

# 2022 CONFERENCE BOOKLET



## QUALITY THEN & NOW

September 29 –30, 2022

Sheraton Houston Brookhollow Hotel

3000 North Loop West

Houston, TX 77092

PRESENTED BY

ASQ INSPECTION DIVISION

GREATER HOUSTON SECTION, 1405



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## CITY OF HOUSTON

**Sylvester Turner**

Mayor

P.O. Box 1562  
Houston, Texas 77251-1562

Telephone – Dial 311  
[www.houstontx.gov](http://www.houstontx.gov)

September 29, 2022

Greetings,

As Mayor of the City of Houston, I welcome all attending the 2022 Joint American Society for Quality (ASQ) Inspection Division & Greater Houston Section Conference held September 29-30, 2022 in Houston, Texas. The theme for this conference is "Quality: Then and Now."

ASQ is committed to providing enhanced expertise, professional networks, tools, and solutions to help their members advance their products, services, and industries. They provide professional training, certifications, and knowledge to members globally. ASQ is a global organization with members in more than 130 countries. It is headquartered in Milwaukee, Wisconsin. The Society consists of member-led communities that help members connect with other quality professionals and practitioners, advance their knowledge and careers, and grow as thought leaders.

This conference will provide attendees with the opportunity to network with quality professionals from diverse industries including healthcare, energy, manufacturing, and more. Quality professionals will also share how quality tools are now a part of the digital landscape. This conference provides the necessary knowledge and skills to leverage these crucial tools.

Houston has so much to offer, and I hope you will share in the Houston experience by visiting a few of our world-class restaurants, appealing museums and civic and cultural landmarks, taking with you lasting impressions of the spirit, vitality and tradition that characterize our city. Best wishes for a rewarding event.

Sincerely,

A handwritten signature in black ink that reads "Sylvester Turner".

Sylvester Turner  
Mayor



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**Stela Tomova**  
President, TQCSI (USA)



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Learn more during our presentation "Quality data collection, then and now: Going paperless with your inspection data"

Visit the **ATS Applied Tech Systems** booth at this year's ASQ Inspection Division conference in Houston



<https://qctraininginc.com>



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## GMP/GxP SME



**THURSDAY, SEPTEMBER 29, 2022**

7:30 - 8:50 AM	<b>Registration, complimentary continental breakfast (1.0 RU)</b>			<b>Exhibit Room Open</b>
8:50 - 9:00 AM	<b>Conference welcome</b>			
9:00 - 9:50 AM	<b>Keynote by Wali Alam Quality: Then – Now – and Future</b>			
9:50 - 10:00 AM	<b>Break &amp; Networking</b>			
<b>Tracks</b>	<b>Track A - Manufacturing/ Operations/ Inspection Room E (Capacity 60)</b>	<b>Track B - Quality Leadership Room G (Capacity 60)</b>	<b>Track C - Quality 4.0 Jasmine I &amp; II (Capacity 80)</b>	
10:00 - 10:45 AM	Session 1A - Automotive Quality Management Systems – Then, Now and Tomorrow (Ralph Reid)	Session 1B - Evolution of Quality Management Systems (Hari Krishnamurthy)	Session 1C - Quality Data Collection, Then and Now-Going Paperless With Your Inspection Data (Nick Roncone)	
10:45 - 11:00 AM	<b>Break</b>			
11:00 - 11:45 AM	Session 2A - How to improve nonconformance management - Best Methods (Michael Prior)	Session 2B - Building Trust, Communication, and Respect at Work: How to Thrive in a Multi-Generational Team Environment ( Zac Jarrard & Doug Wood)	Session 2C - Nurturing Quality during Global Supply Turbulence (Mandar Mahadeshwar)	
11:45 AM - 1:15 PM	<b>Exhibit Room presentations, complimentary lunch</b>			
1:15 - 2:00 PM	Session 3A How Does Inspection Benefit from Accreditation? (David Feist)	Session 3B - Back to Normal: How do Quality Professionals Influence Training and Upskilling their Employees? (Trokon Tompo)	Session 3C - Integrating the Power of Lean Six Sigma and Digital Transformation to Drive Continuous Improvement (Matthew Hu)	
2:00 - 2:15 PM	<b>Break</b>			
2:15 - 3:00 PM	Session 4A - Determining Optimal Manufacturing Specifications as a Function of Drawing Specifications, Measurement Error and Process (Dr. Bryan Dodson)	Session 4B - Quality and Process Improvement – Managing Risk of variation (Bankim Shukla)	Session 4C - Re-learning Supply Chain post COVID (Jason Anderson)	
3:00 - 3:10 PM	<b>Break</b>			
3:10 - 4:00 PM	<b>Keynote by Margaret Johnson The Cure for INFObesity</b>			
4:00 - 5:00 PM	<b>Exhibits</b>			
5:30 - 7:30 PM	<b>Networking event. Karbach Brewing Company – 1 mile from the hotel Complimentary refreshment – Facility tour may be available</b>			

