



2023 INNOVATE FOR EXCELLENCE SUMMIT

October 26 and 27, 2023 | Naperville, IL



Speakers and Topics

Photo	Biography	Topic Abstract
	<p>ASQ: Sid Bhatnagar</p> <p>"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change" - Charles Darwin</p> <p>Results driven executive with 18+ years of achievement delivering empowered business solutions that drive growth and efficiency for industry leading organizations. Creative, entrepreneurial business partner, with a consistent record of delivering solutions in complex, fast-changing environments.</p> <p>Proven ability to lead enterprise-wide initiatives that streamline operations, capture savings, increase capability, improve service quality, and accelerate growth.</p> <p>Strong management aptitude with a record of developing high-performing teams and introducing best-practice processes. Innovative strategist who can structure disparate systems and align strategies with bottom-line goals.</p> <p>A tested leader who has built and coached cross-functional teams, developed collaborative relationships with the Board of Directors, CEOs, and other C-Level executives, and held positions on several senior business committees for high-performing companies.</p>	<p>ASQ - Leading Innovation and Risk Management</p>

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	<p>Gen Triz, LLc.: Victor Fey Victor Fey, TRIZ Master, CEO of GEN TRIZ, LLC, the leading systematic innovation service provider. Victor has over 35 years' experience in TRIZ research, training, and application. Victor has collected more than two decades of consulting experience serving the Global 1000. His work has ranged the gamut from teaching, coaching, and consulting to facilitating and leading cross-functional teams in delivering critical breakthrough product and technology solutions. Only at Hyundai-Kia Motors, his consulting effort resulted in obtaining over 100 patents with an estimated ROI of \$100 million.</p> <p>From 1997 through 2014, he was an Adjunct Professor at Wayne State University, where he taught a graduate-level course in TRIZ. He has lectured on the subject at MIT, Stevens Institute of Technology, Chalmers University, Technion, and others. He chairs the Education Committee of the Altshuller Institute for TRIZ Studies, as well as the International TRIZ Association's R&D Council. His books include <i>Effective Innovation: The Development of Winning Technologies</i>, published by ASME Press, <i>Introduction to TRIZ</i>, printed by Nikkan Kogyo Shimbun (in Japanese), and <i>Innovation on Demand: New Product Development Using TRIZ</i>, released by Cambridge University Press (translated to Korean).</p>	<p>Achieving Excellence: The TRIZ Approach to Quality, Strategy, and Radical Cost Reduction</p> <p>To stay competitive, organizations must match quality of products and manufacture to incessantly growing demands on value, efficiency, and reliability. The interplay of the rising complexity of products, production processes, and escalating demands makes their optimization increasingly difficult. This tricky state of affairs is aggravated by the fact that many requirements and objectives are in conflict (e.g., increased functionality vs. cost, performance vs. sustainability, power vs. available dimensions, etc.). Conventional approaches to quality problem-solving cannot handle these conflicts (trade-offs) reliably and consistently. This leads to incomplete fulfillment of opposing requirements, and, as a result, to suboptimal solutions.</p> <p>TRIZ is the answer to the above problem. It is a system of analytical methods for the rapid development of compromise-free technologies, products, and services. TRIZ enables systems to develop faster, without wasting time and resources on the all-too-familiar random search for solutions. It is a key practice behind the growth of market and technology leaders such as Samsung, Hyundai, General Electric, Intel, Siemens, POSCO, and many others. The presentation will address:</p> <ul style="list-style-type: none">How to identify problems worth solvingHow to radically reduce costs of products and processes without compromising their performance or functionalityHow to identify next product and technology winners.

