2022 WCQI Program Guide

Monday, May 16, 2022

Bellybuttons and a Quality-Centered Culture

10:15-11:00 a.m.

Presented by: Michele Wolf, USGS

Area of Focus: Masters **and Session Level**: Basic

We can't expect a culture of quality to establish itself, the seeds must be planted, watered, grown, and cared for by all personnel within an organization. As W. Edwards Deming said, "Quality is everyone's responsibility," so how do we make sure a quality-centered culture takes root? That starts at the top with management planting the seeds and everyone in the organization taking responsibility for caring and growing the culture. In 2017, the US Geological Survey (USGS) began implementing a mission-wide Quality Management System (QMS) in Energy and Minerals Mission Area (EMMA) laboratories. Over the past 4 years, establishing a new QMS has been challenging. Implementing such a large-scale change while concurrently establishing a newly defined quality-centered culture was a high-risk objective. In this presentation, we look at the role our leadership has played in creating a quality-centered culture, providing concrete examples of what worked and what didn't work.

Getting Down to Basics: They Matter More than Technical Skills

10:15-11:00 a.m.

Presented by: Teresa Whitacre, Marketech Systems

Area of Focus: Basics **and Session Level**: Intermediate

Focus on the Fundamentals - technical skills, part quality, how processes work can more easily be taught. Softer skills cannot. Focus on softer skills like how well someone communicates, how well they work with other, how organized they are, how well they manage their time, make

decisions, handle conflict and situations are all just as important – if not more – in most situations. Going back to the fundamentals – the essential tools - will do more towards the success of the overall organization than many highly technical tools. We learn throughout our profession many complex tools and technology that we often apply daily. But how often do others need to use those? Do they even know what you are talking about.

Preparing for Virtual Auditing: An Auditee's Perspective

10:15-11:00 a.m.

Presented by: Pam Carvell, Pfizer, Inc.

Area of Focus: Technology **and Session Level**: Intermediate

Due to the pandemic, auditing and regulatory inspections have changed and are now being conducted virtually, either entirely or in a hybrid format. This presentation is meant to provide some insights on hosting a virtual audit from the auditee's perspective. Moving from an in-person format to a virtual one may sound simple, but it is not. Many of the processes that are involved, such as facility tours and confidentiality to name a few, need to be thought through and practiced. I will share some real like experiences to help demonstrate the complexity virtual auditing presents.

Proving Equivalence

10:15-11:00 a.m.

Presented by: Karen Hulting, Medtronic Minimed Inc.

Area of Focus: Basics **and Session Level**: Intermediate

Documenting evidence that a change in process or product inputs has not impacted process or product performance is a key skill for quality professionals. The two-sample equivalence test is an important statistical tool used to generate this evidence. Participants will learn practical steps to carry out an equivalence study that will stand up to regulatory scrutiny – and even more important – reduce the chance of fooling themselves about a change in performance.

QMS for Data Driven Decision-Making and Growth

10:15-11:00 a.m.

Presented by: Charles Cox, Firefly Consulting

Area of Focus: QMS **and Session Level**: Basic

Processes are becoming more intricate and interwoven, often including complex supply chains. Unsurprisingly, this can translate to difficulty in understanding, controlling, and monitoring ongoing quality outcomes. Add to that ever-evolving regulatory and certification requirements alongside increasingly tailored internal and external customer expectations. The necessity for a

framework and related resources to initiate and continuously improve the management of quality efforts is imperative. And yet, establishing a QMS requires much more than purchasing and implementing a piece of software. First, a company must determine its most important quality metrics and create the associated administrative processes including data collection, analysis, and results communication to key decision-makers. The QMS has the potential to be a competitive differentiator in every part of an organization's operations. From driving gains in market share to measuring financial capability, it can boost multiple aspects of your business performance. This session will cover the key elements to consider when designing a robust QMS, maximizing its value, and creating it to serve a wide variety of masters and needs, both current and future.

The Key to Unlocking the Full Potential Of Quality Management Systems (QMS)

10:15-11:00 a.m.