**FRIDAY, SEPTEMBER 30, 2022**

8:00 - 9:00 AM	<b>Welcome at Exhibits room, complimentary continental breakfast (0.5 RU)</b>			<b>Exhibit Room Open</b>
<b>Tracks</b>	<b>Track A - Manufacturing/ Operations/ Inspection Room E (Capacity 60)</b>	<b>Track B - Quality Leadership Room G (Capacity 60)</b>	<b>Track C - Quality 4.0 Jasmine I &amp; II (Capacity 80)</b>	
9:00 - 9:45 AM	Session 5A - Foundations of Measurement Systems Analysis (Jerry Hamilton)	Session 5B - How the quality function leads and supports the performance of the organization (Nuria Aguilar)	Session 5C - How to build and run a successful consulting business" (Truong Ngo)	
9:45 - 10:00 AM	<b>Break</b>			
10:00 - 10:45 AM	Session 6A - After the Audit: How to Improve Audits Follow Up Reviews (Tash Baksh)	Session 6B - Turning Soft/"Light Green" Savings into Hard/"Dark Green" Dollars: The Unspoken Need for Labor Optimization (Katie Benyo)	Session 6C - Transforming Warehouse Operations Using Lean Six Sigma (Jamison Kovach)	
10:45 - 11:30 AM	<b>Exhibit Room presentations</b>			
11:30 AM - 12:20 PM	<b>Keynote by Erin Urban Less Complexity &amp; More Clarity. Thriving as a Quality Leader Through Change</b>			
12:20 - 12:30 PM	<b>Summary, Conclusion, Exhibits</b>			
12:30 - 5:00 PM	<b>Exhibits &amp; Houston Tours (Personal Plan)</b>			

**EXHIBIT ROOM PRESENTATION SCHEDULE**

**THURSDAY, SEPTEMBER 29, 2022**

**11:45 AM - 1:15 PM**

11:45 AM - 12:15 PM	SQA Services
12:15 PM - 12:35 PM	High QA
12:35 PM - 12:55 PM	TIP Technologies
12:55 PM - 1:15 PM	Gagelist

**FRIDAY, SEPTEMBER 30, 2022**

**10:45 AM - 11:30 PM**

10:45 AM - 11:05 AM	QIA
11:05 AM - 11:25 AM	TQCSI

## KEYNOTE SPEAKER Thursday September 29th 9:00am - 9:50am



### **Wali Alam**

#### **CQE, CQA, Regd. Lead Auditor Quality Institute of America (QIA)**

**Wali Alam** has a BS and a MS in Engineering, and has been working continuously for more than four decades. He has run Manufacturing Engineering, Manufacturing, Supply Chain Management, and Quality Systems. For the last 28 years, Wali has been running the Quality Institute of America (QIA). QIA is headquartered in Houston and has a presence in three other locations on two continents. QIA offers consulting, Training, Auditing, and Management System Software, and has helped more than 500 clients.

Wali takes a lot of interest in the ISO 9000 family of standards, and other related ones. He has been conducting certification audits, training, and consulting on different industry standards as well as the base ISO 9001. He was one of the first registered lead auditors in the USA.

Wali has been very active in professional societies, starting with AIIE, and the APICS where he had leadership roles from 1983 till 1989. He has had leadership roles in ASQ since 1992, and has been section Chair of Houston, as well as the Conference Chair. He was the Conference Chair of the Quality Management Division. Some of his notable achievements at the Houston section was to start having large regional conferences and the Sponsorship function.

Wali has received several recognitions from ASQ, has written numerous articles, co-authored a book, and spoken at numerous events including international conferences

## KEYNOTE SPEAKER Thursday September 29th 3:10pm - 4:00pm



### **Margaret Johnson** **President of Ideal Training, Inc**

**Margaret A Johnson** utilizes her Bachelor of Science in Mechanical Engineering (Michigan State University), MBA (University of Houston - Clear Lake), professional engineering license and ICF (International Coach Federation) corporate coaching credentials to inspire people and organizations to move from S.O.S. (Same Old Stuff) to W.O.W.! (Well On the Way) to where they want to be.

Her experience in the energy industry includes - performing engineering analyses, managing technical and non-technical personnel, selling mechanical services and marketing O&M services to energy executives.

As President of Ideal Training, Inc she trains and coaches professionals with a mission to unleash creativity, ignite ideas and remove barriers to success. She partners with clients to remove barriers to their success – including limiting beliefs. She applies creativity and encourages risk taking to assist clients in solving problems and opening doors, and to keep her classes engaging.

