



Innovations and Future Trends for Excellence

Wednesday, September 20th

Innovations in Online Learning - Exploring the Technology Around Hybrid Meetings

10am-12:00pm

Presented by: Manny Veloso, CI Consulting Services, LLC

Area of Focus: Operational Excellence

Session Level: Intermediate

Workshop (2 hours)

With online training rising in popularity, how can trainers be effective when people are online and may not even have cameras in their video sessions? How can participants ensure that they're learning the key points of the exercise? The purpose of this session is to introduce participants to hands-on exercises for use with LSS and team-building training events. Experienced trainers know that interactive exercises trump PowerPoint slides for participant engagement and retention of key points. Learn how to use online training resources to ramp up the excitement in your training sessions. Improve your training effectiveness and move beyond reading PowerPoint slides to add experiential learning to your training kit. Walk away with hands-on experience with a number of training strategies you can use in your classes and meetings, whether online or live. You should attend if you're interested in upping your Hybrid Learning game and learning how to be effective when in meetings or training online. Whether you're a professional trainer or departmental analyst, this session will help you be more engaging in your online training sessions and online meetings!

Building Resilience as Part of Quality Culture

10am-10:45am

Presented by: Jeremiah Genest, Amylyx Pharmaceuticals

Area of Focus: Operational Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Continuous change is the new reality. The end state in change has vanished, leaving only a state of what's next? The imperative to scale up change capacity is more urgent than ever. At the same time, change innovations may never fully scale up to match the level of need, because the level of need for transformation will forever increase. This session will provide a conceptual Framework, and a set of tools around a transformation triad, can help leaders build up from the first principles of speed, learning and integration, for transformation. The transformation triad's elements—how we think about change (mindsets), how we design and build for change (frameworks), and how we talk about change (narratives)—are foundational to the dynamics of organizational change. During this session we will build on real world examples to demonstrate a set of tools that can be brought back to your organization to build resilience for change.



Machine Learning in Manufacturing: Quality 4.0 and The Zero Defects Vision

10am-10:45am

Presented by: Carlos Escobar, Tec de Monterrey and Jose Cantoral, Tec de Monterrey

Area of Focus: Operational Excellence

Session Level: Intermediate

QiS talks (45-minutes)

Quality 4.0 is the next natural step in the evolution of quality. It refers to the application of the fourth industrial revolution technologies such as Artificial Intelligence to create manufacturing innovation, where quality control is the most cited priority. In this talk, I introduce a new concept, learning quality control (LQC), which is the evolution of statistical process control (SPC). Whereas the latter is founded on statistical methods, the former is founded on statistical methods and boosted with machine learning and deep learning. These technologies allow us to solve a whole new range of engineering intractable problems. LQC is a real-time online process monitoring system aimed at defect prediction and detection. Both applications are formulated as a binary classification problem, where historical samples, including features (process measurements), images, or signals and their associated quality label (i.e., good, defective) are used to train a classifier. This quality tool merges six areas of knowledge (quality, statistics, programming, optimization, manufacturing) and proposes an evolved problem-solving strategy that guides its implementation. Three case studies are presented, they illustrate the superiority of machine learning algorithms over traditional methods, and show how LQC can be applied to drive manufacturing innovation.

Utilizing Sensory Modalities of Learning in Training Development

10am-10:45am

Presented by: Claire Hopkins, New England BioLabs

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Training and communication are a crucial aspect of quality work, and creating robust, accessible training materials can be a challenge. By using the VARK Sensory Modalities of Learning, quality professionals can create dynamic and effective training materials to achieve better outcomes in change management and employee proficiency. The VARK Framework categorizes learning styles as Visual, Auditory, Reading/Writing, and Kinesthetic. Individuals can fall into one or several of these categories, and each learning style carries best practices for crafting effective training. Visual learners might benefit from photographs of a new packaging procedure, and kinetic learners might benefit from in-person walkthroughs of new production areas. Participants will learn about the basics of the VARK Framework, and how to create training materials that support each learning style. They will also learn about the benefits of creating accessible, dynamic training materials and how to implement these concepts in their work.