Presented by: Alan Daniels, Boeing Commercial Airplanes

Area of Focus: Basics **and Session Level**: Basic

In this presentation we will explore how "Unlocking the full potential of Quality Management Systems (QMS)" can jump start a QMS that isn't providing the outcome desired by the organization. Many of us have experienced the frustrations of making what is old new again, so this presentation offers a fresh look at QMS as a business management system, outlining in a fun animated manner the challenges and opportunities associated with maintaining and improving a mature QMS program that has been built into our processes. QMS is an investment and in order to get the full benefit of that investment it requires maintenance and attention to explore its full benefits. The presentation will cover QMS as a business system and investment, the value in QMS maintenance, getting back to basics, the documentation trap, the theory of insanity, preparing for audit and breaking the sleep mode after achieving certification or compliance. Don't let the QMS focus scare you away, the information can be beneficial to all Management System Standards (MSS).

Turning Soft/Light Green Savings into Hard/Dark Green Dollars:

The Unspoken Need for Labor Optimization

10:15-11:00 a.m.

Presented by: Katie (Castree) Benyo, Accumen

Area of Focus: Masters **and Session Level**: Intermediate

While improvement projects can have significant financial savings, there's a tendency in service organizations to concentrate on projects that save time. Time savings are then converted to soft or "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. And executive leadership may be dissatisfied. What's missing? The answer is Labor Optimization, and it does not entail

reductions in force (RIF)! 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. Labor pool can then shrink over time while maintaining or increasing quality and service standards. If the organization sees an increase in business, right-sizing might look like maintaining the current labor pool while growing the business. If business is stagnant, then right-sizing is achieved through attrition. This session will cover what Labor Optimization is, what it is NOT, why it is important to capitalize on the time/labor savings of a process improvement, and the four key components to successful Labor Optimization.

Aligning Organizational Structure with Quality 4.0

1:15-2:00 p.m.

Presented by: Jane Keathley, Keathley and Co, LLC

Area of Focus: Masters **and Session Level**: Intermediate

Structural designs are evolving in the era of Quality 4.0, with many organizations reorganizing to better align with their innovation aspirations and the transition to digitization technologies. Reorganizations, however, if not done well, can be expensive and chaotic, with little chance of success. Best practices for designing and transitioning to new structural models are emerging from leading innovative organizations and are advancing our understanding of the influence of organizational models on performance. Building on this knowledge, a structure can be designed to address the organization's performance gaps and establish an environment in which Quality 4.0 thrives.

Digital Systems Overview and Quality Audits

1:15-2:00 p.m.

Presented by: Norma Antunano, Non profit national organization

Area of Focus: Technology **and Session Level**: Advanced

While digitalization enables agility offering a variety of competitive advantages at personal and organizational levels; it also brings new risks from the strategic and operational perspective. Overall, vulnerabilities are increasing as individuals and organizations expand their digital footprint. For digitalization in organizations, their core capabilities are integrated and enabled through complex platform architectures, and these depend on a variety of internal and external components, sub-systems, human and technological relationships at all levels. To sustain their mission, nowadays practically every organization depends on external partners. Key business systems and processes, core digital grids are increasing dependency on external partners of services or products. Orchestration of complex structures, relationships, and services is pivotal for sustainability of the organization. A framework for managing risks through auditing practices in digital spaces, in the context of the Quality professional is presented. This framework considers the insights and work from technology and human sciences experts including human development leaders. It includes the work developed by NIST in collaboration with IEEE, ISO

standards, and other organizations committed to a sustainable future as societies and technology evolve.

Keys to Becoming a Servant Leader

1:15-2:00 p.m.

Presented by: Edwin Landauer, ASQ Portland Section

Area of Focus: Masters **and Session Level**: Intermediate

Traditional leadership generally involves the accumulation and exercise of power by the person at the top of the pyramid. Servant leadership turns the power pyramid upside down. So instead of people working to serve the leader, the leader exists to serve the people. A servant-leader is one who wants to be a servant first and then makes a conscious choice to lead. The servant-leader shares power and helps people develop and perform at the highest level possible. This presentation will describe examples from the presenter's personal experience of the two leadership styles and the resulting outcomes.