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	<p>The Sensei Group: Dr. Michael Mladjenovic Dr. Michael Mladjenovic is experienced quality professional and university professor with numerous accomplishments in the quality field. He is also ASQ Fellow, Regional Deputy Director for Canada and Greenland, member of ASQ Statistics division Data Science Interest Group Chair, Certified CSSBB, CMDA, CMQ/OE, CSQE, CRE, CQA, CQE, and former ASQ Toronto Chair.</p>	<p>Path to Personal Growth: Crafting your Roadmap to Quality 4.0 Transformation This presentation provides valuable insights into the Quality 4.0 transformation for individuals pursuing personal excellence to achieve their professional goals and enhance their careers.</p> <p>Introduction: The presentation will emphasize the significance of creating a Quality 4.0-focused personal transformation roadmap.</p> <p>Define your vision: The process of clarifying participants' visions to help them get started on their transformation will be discussed. They will be guided in identifying areas for improvement and transformation.</p> <p>Assess your starting point: Recognizing that everyone's starting point is unique, the guide in evaluating skills, strengths, weaknesses, and knowledge about desired transformation will be presented.</p> <p>Set smart goals. Participants will learn the importance of setting SMART goals that align with their quality-focused personal transformation.</p> <p>Identify milestones and critical actions: Defining significant milestones is crucial for tracking progress and a method to identify milestones that mark their journey toward transformation will be provided.</p> <p>Monitor and adjust: The need for regular monitoring of progress and adjusting, when necessary, will be emphasized. Participants will learn to remain flexible and open to refining their roadmap.</p>

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	<p>The Proaction Group: Timothy Van Mieghem Tim is a Partner of The ProAction Group, an operational consulting firm which he co-founded in 1995. Tim has 30+ years of experience helping middle market companies identify, quantify and mine latent value. He is widely recognized for his expertise in supply chain functions as the author a book (Implementing Supplier Partnerships), presenting at national and local conferences, and creating numerous articles on value creation, sourcing and logistics. In addition, he created the firm's proprietary 9-Box Inventory and Pricing tool which has helped countless companies optimize their inventory levels and improve their pricing practices.</p> <p>Tim's primary focus is on serving Private Equity clients and their portfolio companies. He has particular experience in manufacturing and distribution businesses and has a unique ability to assess operational issues and symptoms and translate them into actionable solutions that management and ownership alike can understand and measure.</p> <p>Prior to forming The ProAction Group, Tim worked in operational consulting at Arthur Andersen and a boutique supply chain consulting firm.</p> <p>Tim serves on the boards of ACME Metal Coatings, Automated Business Machines and DeWayne's Quality Metal Coatings.</p> <p>Tim has a BS in Accounting from Marquette University and is a Certified Public Accountant.</p>	<p>Executing on Innovation – Awareness, Acceptance and Action This session focuses on one question, How do we gain the support and energy of our organization to innovate? To actually take an important idea and see it through into practice? Often, it's not the idea of change itself that poses the greatest hurdle, but rather the willingness to accept its necessity and feasibility. We often see the need for change. It is clear to us, as the quality expert / engineer. And, we often find that the company does not embrace the change and indecision wins the day. In this session we will focus on life-hacks and methods that will lead to sustainable change, to innovation. We will follow the proven path that starts with Awareness, gains Acceptance and takes Action to Innovate!</p> <p><u>Awareness</u> The seeds for effective change start in how we raise awareness. How do we collect the observations, data and answers that will lead to acceptance? To “wake up the team”, to administer the smelling salts, to demonstrate the gap. In this section, we will answer the following: What are the top 5 ways to “wake up” the company? How do we get them to see hidden risks and latent value? How do we get our team to see the hidden value? Undiscovered problems do not get solved. How do we help our team see what is possible? What is worth pursuing? Undreamed visions do not get implemented.</p> <p><u>Acceptance</u> This is the step most miss. Going from Awareness directly to Action is like going from First Base straight to Third Base. Have you ever visited a company that was suffering from a broken process and they thought “it just is what it is”? They were stuck. And they didn't need to be... In this section we will cover how we move others from accepting the status quo and believing they can (or better yet, get to) take action against their sea of troubles. Change is hard. Change is scary. How do we support a team as they embrace, and accept, that change is necessary?</p> <p><u>Action</u> Only after our organization has become aware of the need to change or innovate can they accept that need. Once they accept the need we get to implement!! The good news is that by slowing down and working through Awareness and Acceptance, we are prepared to make deliberate progress. But how do we avoid being the flavor of the day? How do we take action that leads to a stable future? To a sustainable innovation? In this section we will cover the ways to lead change to transform your organization!</p>