She is a published author (From SOS to WOW! Your Personal Coaching Adventure) and keynote speaker on topics including Busting Assumptions, Curing INFObesity, Leadership, Creativity and Risk Taking.

## KEYNOTE SPEAKER Friday September 30th 11:30am - 12:20pm



### Erin Urban

### International speaker and author of *Elevate Your Career: More Impact + More Income*

**Erin Urban** is a certified Executive Leadership Coach partnering with high-achieving leaders and teams to unlock their zone of genius and elevate impact.

She is an international speaker, neuroscience nerd, and host of the Career Coffee Chat Podcast. She is also the author of the bestselling book, "Elevate Your Career: More Impact + More Income". Erin is a Forbes Coaches Council Member, certified in Leadership Psychology, and a self-proclaimed recovering perfectionist with over a decade in mentoring and coaching successful professional transformations through 1:1 coaching and group workshops.

**Coaching:** Professionals that partner with Erin enjoy success in a variety of industries, private & publicly held entities, from mid-sized companies to Fortune 500 organizations. Thanks to focused and experienced brain-based coaching, happy clients quickly reap the rewards of straightforward strategies to achieve peak performance, long-term fulfillment, and wellbeing.

**Speaking:** Audiences from across the globe have enjoyed Erin's realistic, yet humorous take on what it really takes to thrive and elevate your impact in the "never normal" while leading high-performance teams. Erin's high-energy speaking career includes partnerships in a wide variety of industries in both virtual and in-person formats.

**Affiliations & Certifications:** Certified Leadership Coach through Rice University—Doerr Institute, former Board Member of Women's Masters Network, Member of the National Speakers Association & the International Coach Federation, Lean Six Sigma Black Belt, Certified Leadership Development Coach, Leadership Psychology Certified (Cornell), EQ-i Certified, and Certified Extended DISC Consultant in Work Style assessments.

#### Website & Podcast

Website: [www.coacheurban.com](http://www.coacheurban.com)

Podcast: <https://pod.link/careercoffeechat>

#### Social Links

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YouTube: <https://www.youtube.com/c/CoachEUrban>

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Twitter: [twitter.com/CoachEurban](https://twitter.com/CoachEurban)

## Session: 5B

### How the quality function leads and supports the performance of the organization



**Nuria Aguilar**

*20 plus years of expertise in Supply Chain Management, Logistics, Operations, Quality and HSE*

**Nuria Aguilar** has a Bachelor's Degree in Business Administration by Universidad Panamericana (Guadalajara, Mexico), Supply Chain Management Certificate by CalState Fullerton, AS9100 & ISO 9001 Lead Auditor Certificate by Probitas.

Mrs Aguilar has over 20 years of expertise in **Supply Chain Management, Logistics, Operations, Quality and HSE** in Automotive, Electrical, Aerospace, IT and Data Management, Metal-mechanic and Packaging Industries.

She also has knowledge of applicable codes and standards in the: FAR, DFAR and ITAR. Chemicals regulations RoHS, REACH, Prop65, UL94, TSCA. Focus and support commitments to customer service, continuous improvement, savings projects and increasing revenue to organizations in Mexico and the US. Nuria is currently pursuing the **ASQ Quality Engineer Certification and Six Sigma**.

## Session: 4C

### Re-learning Supply Chain post COVID



**Jason Anderson**

*Field Engineering  
Director at SQA  
Services, Inc.*

Jason's 20+ years of Aerospace experience have provided him with the tools and first-hand knowledge required in today's fast-paced manufacturing environment to assess deficiencies and implement systemic corrective strategies.

During his career, Jason has worked as Director of Operations, Manufacturing Engineer, Quality Engineer, Inspector, Technician, and Customer Liaison in shops with as few as 20 employees and companies with employees numbering more than 1,500.

**Jason Anderson** expertise includes Special Process Qualification, the AS9100 Standard, the ISO 9001 Standard, Aerospace Material Standards across multiple disciplines (Machining, Heat Treatment, Composite Part Manufacturing, Manufacturing and Coatings Special Processes), the transition from First Article Qualification to Part Approval Processes, Quality System auditing, FAA Regulations including 14 CFR Part 25 (Airworthiness Standards; Supplemental Type Certificates), and 14 CFR Part 145 (Repair Stations; multiple Repairmen's Certificates). In addition, Jason is Lean Six Sigma Green Belt and ISO 13485 certified.



## Session: 6A

### After the Audit: How to Improve Audits Follow Up Reviews



**Tash Baksh**

*Head of Quality, Safety, Security, Environment and Occupational Excellence at PPI Quality & Engineering (a KIWA company). DNV GL Business Assurance*

Audits of inspection processes may not include the level of detail required to provide a snapshot to demonstrate confidence in the level of quality. This presentation introduces methodology one may use to provide a comprehensive snapshot for audits involving inspection processes.