Lean into IT

1:15-2:00 p.m.

Presented by: Larry Edwards, Larry Edwards & Associates, LLC.

Area of Focus: Technology **and Session Level**: Intermediate

The global smart cities market is expected to reach USD 237.6 billion by 2025, expanding at a CAGR of 18.9% from 2021 to 2025, according to a new study conducted by Grand View Research, Inc. But what do mean by smart and is it limited to cities only? Glad you asked! "Hi, I'm from the government and we're here to help!"—if funny but true. Lately, you may have felt the weight of technology from your internet connected devices to social media leaning on you. Technology plays an ever-increasing role in our lives in more ways daily. Don't lay back but lean into it. This *Lean into IT* session will explore efforts already underway through the intentional partnerships between government, residents and business are working to improve accessibility to resources, environment, and our quality life on a daily basis. Come join us in working smarter and not harder!

Pivoting Digitally While Realizing The Gains Of Continuous Improvement

1:15-2:00 p.m.

Presented by: Therese Costich, The Costich Group

Area of Focus: Masters **and Session Level**: Basic

Disruption impacts every industry globally. In today's world of digital disruption, it is not enough for organizations to merely be 'up-to-date', they need to be ahead of the curve and embrace the

future before it even comes. Forward thinking, risk-taking, staying on the offense of decision making, and being resilient to always think bigger of what is possible will be the organizations who are leaders in their global industries. How an organization manages the ever-changing world of digital evolution while providing the highest quality services and products through continuous improvement will ultimately shape and determine its future. This session will review the necessary components of people, process, and technology, and how their interactions create greater efficiencies and are critical to an organization's future. We will learn how to incorporate them into strategic and tactical plans while being fluent with continuous improvement. In this session we will review what several globally iconic organizations, such as Best Buy, Cedars-Sinai Healthcare, a Canadian financial services institute experienced during their digital transformation and how they overcame the challenges while maintaining focus on continuous improvement and being leaders in their industries.

The Importance of Quality Soft Skills in Industry 4.0

1:15-2:00 p.m.

Presented by: Lance B. Coleman, IDEX Health & Science LLC

Area of Focus: Basics **and Session Level**: Basic

As we enter into Industry 4.0, it is important to remember that mastering technology is not enough to ensure continued business success. In an increasingly international environment, quality and other professional staff must master soft skills that allow them to successfully engage with other employees, clients and suppliers from different business sites, countries and cultures. Mastering of soft skills such as cultural sensitivity, effective communications, project management, change management, working within international teams and even negotiation, all facilitate the type of interaction inherent in a collaborative, fail-safe learning environment that is essential for the growing business.

The Power of Play: Using Games to Drive Improvement

1:15-2:00 p.m.

Presented by: Zac Jarrard, Jarrard Consulting, LLC

Area of Focus: Basics **and Session Level**: Basic

The power of play and games is real and has created a multi-billion-dollar industry. Even Fortune 500 companies are embracing the power of games. They are a transformational tool that can be leveraged in a practical way to affect change, increase value, and drive organizations toward sustained progress. This session will examine games and how they can be applied in the workplace, learn about several games for education and training, and share some lessons learned from using games at work.

The Quality Harmonization Journey: Best Practices and Lessons Learned from a Global Leader

1:15-2:00 p.m.