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	<p>Abbott: John S. Frels, Ph.D. John Frels, PhD is Abbott's Vice President, Research and Development, Core Diagnostics. John's responsibilities include all aspects of assay and instrument systems development, early-stage research and Medical and Clinical Affairs oversight.</p> <p>Throughout his 28-year career with Abbott Diagnostics, John has held numerous R&D and Technical Operations leadership roles in the US and Europe, spanning all our immunochemistry product lines.</p> <p>John serves as the chair for the Abbott Scientific Governing Board that sponsors scientific leadership development, cross-business collaborations and innovation initiatives and serves on Advisory Boards for Northwestern University and the University of Illinois at Chicago.</p> <p>John earned a bachelor's degree in Biological Sciences from the University of Illinois at Chicago and a Ph.D. in Cell and Molecular Biology from Northwestern University.</p>	<p>Innovations in Clinical Diagnostics for Greater Access and Affordability</p> <p>Abbott's 2030 sustainability plan has a clear focus on designing access and affordability into our life-changing technologies and products to reach more people, in more places than ever before. We work across our business and in partnership with others to remove barriers and bring this innovation to the people who need it. This presentation draws upon examples from our Diagnostics business to show how this focus and these principles come to life, beginning in research and new product development. We will explore the product and process innovations that went into our new blood tests for traumatic brain injury and how our decades of experience in virus hunting and infectious disease diagnostics supported Abbott's COVID response and readiness for future pandemic threats. These real-life experiences underscore the importance of domain expertise, clinical insight, process rigor and leadership commitment – all needed to bring high impact new products to more people throughout the world.</p>

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	<p>Ohio State University: Tracy Owens Is a business transformation leader who has driven his employers and client organizations to achieve near-term objectives and better long-term results through innovation and quality management. <i>As a founding member of ASQ's Innovation Division, Tracy has promoted a growing body of knowledge on innovation management and brought his audiences a strong message about innovation as a process and not just a creative spark. He is co-author of The Executive Guide to Innovation, which was published in 2013. Tracy holds a Master's Degree in International Business from Seattle University, and he was elected to the 2016 class of ASQ Fellows.</i></p>	<p>Success Modes and Effects Analysis: Turn Failure Upside Down Managing an improvement project requires technical competence and the confidence to lead a team toward success. When the spotlight is shining on you as the project leader, it is important to use the right tools at the right times. Based on the specific subject matter, there may be a need to express and quantify the elements of work processes that lead to success, rather than pinpointing the causes of failure. To achieve that goal, we introduce a new tool: the Success Modes and Effects Analysis.</p>
	<p>Amgen, Inc.: Khaudeja Bano MD Khaudeja is a Physician with a Masters in Clinical Research, Pharmaceutical engineering Certification, a Database Administrator and a certified Project Management Professional. Khaudeja has more than 25 years' professional experience, including clinical practice. She has held several global medical positions at Guidant, Abbott, AbbVie Inc and now Amgen. Her career includes global medical / clinical and safety leadership roles in devices, diagnostics, pharmaceuticals and combination products. She currently serves as the chair for the Post Marketing Safety working group for the Combination Product Coalition (CPC).</p>	<p>Culture and organizational innovation critical to effective Combination product quality The Combination product paradigm is constantly evolving as the global environment sees complex innovative therapies and products using a combination of drugs / biologics / devices / software. The safety, efficacy, effectiveness and ease of use of these products is the focus of many organizations. Discuss Key challenges and areas of focus for combination products - People, process and technology. Share industry best practices to better integrate combination products in our product portfolio to effectively manage product safety and quality.</p>
	<p>MindBusiness LLC.: William Deck William Deck is an executive coach, corporate consultant, and inspirational speaker that values integrity, transparency, and accountability. With over 10 years of experience in workforce development, corporate training and sales leadership, William is committed to helping organizations (and the teams therein) identify and remove any self-limiting beliefs that could impede their growth and long-term success. For this reason, he understands that transformational change can only be achieved by identifying the "root" cause of personal and organizational dysfunction.</p>	<p>Healing Trauma to Create Workplace Success This workshop helps to define trauma and discusses ways that we experience (personally and professionally) and identify with trauma. We will also take time to identify how personal trauma impacts us at work (and vice versa), and provides tactical tools to begin to heal from said traumas. The solutions to healing trauma are centered around one's ability to disassociate their identity from their negative experiences, triggers and fears. We are not our behaviors or our experiences, as who we truly are is formless. This workshop will do a deep dive into this universal truth!</p>