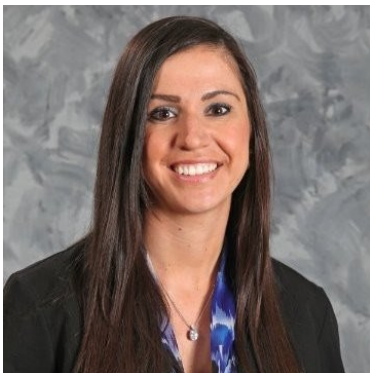
Mr. Baksh oversees management system activities and processes to ensure the best customer experience. Mr. Baksh is a World Subject Matter Experts in Auditing. He is the only certified Master Auditor across Occupational Health and Safety, Quality and Environmental Management systems, including credentials in Responsible Care.

Tash Baksh has over 20 years of international experience focusing on quality assurance; quality control; inspection; integrity management; waste management; and occupational health, safety and environmental systems in the upstream, midstream, downstream, and chemicals markets.

Mr. Baksh employs collaborative skills in communication, installation, execution improvement, value engineering, auditing, inspection, and operations disciplines. He has worked with different technologies and assets including process plants (e.g., refineries, petrochemicals and LNG); offshore facilities (platforms and floaters); subsea (SPS and SURF); drilling and completions (D&C, OCTG); power and utilities; infrastructure.

## Session: 6B

### Turning Soft/“Light Green” Savings into Hard/“Dark Green” Dollars: The Unspoken Need for Labor Optimization



**Katie Castree Benyo**  
*Senior Director at Accumen*

There's a tendency in service organizations to concentrate on projects that save time. Time savings are then converted to soft/“light green” dollars. For example, improving a process saves x hours, multiplied by an hourly wage, equals x financial savings. In reality, labor expense has not decreased. If there is a finite amount of work to be done, revenue has not increased. Executive leadership may be dissatisfied. What's missing? The answer is Labor Optimization, and it does not entail reductions in force! Labor Optimization is a long-term initiative to right-size your labor pool to support the business. As your organization pursues continuous improvement, successful projects reduce workload. This session will cover what Labor Optimization is, what it is NOT, why it is important to capitalize on time/labor savings, and four key components to successful Labor Optimization.

In the Lab Excellence service line, she and the team of tenured lab experts assess the performance of hospital laboratories relative to their peers, recommend and implement operational efficiencies, improve quality and service results, and drive bottom line margin improvement. Using Accumen's lab performance analytics technology, they utilize benchmarks and actionable insights to provide guidance that drives lab efficiencies and monitors outcomes of process improvement.

## Session: 4A

### Determining Optimal Manufacturing Specifications as a Function of Drawing Specifications, Measurement Error and Process



**Dr. Bryan Dodson**  
*Executive for SKF*

Currently an Executive for SKF, Bryan Dodson has 30 years of leadership in product development and manufacturing. Prior to joining SKF, Dr. Dodson has held the positions of Senior Director Corporate Quality & Continuous Improvement and Plant Manager at Collins & Aikman. Prior to joining Collins & Aikman he served as Senior Manager of Quality & Reliability Engineering with global responsibility for Visteon. Dr. Dodson has authored several books including: Probabilistic Design for Optimization and Robustness for Engineers, the Reliability Engineering Handbook, Practical Accelerated Testing, and Weibull Analysis. Dr. Dodson has also developed several software packages including the Reliability & Maintenance Analyst which is the standard for NASA. Dr. Dodson is an ASQ fellow, an SAE fellow, a licensed professional engineer.

## Session: 3A

### How Does Inspection Benefit from Accreditation?



**David Feist**  
*ANAB (ANSI National Accreditation Board)  
Training Manager and  
Owner of China Sourcing,  
Inc*

This Presentation will address:

- Industries and government increasing requirements for Accredited Inspection, and some of the drivers behind this.
- Growth areas of Inspection projected over the next 5 years, and areas declining over the past 5 years.
- Reasons for these growing and declining sectors.
- Direct and indirect benefits of Accreditation.
- Strengths of both the ISO/IEC 17020 Standard and of ILAC MRA – recognition.

The Presentation will utilize:

- Data and knowledge gathered from Accreditation.
- Examples seen throughout industry.

**David Feist** has held Senior Positions directly responsible for Management and Supervision of Product Development, International Project Coordination, ISO & QS 9000 Implementation, APQP Standards, Gap Analysis, Compliance Audits, Process Flow and Controls, and Customer and Vendor Relations.

He has expertise as Six Sigma Master Black Belt, Certified Quality Manager (CQM), QS 9000 and ISO 9000 Lead Auditor Certification.

