guidance for creating adaptable AI frameworks that evolve alongside rapidly changing technologies.	In a rapidly evolving era of artificial intelligence, effective leadership requires more than embracing new technologies. It demands the ability to balance innovation with ethics, operational excellence, and a commitment to people. This track explores the leadership principles that drive leading organizational transformation, drawing on decades of experience in quality, continuous improvement, and responsible innovation. Participants will gain insights into building resilient organizations, developing future-ready leaders, and successfully integrating AI, quality, and human-centered values to create meaningful and sustainable impact.	Artificial intelligence is transforming Industry 4.0, but technology alone does not drive success. This track explores how effective leadership, structured problem-solving, and proven management practices are essential for turning AI potential into measurable results. Through a real-world case study from automotive manufacturing, participants will learn how frameworks such as Agile/SCRUM, collaborative brainstorming, and continuous feedback can guide AI initiatives, overcome implementation challenges, and accelerate innovation. The session highlights the critical role of human judgment, communication, and leadership in harnessing AI to achieve operational excellence.	Traditional audits often identify symptoms rather than the underlying issues that drive poor performance. This track introduces the Rapid Apparent Cause Evaluation (RACE) approach, a proven methodology for moving beyond surface-level findings to uncover meaningful root causes and opportunities for improvement. Participants will learn how AI can further accelerate and strengthen this process by helping identify patterns, evaluate evidence, and focus attention on the issues that matter most. Through real-world quality assurance and audit examples, attendees will gain practical techniques for delivering findings that drive action, improve performance, and add measurable value to the organizations they support.	Traditional quality metrics often detect problems only after defects occur. This track presents a practical framework for advancing from reactive statistical process control to predictive defect prevention using real-time telemetry, multivariate analysis, and digital twins. Participants will learn how to identify process drift earlier, integrate predictive alerts into CAPA, FMEA, and validation frameworks, and strengthen supplier oversight to reduce scrap, prevent line stoppages, and improve manufacturing performance.
1:00:00 PM	1:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGE Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
1:15:00 PM	2:00:00 PM	Beyond Check the Box: Deploying FMEA for Real Risk Reduction, Gurdip Panesar	AgeWise Innovation: Advancing Quality Through Smarter Processes and Responsible Technology, Marcela Campoli	AIMRI: The New Global Standard for Industrial AI Transformation, Nital Zaveri	Demonstrating your Relevance with Effective Strategic Planning and Execution, Jd Marhevkio	From Quality Assurance to Intelligent Quality: AI, Analytics & Operational Excellence, Sravan Kumar Nidiganti
Brief Description		Failure Mode and Effects Analysis (FMEA) is most effective when it goes beyond compliance and becomes a driver of operational improvement. This track explores practical strategies for transforming FMEA from a check-the-box exercise into a living risk management tool that influences decisions and prevents failures. Participants will learn how to simplify complex analyses, foster cross-functional ownership, integrate structured problem-solving approaches, and use FMEA to proactively reduce risk and improve performance across global operations.	As populations age and care needs become more complex, organizations must shift from reactive services to proactive, person-centered systems. This track explores how quality improvement, data, responsible technology, and cross-sector collaboration can be used to enhance safety, access, independence, and overall quality of life for aging adults. Participants will learn practical approaches for identifying unmet needs, redesigning workflows, measuring meaningful outcomes, and building adaptable systems that better support older adults, caregivers, healthcare professionals, and communities.	Industrial AI is transforming quality and operational excellence, but many organizations struggle to move beyond fragmented data and isolated pilots. This track introduces the AI Maturity Readiness Index (AIMRI), a structured framework for assessing readiness, prioritizing investments, and accelerating responsible AI adoption. Participants will learn how to identify maturity gaps, strengthen data and technology foundations, and translate assessment insights into targeted actions that improve quality, productivity, compliance, and operational performance.	Hoshin Kanri is a proven approach for translating strategic goals into focused, measurable actions. This hands-on track demonstrates how organizations can align strategy with execution by connecting long-term objectives to daily operational activities. Participants will learn how to use Hoshin Kanri in conjunction with Lean Six Sigma and DMAIC principles to visualize priorities, deploy resources effectively, and drive organizational results. Attendees will leave with practical tools and a customized working example that can be applied directly within their own business environment.	Quality is evolving beyond traditional inspecting and defect prevention toward a future powered by data, analytics, and intelligent decision-making. This track explores how artificial intelligence, advanced analytics, automation, and human expertise can work together to improve quality and operational excellence. Participants will learn practical approaches for identifying risks earlier, enhancing process performance, strengthening decision-making, and delivering measurable business value. The session also addresses responsible AI adoption, data quality, governance, and the critical role of human judgment in building effective, future-ready quality systems.