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	<p>OneUS Technologies: Utsav Desai Experienced in project management, bioprocess engineering and design as well as construction, start-up, and validation of bioprocessing systems. Implementation of client-centered services for various clients in the biopharmaceutical manufacturing industry in areas such as cell culture, fermentation and purification operations as well as plasma fractionation. Expertise in process equipment, single-use technology implementation, API handling equipment, and clean utility systems and well-versed in cGMP and aseptic processing techniques.</p>	<p>Effective Validation Controls in Life Sciences Will explore the 3A-3C approach for better digital GxP and how organizations can achieve optimal results in terms of Cost, Compliance, and Comfort by embracing a robust Analyse-Assess-Adopt methodology.</p>

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	<p>ASQ Innovation Division: Peter Merrill Founding chair of the ASQ Innovation Division and an internationally recognized thought leader on Innovation Management. He has led the development of the ISO Innovation Management Standard and brought the consensus methodology used in the standard to the ASQ Body of Knowledge for Innovation (IBoK). He led the consensus process with the Innovation Division Team ensuring that the IBoK was a Body of 'Collective' Knowledge.</p> <p>He has written a number of books for Quality Press which include "Innovation Generation", "Innovation Never Stops", and his most recent book is "ISO 56000, Building Innovation into your QMS." He writes on Innovation for Quality Progress.</p>	<p>The Innovation Body of Knowledge This keynote will provide an overview of the Innovation Body of Knowledge produced by the ASQ Innovation Division.</p> <p>Innovation occurs in products, services, processes and business models, and has alternative definitions such as 'a new entity that creates value' or 'something new that makes people happy'. Innovation has an emotional aspect that should not be overlooked. As with Quality Management it requires Leadership commitment and strategic thinking, but it requires new behaviors such as Creativity and so Organizational Culture becomes a critical success factor.</p> <p>The Innovation Body of Knowledge provides a concise explanation of innovation for Quality professionals. Innovation is a natural partner with Quality Management. Thomas Edison famously said that genius is 1% inspiration and 99% perspiration. In other words, having found a new solution, we must make it work and then deliver it. Without Quality Management, the innovator will not be able to deliver the solution and it will not create new value or benefit.</p> <p>You can acquire an understanding of innovation in this Body of Knowledge which is organized with Leadership, Strategy, Culture and Structure as the first elements of Innovation Management to be addressed. These provide the framework for managing innovation. Then follows Process, Measurement, Tools and Techniques, which are the hands-on activities for the innovator.</p>

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	<p>ASQ Innovation Division: Rebecca Mott</p> <p>Rebecca Mott is a multifaceted professional, boasting a vast range of qualifications and experiences. As a Lean Six Sigma Black Belt, ASQ Certified Manager of Quality/Organizational Excellence, Certified Professional Coach, and Prosci Certified Change Management Practitioner, she brings a unique blend of expertise to the table. Ms. Mott proudly identifies as a "change agent", striving to empower both individuals and teams through education, collaboration, and innovation.</p> <p>Her impressive career spans 29 years in the utility sector, during which she has held numerous roles giving her a fusion of knowledge and skills across topics including quality control, laboratory management, project management, lean six sigma, continuous improvement, innovation, and training. One of her most recent accomplishments was leading the launch of her company's first innovation center. She has also served various professional and community organizations, such as the local Chattanooga ASQ Chattanooga section, ASQ Global Innovation Technical Community, and Toastmasters International Downtown Dazzlers Chattanooga section.</p> <p>As a professional speaker, Ms. Mott has shared her insights on process improvement and professional development at multiple conferences. She is also a published writer, with her influential articles featured in a variety of digital and online publications.</p> <p>Currently, Ms. Mott serves as the Manager for Technology & Innovation (IT) Technical training, leading her team in supporting IT technical training initiatives. Outside of work, she resides in North Georgia with her husband, enjoying reading, volunteering, gardening, and spending quality time with family.</p>	<p>Innovation Engagement</p> <p>Innovation is the lifeblood of progress and success in today's rapidly evolving world. However, true innovation cannot be achieved in isolation; it requires the engagement and active participation of individuals across an enterprise. This speech on innovation engagement will explore the significance of fostering a culture of innovation, involving employees, stakeholders, and partners in the innovation process, and the benefits it brings to individuals and businesses alike. By understanding the importance of innovation engagement, we can unlock the potential for groundbreaking ideas, creative problem-solving, and sustainable growth. Through practical examples and strategies, this speech will inspire the audience to embrace innovation engagement and revolutionize their approach to driving innovation for their business or corporation.</p>