How Quality Data Drives Innovation

11am-11:45am

Presented by: Angela Anderson, ETQ

Area of Focus: Information Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Data is everywhere in the manufacturing ecosystem. But it remains “in the wild” without the right approach to collection, analysis and distribution in a strategic manner. Through “The Three As” -- automation, analysis and artificial intelligence – companies can boost the impact of data visibility across the organization to see lagging, leading and predictive indicators more quickly. With this level of hindsight, insight, and foresight housed in a comprehensive QMS solution and delivered to the right people at the right time, organizations can create an integrated, agile and accurate decision-support platform that boosts company-wide decision velocity. Fueled by this enhanced decision-making energy, companies can rapidly build a value flywheel of continuous improvement and innovation that has benefits for top- and bottom-line financials, an innovation culture, employee engagement, sustainability efforts, risk mitigation and growth. Join us to learn: The risks and costs of siloed, inaccurate data The benefits of harmonized accurate data How to deploy “The Three As” How advanced analytics increases data value The path to data harmonization Best practices and next steps.

Integrating Quality, Product Development, and Marketing – this is the future.

11am-11:45am

Presented by: Ben Mejabi, Wayne State University

Area of Focus: Leadership Excellence

Session Level: Basic

QiS talks (45-minutes)

Product and service digitization in the age of digital transformation is disrupting industry after industry and challenging the quality discipline to embrace Holistic Quality (HQ) as the highest level of Quality that positions the entire Enterprise for long-term success. HQ integrates the fundamental attributes of Quality Products & Services, a strong Brand Image, risk-free Compliance, as well as high Morale among Employees, and a strong Reputation with Customers and other Stakeholders, into a system of true Excellence. Quality of Experience (QoE) Analytics is introduced as a technique for evaluating one aspect of HQ. This tool is applied to an analysis of the “Tesla Paradox” and illustrates the need for Holistic Quality which goes beyond form and function to include emotion and transcendent values.



Leadership Excellence in the Face of Emerging Trends: Navigating Change and Driving Innovation

11am-11:45am

Presented by: Abigail Meah-Ali, The National Gas Company of Trinidad and Tobago

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Join us for this transformative session on "Leadership Excellence in the Face of Emerging Trends: Navigating Change and Driving Innovation." In this dynamic presentation, we will explore the critical role of leadership in embracing and capitalizing on emerging trends to foster organizational success. During this engaging session, our expert speaker will explore the profound impact of emerging trends on businesses and industries. From technological advancements to shifting consumer expectations, we will uncover the key drivers shaping the future and discuss how leaders can position their organizations for sustainable growth. Participants will gain practical strategies and tools for adapting to change, fostering agility, and nurturing a culture of innovation within their teams. Through real-world case studies we will explore best practices and success stories of leaders who have thrived amidst emerging trends. Discover how to harness the power of digital transformation, leverage emerging technologies, and drive innovation within your organization. Engage in thought-provoking Q&A that will challenge your perspective and inspire your leadership journey. Don't miss this opportunity to unlock the secrets of Leadership Excellence in the Face of Emerging Trends. Join us and elevate your leadership excellence in the face of emerging trends, charting a course towards sustained success.

Aligning Multi-Disciplinary Functions to Appropriately Reduce Length of Stay of Patients

1:30pm-2:15pm

Presented by: Geoffrey Geddie, Makensie Cowart and Gregory Fratantoni, CHRISTUS Health

Area of Focus: Operational Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

How people look at Length of Stay (LOS) can vary from perspective to perspective but at its core it is the length of time a patient stays in the hospital from admission order to discharge order. While a patient may have additional time they are in the hospital, this period from admission order to discharge order is their true length of stay. The Length of Stay of patients can affect the financial performance of a hospital and can be an indicator of the efficiency of a hospital's operations. However, Length of Stay is much more than an indicator of financial success. Patients having appropriate Length of Stay will reduce the potential for hospital induced infections/conditions and increase the number of patients appropriately discharged, providing the right care at the right time in the right place.