Presented by: Joel O'Connor, Johnson & Johsnon; Morgan Palmer, ETQ & Liz Pardo, ETQ

Area of Focus: QMS **and Session Level**: Basic

Effective Quality Harmonization provides a consistent approach to your organization's entire quality environment. This enables everyone in the organization to have a single version of the truth and operate on a common platform to ensure process consistency and uniformly high quality. Harmonization is especially important in organizations with multiple work sites and a distributed work force. You'll learn why harmonization is essential for fulfilling a high commitment to quality and why organizations that harmonize their quality process and systems on a single, broadly capable and flexible quality management system maintain business agility, compliance and true visibility across the organization. In this session, you'll learn how to identify and manage common processes for harmonization. You'll also learn how to get management buy in, other challenges you may encounter and how to address them. -The operational and business benefits of Quality Harmonization -The journey towards Quality Harmonization -Expert insights on how to approach Harmonization -The differences between Standardization and Harmonization -Best practices and lessons learned that apply to any industry.

Unlocking ISO 9001 Secrets: Strategic Integration

1:15-2:00 p.m.

Presented by: Don Brecken, Quality Consulting Services, LLC

Area of Focus: Masters **and Session Level**: Intermediate

Don Brecken, ASQ Fellow, Exemplar Global Certified Master Auditor and Skill Examiner shares his expertise on the effective implementation of any quality management systems based on ISO 9001:2015. This never before shared information provides unique insights into how an organization may strategically integrate its management system. This expert-led session may challenge even the most seasoned quality professional to think about ISO 9001:2015-based quality management systems differently. ISO 9001:2015, written in the Queen's English and published over seven years ago, still contains a few revelations. Ensuring the integration of the quality management system requirements into the organization's processes is a leadership requirement per ISO 9001:2015. To do so, leaders must understand their organization's purpose and strategic direction. Attendees will learn a unique and innovative way to turn their organization's quality management system into a strategically integrated business system. Your presenter, with 27 years of experience establishing, implementing, maintaining, auditing, and continually improving quality management systems, will provide attendees with access to his insanity!

10 Crushing Business Writing Mistakes and How to Avoid Them

2:30-3:15 p.m.

Presented by: Leslie O'Flahavan, E-WRITE

Area of Focus: Basics **and Session Level**: Basic

Everyone makes a spelling mistake now and then, and most of us have clicked "send" on an unfinished email. While it's embarrassing to make mistakes like these, you can probably recover from them with a quick edit, re-send, or phone call of apology. But some business writing mistakes, while common, will crush your reader's willingness to plow through your document or their ability to understand what you're trying to say. In this session, you'll learn which business writing mistakes hurt your document or email the most. You'll review real the writing samples of people who work in Quality and analyze whether they've committed any of these crushing mistakes. You'll also learn strategies for planning and editing your document, so you can avoid these errors.

Audit Like a Jedi Knight – Guidance from a Galaxy Far, Far Away

2:30-3:15 p.m.

Presented by: Susan Gorveatte, Gorveatte Consulting Inc.

Area of Focus: Basics **and Session Level**: Basic

Presentation Description: Auditing is more than just asking questions. It is about effective communication, being a strong leader, and remaining true to the purpose of the audit. Attend this session to avoid being a "Darth Vader Auditor"; the ones who use their audit "powers" for the dark side, to exert power and punish. Learn to be a Jedi Master of auditing adhering to the principles outlined in ISO 19011:2018 and using your skills to conduct collaborative interviews and build strong relationships with your auditees to ensure audits are value-added for the organization. Being a trained auditor does not always mean you will be a successful auditor. In this session. Knowing how to approach people, how to build rapport, how to listen to and use non-verbal cues in interviewing, while reading body language are skills that will help you perform value-added audits with audit findings the organization can act upon. These skills will be presented from the point of view of a Jedi Knight using the Force complete with analogies from the Star Wars Universe created by George Lucas.

Enabling the Process Owner to Drive Improvement

2:30-3:15 p.m.

Presented by: Jeremiah Genest, Vertex Pharmaceuticals

Area of Focus: Masters **and Session Level**: Intermediate

The process owner is a central part of business process management yet is often the one we take for granted. In this session, the speaker will share through case study how organizations

can build strong process owners and leverage them to drive improvement in a highly regulated environment. Participants in this session will learn: ~how to identify process owners and competencies for success, ~how to build a change management program that leverages process owners as the guiding coalition, and ~how to create and execute a training program for process owners.