2:00:00 PM	2:15:00 PM	Break				
Track		AI and Lean Practices	Cutting EDGE Practices	Leadership in the Age of AI	Process Excellence	The Future of Quality: AI, Analytics, and Operational Excellence
2:15:00 PM	3:00:00 PM	Leading Through the Knowledge Cliff: Lean Quality Systems in the Age of AI, Sainyam Arora	How Digital QA and AI are transforming construction verification in BIM, Akwasi Kwakye-Ampam	Why Quality is the Operating System for AI Transformation, Nicole Radziwill	Beyond the Conflict: Mastering Difficult Quality Discussions in the Age of AI, Dr. Stephen Shoda	From Data Quality to Digital Trust: Rethinking Quality in the Age of AI, Alina Codeanu
Brief Description		As organizations accelerate AI adoption, a growing "Knowledge Cliff" threatens quality, stability, and operational performance as experienced professionals retire and critical institutional knowledge is lost. This track explores how quality management systems can serve as the foundation for successful AI transformation by leveraging process discipline, traceability, corrective action, and governance. Participants will learn practical strategies for aligning workforce readiness with AI implementation, addressing change management challenges, preserving organizational knowledge, and building a sustainable roadmap for AI adoption across manufacturing, service, and public-sector environments.	Digital quality assurance and AI-enabled workflows are transforming how field work is verified and managed. This track explores how quality requirements can be embedded directly into Building Information Models (BIM) and automatically validated against as-built conditions in near real time. Participants will learn how these technologies reduce reliance on manual inspections, improve visibility into quality performance, accelerate issue detection, and create more proactive, data-driven approaches to quality management in construction and project delivery environments.	AI Native organizations create value by identifying opportunities that were previously invisible and transforming insights into action at unprecedented speed. This keynote explores how value creation has evolved in the AI era and the new leadership mindset required to succeed. Participants will gain a practical understanding of where value is created, how to identify and manage constraints, the critical role of human judgment in AI-enabled systems, and why continuous learning is the foundation of sustainable competitive advantage. Attendees will leave with a framework for building adaptive, high-performing organizations that learn and evolve as quickly as the technologies they deploy.	Quality is more than a measure of products and processes; it is a standard that applies to leadership, decision-making, and the responsible use of technology. This track explores how personal integrity, effective team facilitation, and rigorous validation of AI-generated outputs contribute to organizational excellence. Participants will learn practical approaches for strengthening ethical leadership, fostering collaboration, and applying systematic verification methods to ensure trustworthy AI outcomes. The session provides a holistic framework for advancing quality from the individual level to the enterprise in an increasingly AI-driven world.	As organizations become increasingly dependent on AI, analytics, automation, and digital ecosystems, data quality alone is no longer enough. This track explores the emerging concept of digital trust and the critical role of traceability, information integrity, governance, and verification in ensuring reliable decision-making. Participants will learn how quality professionals can extend traditional quality principles into the digital domain, building confidence in data, AI-driven insights, and the systems that organizations rely on to operate effectively and responsibly.
3:00:00 PM	3:15:00 PM	Break				
3:15:00 PM	5:00:00 PM	Panel Discussion: Moderated by Natella Isazada, The Pearls of Wisdom from Our Speakers – Delivering True Member Value Now and in the Future, TBD panelists include members of the				
Brief Description		What happens when we bring together the collective wisdom of our exceptional keynote speakers, 40+ thought leaders, and outstanding panelists? In this forward-looking discussion, committee members will distill the most powerful insights, ideas, and emerging themes shared throughout the conference—and explore what they mean for our members. The conversation will move beyond reflection to action, identifying the knowledge, capabilities, topics, and experiences that can deliver greater member value today while shaping the programs and priorities of tomorrow.				