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	<p>L3 Business Consulting: Paul Hylenski Paul Hylenski is an Aerospace Manufacturing Business Leader who works in Maryland.</p> <p>Paul started his leadership journey in the Marine Corps. He served as a Helicopter mechanic during his time in the Marines. Additionally, he served at HMX-1 the Presidential Helicopter Squadron during his time of service.</p> <p>For the past 15 years, he has worked on multiple different aerospace product lines, managing the business's Assembly and Composite fabrication sections. Additionally, he worked as a Six Sigma Blackbelt for the business, focusing on reducing defects and improving output.</p> <p>Paul is passionate about Leadership and Human dynamics because he feels, as leaders, we have the greatest responsibility to be able to make our team's lives better and help them to grow in their own careers. He has spent his business career changing culture and studying human dynamics through implementing psychological safety and social engineering into aerospace manufacturing.</p> <p>Paul has written multiple articles about human-centric leadership, has a newsletter on LinkedIn dedicated to the subject. He is also the author of the books "Culture Change through Environment Change", "Coaching for Growth", and his latest book "Error-Proofing Humans".</p>	<p>Unlocking Potential: Changing the World through Human Leadership and Psychological Safety, Embracing Growth Mindset, and Unraveling Human Error.</p> <p>The impact of leadership on our teams is profound, shaping their dynamics and determining their ultimate success. Effective leadership has the power to unite and inspire, while poor leadership can fracture and hinder progress. In this engaging speaking engagement, we will explore the transformative potential of innovative leadership strategies.</p> <p>To unlock the full potential of our teams, it is crucial to gain a deep understanding of human behavior and psychology. By delving into the intricacies of what motivates and drives individuals, leaders can tailor their approaches and empower their teams to excel. We will delve into the secrets of human behavior, uncovering strategies to build trust, foster collaboration, and ignite the sparks of creativity.</p> <p>Moreover, creating a culture of psychological safety and embracing a growth mindset is paramount for team success. When team members feel safe to express themselves, share ideas, and challenge the status quo, innovation flourishes, and breakthroughs occur. We will discuss practical techniques to cultivate psychological safety, allowing each team member to thrive and contribute their unique perspectives.</p> <p>By implementing innovative leadership strategies and nurturing a culture of psychological safety and growth mindset, leaders can lead their teams to unprecedented heights of success. Through real-life examples and actionable insights, this speaking engagement will equip participants with the tools and knowledge to leave a lasting impact on their teams' lives.</p> <p>Join us as we explore the transformative power of leadership and embark on a journey toward unstoppable success. Together, we will unlock the potential within ourselves and our teams, creating a ripple effect that extends far beyond the boundaries of the workplace.</p>