Establishing Optimum Division of Man-Machine Work in Quality 4.0

2:30-3:15 p.m.

Presented by: Javed Cheema, Neapco Drive Lines, LLC

Area of Focus: Technology **and Session Level**: Intermediate

The proposed presentation will be based on a recently concluded research about the factors that would determine success or failure of the initiatives to upgrade and migrate to Industry and Quality 4.0 System (QMS). The presentation is based on a case study undertaken to develop a system infrastructure including proactive risk management and implementation of digitized QMS and an Operational Excellence (OPEX) business model. The case study pertains to a typical medium manufacturing company, but the results can be applied to other industries. The presentation focuses on five critical elements that determine the success of such efforts. Several landmark studies indicate that Quality 4.0 will be the most critical-to-success factor in any efficient Industry 4.0 operational system. Quality 4.0 will ensure a smooth and efficient conversion value stream of given inputs into outputs at required level of quality, cost and on-time delivery. Business leadership requires constantly looking out for new and improved technologies, infrastructure, and processes; adopt them ahead of competition, mitigate the risks associated with innovation and stabilize the system ahead of next iteration. Literature survey and benchmarking for the research identified five (5) key elements to consider and effectively address for a flawless transition to Quality 4.0 system.

Excellence Achieved: Getting Leadership, Quality Professionals, and Workforce on the Same Page

2:30-3:15 p.m.

Presented by: Mike Adams, Mike Adams & Company, LLC

Area of Focus: Masters **and Session Level**: Intermediate

Excellence can be achieved. Simply put, leading a quality managed organization or quality-centered culture resulting in high performance or operational excellence can only be achieved and sustained when leadership, quality practitioners, and the workforce at-large are on the same page, well aligned, valued, and fully utilized. This is not always the case. While easy to appreciate, it is more difficult to drive the necessary evolving changes to accomplish this. Grounded in the principles of quality gurus Juran, Deming, and Ishikawa that are as relevant today as they have been for decades, this session lists the tops conditions of getting on the same page and provides specific issues, correcting and supporting actions from real corporate

examples. Top theme areas and actions to cover include: 1) Communication must-do's; 2) Role and organizational changes to adjust for Industry 4.0; 3) Big data, data issues, and emerging challenges of beliefs versus facts; 4) Inclusive participative and engagement management; and 5) Performance and compensation management. This session is a frank, no nonsense, candid, fun sharing of real examples both from a quality professional's perspective and the executive C-suite perspective from large corporations.

How to work with Overseas supplier with language barriers

2:30-3:15 p.m.

Presented by: Zhenpeng Liu, Fuyao Glass America INC.

Area of Focus: Basics **and Session Level**: Intermediate

In an era of global sourcing, the multinational firm′s success often hinges on the most appropriate selection of its foreign suppliers. It is estimated that there are over 6,000 languages spoken in the world. In today's global business climate, even experienced companies can run into difficulties with suppliers or partners when language differences create miscommunications that threaten their business plans abroad. The person who communicates with customers and suppliers may need interpreters to collaborate. But sometimes the interpreter may not be the expert in this area and key information will still be missing from the translation. Both sides may not fully understand the requirements and expectations, which may cause balls to be dropped, response to be late, or errors in addressing requirements. This session will present different methods to help suppliers and customers to improve communication on both sides. The presenter worked with international suppliers and customers for 6 years and helped build the world’s largest automobile glass manufacturing plant with a foundation of quality. The story of this plant has been distributed by Netflix and is the first film acquired by Barack and Michelle Obama's production company, Higher Ground Productions. It won an Academy Award for Best Documentary Feature.

Improve Your Coaching by Being a Learner Again

2:30-3:15 p.m.