Essential Leadership For Quality Innovation - Fostering Employee Engagement and Fueling Excellence

1:30pm-2:15pm

Presented by: John Blankensop, AVIAN

Area of Focus: Leadership Excellence

Session Level: Basic

Concurrent Session (45 minutes)

This concurrent session will examine recent alarming industry trends regarding quality professionals' and executive leaders' perceptions of leadership involvement in quality programs, investment in workforce development and employee feelings about being connected to their organization's culture. We will explore the role quality professionals must play in impacting leadership so leadership can impact quality innovation by understanding the required level of urgency and efforts needed to help develop essential leadership for innovation that fosters high levels of employee engagement and fuels excellence. We will discuss the critical role leadership plays in defining the organization and driving the organization to champion a culture of quality innovation and excellence. This session will conclude by reviewing a set of suggested expectations for targeted levels of cultural maturity regarding leadership excellence and employee engagement along with recommended possible actions that can be taken to achieve these targeted levels of cultural maturity needed to fuel quality innovation.

Monetizing Waste Streams for Cost Savings, Sustainability, and Profit

1:30pm-2:15pm

Presented by: Regina Fullin, Compliance Team, LLC

Area of Focus: Operational Excellence

Session Level: Intermediate

QiS talks (45-minutes)

Much Innovative thinking occurs when people ponder, "What do I do with all this extra stuff?" The answer, often is to find a creative use for it! Repurposing waste is an age-old concept that is still in practice today. Go to any home improvement store and you will see pressboard made from wood shavings, and cow manure as fertilizer. Recycling is another example of repurposing of waste products. In this presentation, we will discuss repurposing of waste in higher-technology industries, and help spark your creative juices to find ways to keep your company compliant to waste management requirements while reducing costs and increasing profit!



Driving Sustainable Success: Integrating ESG into Operational Excellence

1:30pm-3:30pm

Presented by: Abbigail Meah-Ali, The National Gas Company of Trinidad and Tobago

Area of Focus: Operational Excellence

Session Level: Intermediate

Workshop (2 hours)

Join us at the Quality 4.0 Summit for an enlightening session on "Driving Sustainable Success: Integrating ESG into Operational Excellence." In this dynamic presentation, we will explore the intersection of operational excellence and Environmental, Social, and Governance (ESG) principles, and the critical role they play in shaping the future of businesses. Discover the importance of ESG integration as a strategic imperative for organizations seeking sustainable growth and enhanced brand reputation. Gain practical insights into assessing, prioritizing, and integrating relevant ESG factors into your operational processes, decision-making frameworks, and supply chain management. Learn how to measure and report ESG performance effectively, leveraging key performance indicators (KPIs) and best practices in data collection and disclosure. Engage in interactive discussions and workshops to apply ESG frameworks to real-world scenarios, fostering collaboration and learning. Walk away from this session equipped with valuable tools, strategies, and knowledge to align your operations with ESG principles, unlocking new opportunities, mitigating risks, and driving long-term value. Embrace ESG integration and position your organization as a responsible and sustainable entity in the Quality 4.0 era. Join us and be part of the movement towards operational excellence and a brighter future for all stakeholders.

“Open to Change – Embrace & Lead a Culture of Quality for Performance”, powered by ASQE

2:30pm-3:15pm

Presented by: Stephanie Gaulding, ASQ

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

ASQExcellence (ASQE) is pleased to provide an overview of key takeaways from the latest Insights on Excellence® (IoE) research featured in the 2023 IoE Category Report. This session features statistically significant themes about leadership from the last several years of IoE research, especially the need for leaders to increase their digital savviness and to understand data-driven decision making. The largest shifts in year-over-year comparisons show that leaders have been rated as less open to change or supporting a culture of open dialogue. Industry 4.0 demands the upskilling of all employees—including leadership—to meet the rapid rate of change that modern business demands. Alignment between the workforce and leadership, especially to establish common ground for performance expectations and inclusion of stakeholder feedback, is essential to achieving goals. If an organization did not have a solid foundation in quality or processes that allowed for flexibility, this likely elevated these struggles, and could also explain continued challenges to date. ASQ member leader Stephanie Gaulding will present these latest IoE data points showing areas of opportunity on behalf of ASQE, and discuss furthering the connection between IoE research and ASQ's quality community and body of knowledge to address performance optimization.