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	<p>Meta: Chaitanya (Chai) Arekar Owning Facebook's global (US, EMEA & APAC) product quality, business metrics and operational efficiency improvement related to fiber optics, racks and robotics products. Executive communication and strategic alignment with XFN teams. Influencing world's top suppliers quality teams, sourcing managers and Facebook's global datacenter teams (& installers).</p>	<p>Making the most of the quality Initiative: Align with Strategic Priorities With an aim to develop/sustain quality culture, quality professionals drive continuous improvement on daily basis. In doing so, they develop many quality improvement ideas that need management & general approval. In our experience, chances of buy-ins significantly increase by aligning ideas with strategic goals. Here we present a case-study of a quality initiative - Certificate of Compliance (CoC) for data center equipment and its evolution for general approval.</p>
	<p>Radian Compliance: Lisa Dubrock Lisa DuBrock specializes in the design and implementation of Management System Standards-based programs for Radian's clients in the areas of Cyber Security, Privacy, Physical Security, Private Security Operations, Environmental and Business Continuity (ISO 27001, ISO 27701, ASIS PSC.1 and ISO 18788, ISO 14001, and ISO 22301.). She also provides internal audit services for ISO 9001 Quality Management and ISO 20000 Service Management Systems. Lisa is the 2022-23 Chair of the ASIS International Professional Standards Board which develops security-related standards. She has been instrumental in developing standards supporting private security companies, business continuity and organizational resilience. She additionally was a member of the ANAB Committee of Experts which drafted the Accreditation Rule supporting ANSI/ASIS PSC.1 – Private Security Companies Management System Standard. Lisa is an active member of the ISO/US-TAG committee which develops ISO standards supporting business continuity, private security, societal security, and fraud and countermeasures. Lisa teaches ISO standards workshops and speaks internationally on the benefits of standards implementation in the security arena. Lisa received a BBA - Accounting from Loyola University of Chicago and an MBA - Finance from DePaul University, and is accredited by ASIS International as a Certified Protection Professional (CPP). She is active in her community as a board member for her city's library.</p>	<p>ISO 27001: How to Reduce Cybersecurity Risk</p>

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	<p>Deltek: Frank Hutto A quality professional having worked in and support of the industry for roughly 30 years. Early in his career Frank achieved both the Certified Quality Engineer and then Certified Six Sigma Black Belt certifications through ASQ. Additionally, Frank has earned two bachelor's degrees, one in Quality Assurance and one in Nuclear Engineering Technology; a master's in quality assurance; and a doctorate in business administration. Leveraging all this experience and knowledge, Frank works to help his customers achieve superior and resounding results within their quality management systems.</p>	<p>The Power of Paperless Processes: Empowering Highly Regulated Manufacturers Today's manufacturers face strict adherence to quality standards to ensure safety, reliability, and compliance. However, traditional manufacturing and maintenance practices have been manual and paper-based, leading to data silos, inefficiencies, and errors. Digital paperless processes have emerged as a solution to these challenges, revolutionizing the industry's traditional practices. By creating a central repository for engineering, manufacturing, supply chain, and quality documentation, businesses can eliminate data silos and streamline operations. This allows teams to collaborate effectively and reduce the risk of errors and inconsistencies. By going paperless, manufacturers not only achieve numerous benefits, but can also improve on factors such as transparency, traceability, and accuracy. By embracing digital technology, organizations can better manage their risks and ensure the safety and reliability of their products and operations.</p> <p>This presentation highlights how modern digital tools can help manufacturing companies who operate in highly regulated environments adopt paper-free systems which help reduce costs and improve productivity.</p> <ul style="list-style-type: none">• Single source of truth: A central repository for documentation allows teams to access and share critical data in real-time, regardless of location. Organizations can electronically approve document revisions, modify drawings and BOMs, manage ECOs and ECNs, improving the speed and accuracy of the approval process. This is particularly useful for businesses that need to comply with industry regulations and standards, such as the AS9100 and ISO 9001 quality management standards.• Paperless Shop Floor: Businesses can also implement a paperless shop floor. This involves digitizing manufacturing and maintenance processes, reducing the reliance on manual and paper-based processes. This not only saves time and improves efficiency, but it also reduces the risk of errors and improves traceability. This can help businesses maintain industry compliance and achieve audit success.• Smarter Quality Management: Automating quality processes is another essential aspect of going digital. By automating tasks such as quality inspections and audits, businesses can reduce the risk of errors and inconsistencies. This can lead to improved product quality, reduced costs, and faster time-to-market.• Tackling Supply Chain Challenges: Digital paperless processes can also help organizations manage their supply chains more effectively. By digitizing materials management and procurement processes, businesses can reduce the risk of errors and delays, and improve visibility into the supply chain. This can help organizations identify and mitigate risks, such as supplier capacity constraints or quality issues.• Risk Mitigation: Complex functions and processes present various risks such as supply chain disruptions, manufacturing errors, and safety incidents. Having a single source of truth increases transparency and traceability, which can reduce the risk of errors and incidents. <p>Digital transformation is changing the manufacturing landscape by empowering the industry to explore and innovate new technologies, make product improvements, and foster better collaboration within the industry to help drive mission readiness. The power of digital technology is essential for the industry to continue to evolve and thrive in the modern era.</p>