Presented by: Leigh Ann Schildmeier, Park Avenue Solutions

Area of Focus: Masters **and Session Level**: Intermediate

When you’ve been a Kata Coach and trainer for a while, it’s easy to get caught in the mindset of being the “busy expert” offering sage wisdom from the lofty perch experience. When coaching, training, and building consensus around the use of Kata with your team, your ability to be effective is based not only on your expertise and experience but also, and perhaps more importantly, on your ability to empathize with Learners. What’s the best way to get out of your “expertise bubble” and remember what it’s like to be a Learner? Be one! In this session, we’ll talk about how to reignite your Kata Coaching fire and increase your effectiveness by choosing the right Kata Coach (or two) for yourself, selecting a personal challenge that gets you excited,

and diving back into learning mode. The presenter will share how her experiences as a Kata Coach led her to get back to finding her own Coach and being a Learner again herself. Join us to learn how even “experts” benefit from setting up a storyboard for a personal goal, sticking to regular PDCA cycles and coaching sessions, and pushing ourselves to grow … in spite of being “too busy.”

Quality Management Economic Effectiveness

2:30-3:15 p.m.

Presented by: Elinaldo Araujo, Nidec

Area of Focus: Basics **and Session Level**: Intermediate

Companies are constantly looking to increase their competitiveness in the market. There is no doubt that the quality of products and services is a critical factor for this competitiveness in the market. Therefore, a quality management system is needed. However, is the company getting the best out of its quality management system? How effective and successful is the company with its quality management system? Seeking to answer these questions, we revisited some quality cost concepts and decided to apply them in the evaluation of several business units located around the world. Aiming at comparisons between them, we normalized the results, regardless of the production capacity of the plant and the type of product. This allowed us to identify some performance indicators capable of showing the effectiveness of the business units in terms of quality management. Rather than focusing on reducing personnel costs, we were able to see opportunities to optimize the resources invested in creating and maintaining a quality management system. This case is based on data collected between different business units and sites. Lessons learned about resource allocation that worked best will be shared with the audience.

Tuesday, May, 17, 2022

A Quality System for Football Coaching, Scouting and Management

10:15-11:00 a.m.

Presented by: Jeff Rosaine, J Rosaine Quality and Consulting

Area of Focus: Basics **and Session Level**: Basic

Can a Quality Management System help a football team achieve success on the field? As high-level pro and college teams are spending more resources on analytics and collecting data, the use of Quality Tools to get the most out of that information is a natural progression. This presentation will focus on basic Quality Management Tools and apply them to a business and pastime that millions of people across North America know and love, football. The presentation will focus on some key devices such as non conformance reports, methods of root cause analysis, identifying Risk and Mitigation, and ultimately taking effective corrective action so

mistakes on the field, and in the coach's are not repeated. The presentation goes further, also exploring how Preventive Maintenance, Calibration and Document Control can be of great assistance to managing some off-field activities of the organization. And while the illustrations and applications relate back to football, you don't need to be a coach or superfan to get value out of this presentation. The examples can be applied to all sorts of business applications. Football is simply a common and familiar platform in which to present them.

Anticipating Disruption in Supply Chain: Rethinking Business Continuity

10:15-11:00 a.m.

Presented by: Russell Snyder,Intel

Area of Focus: Masters **and Session Level**: Advanced

In Year Two of the pandemic, a second surge of Covid cases around the globe is disrupting countries that were not affected the first time. During the second surge, we hoped that we had learned our lessons and acted on the knowledge we gained by the first surge. In reality, we did not act quickly or decisively enough to mitigate the risks brought about by the second surge. We need to reflect on the problem and look for ways that we could have anticipated the risks before we ever got to the pandemic. This session will look at supply chains through the lens described by NY Times bestselling author Adam Grant in his book, "Think Again: The Art of Knowing What you Don't Know", to try to let go of thinking that does not serve us well and apply mental flexibility instead of relying on "best practices". By rethinking our entire business continuity analysis from scratch, we uncover new ways to evaluate scenarios and rethink the risks and potential business impacts of not mitigating risks. This session will provide new methods of Business Continuity Planning scenario analysis and new solutions that weren't considered previously.

Effective Training Today for a Better Future Tomorrow

10:15-11:00 a.m.