## Session: 5A

### Foundations of Measurement Systems Analysis



**Jerry Hamilton**

*Lockheed Martin  
Procurement Engineer and  
Certified Six Sigma  
Master Black Belt (ASQ)*

**Jerry Hamilton** is a Lockheed Martin Procurement Engineer and a Certified American Society for Quality (ASQ) Six Sigma Master Black Belt. Jerry works with a team of engineers to employ the use of statistical tools/methods to production processes within the supply chain. He has presented at 11 industry conferences on the topics of Lean, Six Sigma, and Design for Six Sigma, co-authored a journal article on Measurement Systems Analysis and has worked in the semiconductor, transportation, and aerospace industries. Jerry holds a Master of Science degree in Industrial Engineering from the University of Houston and a Bachelor of Science degree in Mechanical Engineering from New Mexico State University.

## Session: 3C

### Integrating the Power of Lean Six Sigma and Digital Transformation to Drive Continuous Improvement



**Matthew Hu**

*Senior Vice President  
Engineering & Quality,  
HAYLION Technologies*

**Dr. Matthew Hu** is a recognized industrial expert and leader in robust engineering, quality, reliability, Design for Six Sigma (DFSS) and Robust Design for Reliability. Dr. Hu is an adjunct professor at University of Houston and leading Supply Chain Innovation Lab initiative. Dr. Hu has made significant contributions as an engineer, specialist, six sigma master black belt, program manager, and executive during a long career in technology and product development, manufacturing, supply chain, commercialization and operation. He held numerous leadership positions in automotive, aerospace, oil & gas, technology, medical device and consulting. He helped save companies over \$19 million cost savings, including over \$5.5 million cost savings for Ford Motor Company. He received numerous awards, including Ford Motor Company Global Customer Satisfaction Gold Winner Award.

He holds a Ph.D. degree in Industrial and System Engineering at Wayne State University. He also holds two master digresses (MS in Statistics and MS in Industrial and Manufacturing Engineering). Dr. Hu is a Certified Robust Design Expert using Taguchi Method, a Certified LSS Master Black Belt and also a certified DFSS Master Black Belt, a Certified Quality Engineer and a Certified Reliability Engineer. He is an editorial board member of the International Journal of Six Sigma and Competitive Advantage (IJSSCA). Dr. Hu was a member of Six Sigma Black Belt Exam development committee at American Society for Quality (ASQ). He was a Vice Chair of Robustness and Reliability Engineering, Society of Automotive Engineering (SAE).

## Session: 2B

### Building Trust, Communication, and Respect at Work: How to Thrive in a Multi Generational Team Environment



**James 'Zac' Jarrard**

*QHSE Technical Training Manager, C&J Energy Services*

Zac is a passionate and creative leader who cares about the future. He has had success working on multi-generational teams and is willing to go the extra mile to learn new skills. This is illustrated through his involvement at work, school, and the community. Zac has applied his skills and education towards project management, designing an innovative graduate class, and a wide range of volunteer activities. He is excited and prepared to face new problems throughout the twenty-first century.



**Douglas C. Wood**

*DC Wood Consulting LLC*

Mr. Wood has worked over 40 years in the areas of cost of quality, office waste, root cause analysis, performance measurement. He has helped others with various ASQ certifications in quality auditing, management, and engineering. He has also taught auditing, Lean, Six Sigma, cost of quality, statistics, and failure modes and effects analysis. He has 4 ASQ certifications: CQE, CQA, SSB, and CMQ/OE.

His firm DC Wood Consulting LLC has worked with clients in manufacturing, healthcare, and transactional businesses. The company's website is [www.dcwoodconsulting.com](http://www.dcwoodconsulting.com).

## Session: 6C

### Transforming Warehouse Operations Using Lean Six Sigma



**Jamison Kovach**

*PMI Houston Endowed Professor, University of Houston*

**Jamison V. Kovach** is the PMI Houston Endowed Professor in Project Management at the University of Houston. She received her Ph.D. in Industrial Engineering from Clemson University. Her industrial experience includes more than five years as a product and process improvement engineer in the U.S. textile industry. Her current research investigates the use of methods for product and process innovation, expanding the use of these methods, and developing new improvement approaches.

For her work, Dr. Kovach was recognized as the 2010 ASQ Feigenbaum Medalist, and she received the ASQ Six Sigma Forum Award for the Advancement of Six Sigma in 2019. Dr. Kovach is an Academician in the International Academy for Quality, an ASQ Fellow, and the Editor for *Lean & Six Sigma Review*. In addition, Dr. Kovach is a Fulbright Scholar who completed her project in 2022 at ISCTE-Instituto Universitário de Lisboa, Business Research Unit, Lisbon, Portugal.