Proactive Management With Digital Kanban Methods

2:30pm-3:15pm

Presented by: Kristine Bradley, Firefly Consulting

Area of Focus: Operational Excellence

Session Level: Intermediate

Concurrent Session (45-minutes)

We can all probably agree on what a basic project plan looks like. But projects aren't the only kind of work we're driving. What about the day-to-day work that we do as a team? It can be project-like in nature but may not require a full-scale project management team. How are we managing the repeating activities or actions, with timelines, dependencies, deadlines, while maintaining high visibility across stakeholders? Frequently, it's happening in a spreadsheet. Or worse: in endless email threads. In this session, we'll explore how you can pair your process skills with digital tools like Trello to build your team's single source of truth. We'll dive into a case study and show how highly complex, low volume transactions can be managed cross functionally in real time. And hopefully we'll help you lighten the load on your inbox.

Visual Data + Deep-Learning = Quality 4.0

2:30pm-3:15pm

Presented by: Adam Bennett, Matroid Inc.

Area of Focus: Information Excellence

Session Level: Basic

QiS talks (45-minutes)

Visual data is one of the easiest data types to capture and most abundant thanks to camera technologies. Traditional vision technologies, at best, have only been able to make simple decisions like Pass/Fail based on an image with moderate success. Today an emerging technology, deep-learning based Computer Vision, is processing images and video data capable of providing deeper insights on quality inspections, assembly operations, and continuous cycle-time analysis. Quality and Operations experts can receive actionable insights in real-time for improved root cause analysis & corrective action, as well as data analytics over time.

Thursday, September 21st

From 2008 to Now: Cisco's Evolution in Remote Auditing

9:45am-10:30am

Presented by: SHERONDA JEFFRIES, CISCO SYSTEMS

Area of Focus: Operational Excellence

Session Level: Intermediate

QiS talks (45-minute session, 20-minute presentation)

Since 2008, Cisco thought leaders have shared their expertise with ASQ in remote auditing. From "Virtual Auditing & Audit Planning" in 2008; to "Virtual Audits" in 2009; to "COLLABORATIVE TOOLS FOR INTERNAL AUDITOR TRAINING" in 2010; to "TRAINING INTERNAL AUDITORS WITH REDUCED \$\$ &



TRAVEL" in 2011; to "Auditing in a Virtual World (Team, Tools, & Techniques)" in 2012 through "The Future of Virtual Auditing and Conformity Assessment" in 2022, Cisco has continued to innovate remote auditing methods. Join Cisco in this interactive and collaborative session as we discuss the continued evolution of the use of technology in auditing as we move into the digital transformation era.

Quality Management Maturity – Insights Gained From FDA QMM Pilot

9:45am-10:30am

Presented by: William Hauck, Shabas Solutions LLC and Somnath Mishra, Shabas Solutions LLC

Area of Focus: Operational Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Quality Management Maturity (QMM) is a new quality surveillance initiative by the FDA intended to raise awareness at all levels of management in the pharmaceutical industry as to how to best achieve quality objectives and improve manufacturing site quality and supply chain reliability. The nexus between a clearly articulated mature quality culture, technical processes, and corporate-wide business practices that are integrated with quality objectives has crystallized into a viable roadmap for enhancing a drug manufacturer's operations, while satisfying patient needs and corporate goals. Shabas Solutions LLC was selected by the FDA to run the QMM pilot for overseas API manufacturers in which they collaborated together to develop a comprehensive QMM assessment tool to inform FDA's vision for the QMM program. The pilot program yielded findings that helped FDA and industry participants better understand what impacts the QMM initiative might have to enhance quality management for a drug manufacturer. In this presentation, we will evaluate what QMM is, how it can be implemented and integrated into an organization's quality and business processes, why QMM is important to industry in assuring a high quality, sustainable drug supply and how it can benefit them, including discussion of a practical use case.