Presented by: Hannah Boyer, Presidio Brands

Area of Focus: Basics **and Session Level**: Basic

In the absence of a well-defined training system, new employees are left to find their own way and create their own approach for tackling everyday processes. The most tenacious will find a way, but is the result to a sufficient quality standard? In this session, we will look the critical components of training and discuss the positive short-term and long-term impacts this has on an organization.

Enhance your continuous improvement work with App-based project management software

10:15-11:00 a.m.

Presented by: Chad Smith, Continuous Improvement Solutions, LLC

Area of Focus: Technology **and Session Level**: Basic

In today's fast paced environment where electronic devices are in our hands 24/7, we have available new tools to keep our improvements on track. In this presentation, we will explore how an emissions testing company has enhanced their kaizen work by using Trello, one of many available project management apps. They have seen a clarity in who is accountable for tasks, realized an ease of updating and communicating and ultimately now enjoy much quicker and effective update meetings. The use of app based project management tools is a great way to reduce process waste, making the final process more efficient.

Quality Management System Training: An Essential Employee Orientation to Facilitate Company-wide QMS Buy-in

10:15-11:00 a.m.

Presented by: Ruth Ola, KGS Group Consulting Engineers

Area of Focus: QMS **and Session Level**: Intermediate

Organizing quality management system training as part of employee's orientation will lay a good foundation for systems thinking, company's collaborative culture and how their role will contribute significantly towards achieving company's goals and objectives. The training must highlight organization's purpose, mission, vision and quality policies. The training will help employees to understand what quality means to the company, highlight the quality objectives, describe essential client-focused quality characteristics, processes and the available resources. It is the responsibility of the Quality management representative to create a company-wide awareness of established business processes and process owners. The training should emphasize the importance of keeping quality records as evidence of process execution, introduce audit procedure and the significance of continuous improvement.

Reimagining and Rethinking K12 Public Education through Lean Six Sigma

10:15-11:00 a.m.

Presented by: William Horniak, Maximum Potential, Inc.

Area of Focus: Masters **and Session Level**: Basic

Lean Six Sigma frameworks, methodologies, and tools have long been proven through science and founded upon theory. Lean Six Sigma's potential to improving and assuring quality has become well-documented over the past four decades. Although increasingly mainstream in the

private sector, Lean Six Sigma as a continuous improvement model is increasingly becoming ubiquitous in the public sector, the not-for-profit sector, through the higher education and health sectors, respectively. The time, whether past due or not, has come to reinvent and revolutionize the traditional public education sector by incorporating open innovation and continuous improvement strategies and tools as a priority in delivering higher-quality instruction, programs, and more efficient operations to both educators and students.

Transforming Unstructured Documents into Data: CoA Case Study

10:15-11:00 a.m.

Presented by: Geert Van Kempen, Veeva Systems

Area of Focus: Technology **and Session Level**: Intermediate

A certificate of analysis (CoA) is widely accepted as an essential and ubiquitous Quality document that suppliers will provide with every delivery of a material. However, in most companies, reviewing and accepting CoAs is still a laborious manual process. In large enterprises this can add up to millions of work hours a year.

In this session we will present an innovative solution that enables the digital receipt & review of CoA documents. It supports the many different layouts, formats and level of information provided on CoAs. Furthermore, we will address the various, and sometimes multiple, languages used in a CoA document.

Uncover Process Variation: Place Your Bets on Monte Carlo Simulation

10:15-11:00 a.m.

Presented by: Stephanie Parker, Boon Edam

Area of Focus: Basics **and Session Level**: Advanced

Every process has some inherent variation. Monte Carlo simulation can be a powerful tool to understand how variation in the individual components of a process can collectively affect the long-term output or total performance of a process. Most people who have heard of Monte Carlo simulation only think of it as a product design tool, but it can be used to analyze processes as well. Monte Carlo simulation can be used to model variation in processes as disparate as cycle time in a multi-step process or tolerance stackup of assembly parts received from multiple suppliers. This session will provide a step-by-step process for using Monte Carlo simulation. Real-world examples will also be presented to demonstrate how this method can be used to understand the sources of process variation in different types of production processes, with an eye toward variation reduction to achieve process improvement.