## Session: 1B

### Evolution of Quality Management Systems



**Hari Krishnamurthy**  
*Global Director of Quality  
at Dril-Quip*

Hari Krishnamurthy is a seasoned Operational Excellence, Continuous Improvements and Quality Management Professional with a proven track record of successfully building and leading global teams, and delivering significant improvements in cost of poor quality, process improvements, customer satisfaction and supply chain performance.

He is currently the Global Director of Quality at Dril-Quip and has worked in a variety of industries including oil and gas, automotive, industrial valves, general engineering, electrical and electronics industries with good knowledge of welding, fabrication, casting, forging, injection molding, sheet metal stamping, machining, heat treatment, assembly and painting/coating processes.

He also has extensive experience building and implementing Quality Management systems to ISO-9001, API-Q1, API-Q2, IATF-16949 and ISO-13485.

His certifications include:

- ASQ Certified Six Sigma Black Belt
- ASQ Certified Manager of Quality/Organizational Excellence
- ASQ Certified Quality Auditor
- Lead auditor ISO-9001:2015/ISO(TS)16949 (Automotive)/ISO-13485:2016 (Medical device)
- Certified API-Q2 Practitioner
- Welding Inspection Specialist
- Safety and Environmental Management System (SEMS) Lead Auditor

## Session: 2C

### Nurturing Quality during Global Supply Turbulence



**Mandar Mahadeshwar**  
*Reliability Manager,  
Daikin Comfort Technologies  
North America Inc*

**Mandar Mahadeshwar** is a Reliability Manager with Daikin Comfort Technologies North America Inc. He has a MS in Industrial Engineering (UT Arlington) ; a BE in Mechanical Engineering ( University of Mumbai, India). Mandar is currently enrolled in a Management Development Program from Wharton Executive Education.( Jan 2023).

Mandar is an ASQ CQE , CRE, SSGB and a Certified ISO 9001 Lead Auditor.

## Session: 5C

### How to build and run a successful consulting business



**Truong Ngo**

*Founder & Professional  
Director of John &  
Partners JSC*

#### **Truong Ngo DBA, LSS, MBB**

- Founder & Professional Director of John & Partners JSC.
- Expert in optimizing business operating systems (Operational Excellence).
- Graduated Post-Doctorate of Higher Education – California State University LA.
- Graduated Doctorate of Economics - European University – Switzerland.
- Graduated Master of Business Administration – Western Sydney – Australia .
- Graduated Mechatronics - HCMC University of Technology.
- Lean Six Sigma Master BlackBelt.
- ISO Lead Auditor.
- Graduated Founder Institute program - Silicon Valley – US.
- Author of “Smart Startup with SMARTUP model“, “Kien Giet Voi“, “Startup Journey” book.
- First ASQ Country Counselor in Vietnam.
- First EB1A approved by the US government for OE business consultant

## Session: 2A

### How to improve nonconformance management - Best Methods



**Michael Prior**

*Certified Quality Auditor  
CQA*

**Michael Prior** is an ASQ certified Quality Auditor (#49115) and has over fifteen (15) Years of Quality Management System experience including auditing (internal) to ensure compliance with ISO and other ISO based standards for local, national, and multinational organizations, and over twenty (20) years of Management and Sales Management experience working for ISO certified companies.

Mr. Prior possesses extensive knowledge and experience in designing, implementing, and maintaining Quality Management Systems for energy, aerospace, chemical and manufacturing clients in various industries and is the author of white papers and professional presentations on auditing practices and procedures.

## Session: 1C

### Quality Data Collection, Then and Now-Going Paperless With Your Inspection Data



**Nick Roncone**

*ATS Applied Tech  
Systems Business  
Development Director*

Many companies are trying to move away from collecting Quality inspection data by paper and pencil methods and/or analyzing that data with Excel. During this session, Nick Roncone will review the primary considerations when going to a digital versus paper/Excel based process. You will see various options for how a software based data collection interface could be configured. The collection of dimensional data and attribute (visual) data will be addressed, as well as the display of job aids/work instructions and other capabilities. Time will also be spent reviewing analysis that would be available to you once data is stored in an actual database and reports can be generated on demand. Calculating your Cost of Quality and cost justifying your project will be addressed. If your organization is looking to digitize your Quality data and move toward Quality 4.0, this session will be informative.

**Nick Roncone** has over thirty years of experience working with manufacturers of all types to define and implement projects related to improving the capture and use of Quality data.

## Session: 1A

### Automotive Quality Management Systems – Then, Now and Tomorrow



**Ralph Reid**

*ASQ Fellow and ASQ  
Certified Quality Engineer  
(CQE)*

Until the late 1980's, the automotive industry used second party audits of suppliers. With the introduction of ISO 9001:1987 and soon after, QS-9000, the domestic industry moved to a third-party certification model. There were issues and concerns to be addressed to make this successful. In the years to follow, the growth in this methodology was rapid across the globe and other sectors followed the automotive sector's lead. Additional companies adopted this approach as the Standard evolved to ISO TS 16949, then IATF 16949. In this talk, Dan Reid, the first delegation leader of the International Automotive Task Force (IATF), will share the history and his thoughts about the current state of this global supplier quality approach and it's near-term future. Recommended for quality management leaders, auditors and quality practitioners.