Quality Profession in Quality 4.0

9:45am-10:30am

Presented by: Ben Tomic, Quality Professional Consulting Group

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Quality 4.0, the fourth industrial revolution, is driving significant changes across industries by integrating cutting-edge technologies and advanced data analytics into quality management processes. This transformational era presents new opportunities and challenges for quality professionals. This presentation explores the impact of Quality 4.0 on the quality profession, highlighting key points on how professionals need to adapt to thrive in this dynamic landscape. Quality 4.0 brings technological advancements and changes that create opportunities for new professions within the quality field and some of them will be elaborated like Data Quality Analyst, Quality Automation Engineer, Digital Quality Consultant, Cybersecurity Quality Specialist, Quality Data Scientist, Quality Process Optimization Manager, IoT (Internet of Things) Quality Specialist, Quality Process Effectiveness Auditor, Supplier Quality Manager, and others. These examples of potential new professions that may emerge in the quality field influenced by Quality 4.0 will be further elaborated. As technology continues to advance and organizations adopt Quality 4.0 principles, the landscape of the quality profession will evolve, creating opportunities for professionals with specialized skills in areas such as data analytics, automation, cybersecurity, and process optimization.



Four Uncomfortable New Frontiers Quality Professionals Must Master

10:45am-11:30am

Presented by: John Goodman, Customer Care Measurement & Consulting

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

John Goodman's article in the July 2023 Quality Progress raises four areas that are critical to the customer experience but that are unfamiliar and/or uncomfortable for Quality to deal with. These are: • Sales and marketing quality – appropriate expectation setting; getting marketing compliance • Customer onboarding (an orphan in most organizations) – education of customers who don't want to take the time to read or be educated and tailoring education to various skill levels and product uses • Creating intentional delight – a category of customer experience above, "satisfactory/meets spec", and which adds significant value to the product or service in terms of price paid or product referrals - but is almost never addressed by Quality • Measurement and management of all three of the above issues, especially how to reconcile "meets specs" with satisfaction vs. delight in metrics and objectives and creating business cases including delight Goodman will explain why Quality Professionals should care about these, seemingly out of the box issues, the quantified payoff to the company and the quality professional and best practices drawn from a range of industries including business & tech services and SaaS, insurance, electronics manufacturing, government agencies, CPG, medical care and automotive.

Optimizing Supply Chain Efficiency and Resilience in Manufacturing Operations: A Holistic Approach

10:45am-11:30am

Presented by: Comfort Iyanda, Quality System Professional

Area of Focus: Operational Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Explore the transformative power of automation technologies in the pharmaceutical industry. Discover how robotic process automation (RPA), artificial intelligence (AI), machine learning (ML), and the Internet of Things (IoT) can optimize supply chain efficiency and resilience. Gain insights from real-world case studies, understand implementation considerations, and learn best practices for successful adoption. Streamline processes, enhance demand forecasting accuracy, and achieve operational excellence.

Process Intelligence (PQ): The Key to Building High Functioning Leaders

10:45am-11:30am

Presented by: Shane Yount, Competitive Solutions Inc.

Area of Focus: Leadership Excellence

Session Level: Intermediate

Concurrent Session (45 minutes)

Leadership development is a well-known practice, but the challenges of the past few years have brought unprecedented strains on leaders and organizations. As leadership fatigue reaches new heights and the "Great Resignation" becomes a reality, it's clear that the leaders of tomorrow need more than just IQ and



EQ. This session will delve into the concept of Process Intelligence (PQ) as the secret to building and sustaining "High Functioning Leaders." PQ is the key element that enables leaders to embrace and sustain change, inspire accountability, and leave a lasting legacy.

Session Types:

Concurrent Session: These 45-minute sessions are meant to present real applications, real results, and real solutions based on theories that can be implemented immediately. These types of presentations provide a high degree of value to event attendees.

Workshop: These hands-on, 2-hour sessions encompass two consecutive session timeslots on the program. Workshops should address a topic in a manner that leads participants from an identified beginning point through a logical and clearly identified end point with the expansion of the related body of knowledge. Hands-on learning activities should be presented as part of the workshop to demonstrate and reinforce the concepts presented.

QiS talks: These 45-minute sessions include a short, powerful presentation, meant to cover Quality Innovations Summit (QiS) focus areas and to resemble the TED talk format. Delivering these talks in under 20 minutes will only demand your audience's attention for a short period of time with a networking opportunity to follow as attendees discuss your new and surprising message.