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	<p>South Texas Associates of Radiology: Nicole Dhanraj Nicole Dhanraj is a business coach, consultant, and seasoned organizational strategist with an unwavering commitment to driving business success. Collaborating closely with enterprises, her primary objective is to design and implement streamlined systems and processes that enhance performance while maintaining a healthy profit margin.</p> <p>Dr. Dhanraj's impressive academic journey boasts a Bachelor's degree in Psychology, a Master's in International Relations, and a doctorate in Organizational Management. These qualifications are complemented by a range of professional certifications, a testament to her adaptability and versatility in diverse domains.</p> <p>Dr. Dhanraj's extensive expertise in change management and appreciative inquiry positions her to assist others in cultivating meaningful transformation within organizations. Her professional purview extends beyond operational refinement. She possesses a steadfast commitment to addressing real-world challenges like poverty, education, diversity, equity, and women's empowerment. Through active involvement in volunteer work with organizations supporting U.S. military service members, Radiology, HR, and Education, Dr. Dhanraj is resolutely contributing to societal advancement.</p>	<p>Using an Asset-Based Approach to Change Management Adaptive change management is essential for organizational success in the rapidly evolving business landscape. This session focuses on a pragmatic approach to change, diverging from traditional problem-solving methods. Instead, it introduces the concept of utilizing appreciative inquiry, a strategy rooted in positivity and capitalizing on strengths.</p> <p>The session's core objective is to equip managers with the skills to identify and amplify existing organizational assets. This involves fostering a culture of excellence and effectively integrating customer and employee perspectives. By adopting the principles and tactics of appreciative inquiry, participants will gain insights into cultivating innovation and streamlining the change process.</p> <p>Structured with interactive exercises and group discussions, the session encourages active engagement and knowledge sharing. Through practical examples and collaborative learning, participants will develop a comprehensive understanding of leveraging strengths to navigate change successfully in today's dynamic business environment. This session provides a practical toolkit for managers to enhance their change management proficiency and drive tangible results within their departments or organizations.</p>

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	<p>SGS, Inc.: Willy Fabritius Presenter, Speaker and Panelist at several Conferences in Europe, Asia and the USA covering International Information Security, AI, Privacy and Business Continuity.</p> <p>With over 30 years' industry experience, Willy leads BSI's business development strategy for the InfoSec and BCM portfolio and raising standards around the world. He has audited a significant number of Fortune 500 companies with thousands of audits delivered during his career.</p>	<p>ISO/IEC 23053:2022 Framework for Artificial Intelligence – What your Company Needs to Know</p>
	<p>Harrington Group International: John Cachat John is a visionary and an expert in developing innovative information technology approaches for large and small organizations and is known for Helping People improve Processes with Software. Mr. Cachat specializes in strategies to integrate of ERP, PLM, MES, and QMS technologies. John received a BSIE degree at the General Motors Institute (GMI) in Flint, MI specializing in Operations Research and received recognition for both the Entrepreneur of the Year and Outstanding Alumni Achievement awards from GMI. John also holds a MSIE degree from Texas A & M University, specializing in automated manufacturing and recognized as Top 100 Fast Growing Aggie Owned Companies. In addition, he is Past Chairman of the local ASQ Chapter and led the ASQ Quality Management Division Technical Committee on Quality Information Systems.</p>	<p>PPAP 4.0 – Innovation is great, after you have the basics PPAP - What Software Does and Does Not Work & Why - A discussion about lessons learned about how companies are trying to manage the Production Part Approval Process (PPAP), including ERP, QMS, PLM, Supplier Portals, Project Management, emails and spreadsheets. "We spent over 5 years and \$5M trying to get three different PLM apps launched for PPAP and they all failed. It wasn't until I heard this presentation that I understood why." Topics include: - Why isn't my PLM effective - Why Supplier Portals that simply upload spreadsheets are a risk - Why project management tools that have added simple, generic FMEA, Process Flows, Controls Plans, etc. are ineffective Without understanding what your people need, how the process works, the software will fail. This will include advice on how to get your project funded.</p>