**R. Dan Reid**, a first delegation leader of the International Automotive Task Force; member of the U.S. Technical Advisory Groups for Quality, Environmental, Medical Device and OH&S Management Systems; trainer for ISO 9000, ISO14000, OHSAS18000, AS9100, ISO13485, ISO17025 and VDA 6.3; a published author with McGraw Hill, ASQ Press, AIAG; a member of the ASQ Administrative Committee and Technical Reviewer; an automotive liaison (2016) and former member of the American Association for Laboratory Accreditation (A2LA) Board of Directors. (2007 - 2015)

## Session: 4B

### Quality and Process Improvement – Managing Risk of variation



**Bankim Shukla**

*Senior member of ASQ with over 25 years of experience in Quality,*

**Bankim Shukla** is a senior member of ASQ with over 25 years of experience in Quality, Projects and Integrated Management Systems at different management positions and now pursuing career interest in Asset Management Systems per ISO 55000, Process Safety Management and Sustainability. He is ASQ CMQ/OE, CQE, CSSBB and CQA, Exemplar Global Lead Auditor and has certifications in ISO, NQA-1 and API Spec Q1. Over the period, he has acquired extensive experience in development and implementation of Quality Management Systems per ISO and API Spec Q1. And a frequent speaker at local ASQ chapter on subjects spanning Quality, Improvement and Sustainability.

## Session: 3B

### Back to Normal: *How do Quality Professionals Influence Training and Upskilling their Employee*



**Trokon Tompo**

*ASQ Certified Six Sigma Black Belt*

Hiring the right employees to fill roles in your organization is a vital step, but finding a qualified candidate is only part of the equation. If you want to get great results from your employees, you must provide sufficient training. Even someone who seems to have all the right credentials may not live up to expectations if you do not give them the tools they need to succeed. From outlining company procedures and policies to helping workers improve their individual skill sets, continuously improving training can lead to dramatic results for your bottom line. When you put in the effort, you will see the outstanding results.

**Trokon Tompo** is an ASQ Certified Six Sigma Black belt with a dozen years of experience in a variety of industries such as defense & space, metal fabrication, automotive, tubing, power, and construction.

Mr. Tompo has diverse experience leading teams with a track record of successfully planning, implementing, and delivering capital expenditure projects.



## Self-Directed Tours, Friday, September 30, 2022 from 1-5pm

**Space Center Houston** is a science museum that serves as the official visitor center of NASA Johnson Space Center in Houston. It has earned a place as a Smithsonian Affiliate Museum in 2014. [Wikipedia](#)



**The Houston Zoo** is a 55-acre zoological park located within Hermann Park in Houston, Texas, United States. The zoo houses over 6,000 animals from 900 species. It receives 2.1 million visitors each year and is the second most visited zoo in the United States. It is accredited by the Association of Zoos and Aquariums. [Wikipedia](#)



## Self-Directed Tours, Friday, September 30, 2022 from 1-5pm

**The Museum of Fine Arts, Houston**, located in the Houston Museum District, Houston, is one of the largest museums in the United States, and the 12th largest in the world by gallery space. [Wikipedia](#)

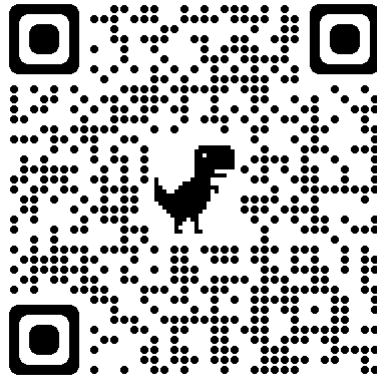


**The Lone Star Flight Museum**, located in Houston, Texas, is an aerospace museum that displays more than 24 historically significant aircraft, and many artifacts related to the history of flight. The museum's collection is rare because most of the aircraft are flyable. [Wikipedia](#)



## Houston City Pass QR Code

The QR Code allows the user to purchase a “Houston CityPass” at a **51% discount** to 5 Top Houston Attractions.



You will visit Space Center Houston and have the option to choose four more attractions from the list below.

- Downtown Aquarium
- Houston Museum of Natural Science
- Houston Zoo
- Kemah Boardwalk
- Children’s Museum Houston
- Museum of Fine Arts, Houston

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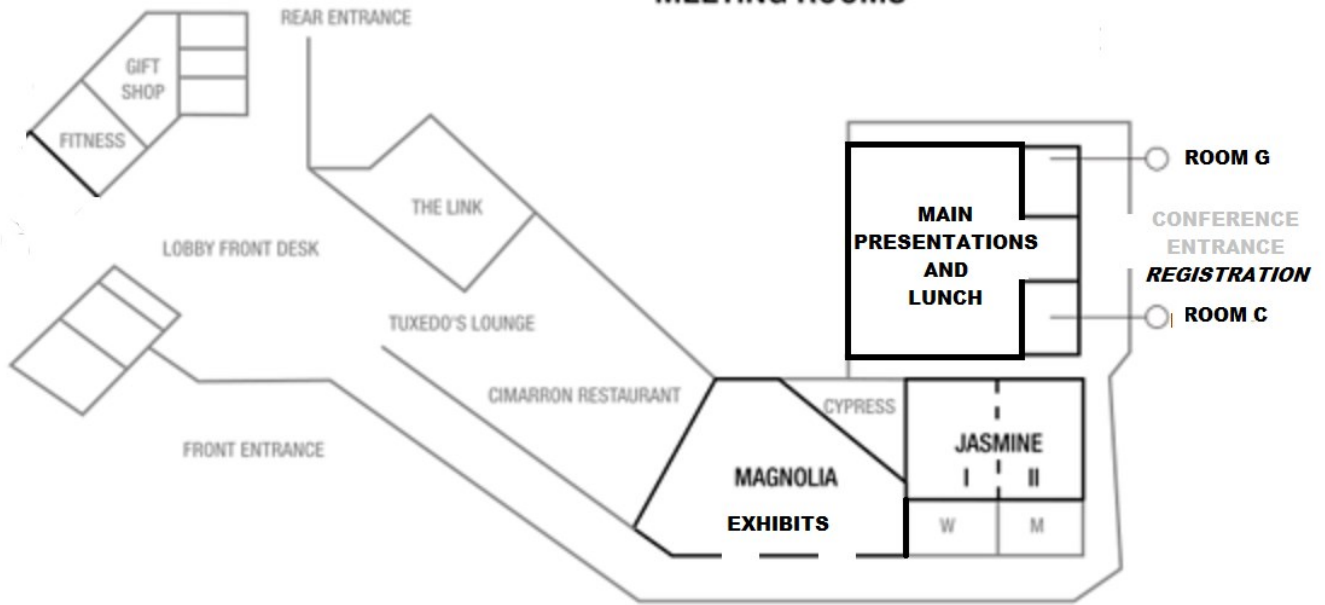
## Conference Logistics & Room Monitors

Ben Tomic                      Allen Hourshad

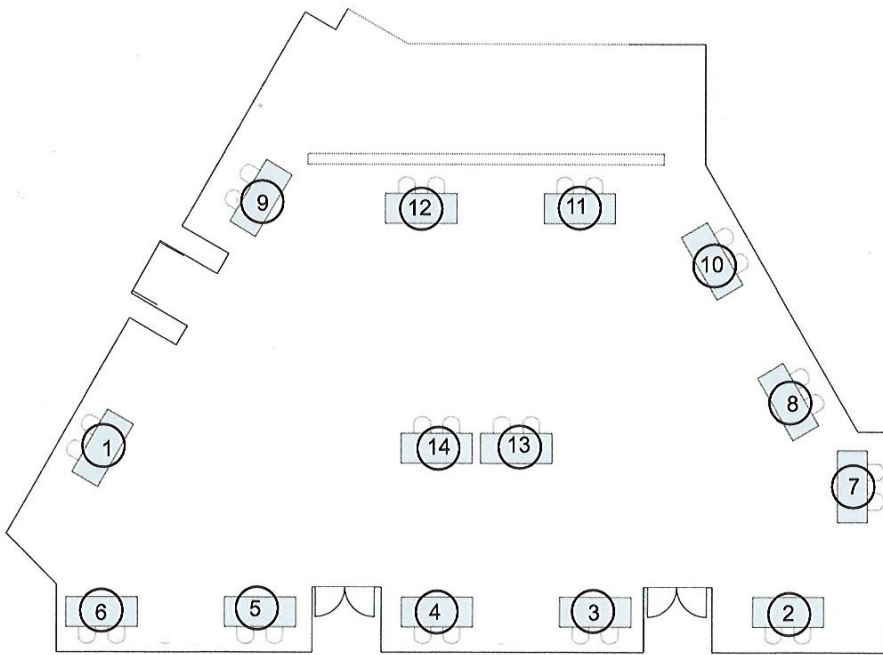
Phillip Chen                      Tai Prince

Keith Pache                      Sheldon Littlejohn

## SHERATON BROOKHOLLOW MEETING ROOMS



## MAGNOLIA ROOM



## EXHIBITORS

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5 Feet