A New Career Path for Management System Auditors – The IAAR Apprenticeship Program

2:30-3:15 p.m.

Presented by: Penny Ouellette, Orion Registrar, Inc.

Area of Focus: Masters **and Session Level**: Basic

There is a new pathway for auditors beginning their careers - a management system auditor apprenticeship program. The Independent Association of Accredited Registrars has launched the first ever management system auditor apprenticeship program approved by the U.S. Department of Labor's Office of Apprenticeship. This program is designed not only to offer opportunities to begin auditing, but also to provide an on-going stream of new, diverse, competent management system auditors for accredited certification bodies and industry. It is designed to standardize and ensure minimum competencies, and also to simplify, streamline, and enhance the recruitment and retention of these auditors. This presentation will provide attendees with information about the program's goals, benefits, details, eligible participants, and opportunities for involvement. Attendees will discover the roles of the many stakeholders involved in the program, including the Independent Association of Accredited Registrars, accredited certification bodies/registrars, WorkCred (an affiliate of the American National Standards Institute (ANSI)), the ANSI National Accreditation Board, Exemplar Global, Probitas Authentication, the University of California San Diego, Berry Global, Cargill, the US Department of Defense, and the US Department of Labor. Attendees will have the opportunity to participate in a question-and-answer session with one of the founders of the apprenticeship program.

A Risk by Any Other Name Would Smell as Sweet

2:30-3:15 p.m.

Presented by: Peggy Milz, BAE Systems

Area of Focus: Basics **and Session Level**: Intermediate

Have you ever had difficulty understanding risk-based thinking or implementing it in your quality management system? Have you thought about the differences between preventive action, risk management, and continual improvement? In this session attendees will participate in interactive exercises with real world scenarios to demonstrate how all of us are already managing risk (personally and professionally), but maybe not calling it risk management. We will review the requirements for risk-based thinking and risk in ISO 9001:2015 and use examples from these real world scenarios to demonstrate how to meet these requirements related to risk and risk-based thinking. Attendees will learn how to leverage current processes to manage risk and deploy risk-based thinking throughout their organization. Attendees will also review proven examples and receive templates that they can utilize to manage risk in their organization.

Bones: Developing Cause-and-Effect Diagram Categories (6M's and Beyond)

2:30-3:15 p.m.

Presented by: Chad Bullington, ABB & Kimball Bullington, Middle Tennessee State University

Area of Focus: Basics **and Session Level**: Basic

Cause-and-effect diagrams, also known as Ishikawa Diagrams, or Fishbone Diagrams, are one of the seven basic quality tools. Many of the examples of cause-and-effect diagrams are so simplified that practitioners cannot see the value in using them. This session begins with the primary cause categories that might be considered and puts meat on the bones. We will start with the 6M's category set and modify it, as well as suggest other major cause categories. Then we will develop the categories with target types of sub-causes. Some of the alternatives were developed from studying 600 cause-and-effect diagrams or almost 3,000 cause categories. Having predetermined starting cause categories and prompts for development should enable the practitioner to use the fishbone diagrams quickly and efficiently.

Evolving Quality Technology Tools for growth of MSME sector in post COVID-19 pandemic period

2:30-3:15 p.m.

Presented by: Goutam Sengupta, Techno India University

Area of Focus: QMS **and Session Level**: Intermediate

COVID-19 pandemic has changed the way the businesses all over the world were run. The businesses need to be more customer focused, lean and agile following the principles of TQM. The most affected business sector in the pandemic was Micro, Small & Medium Enterprises(MSME) sector. The quality technology tools used in MSME sector in pre-pandemic era such as Quality Circle, TPM in its traditional pattern shall prove to be ineffective and thus new set of agile and lean tools are to be practiced by them for sustaining the growth of MSME sector. The author has undertaken a primary research work on this area involving MSME units using validated research methodologies. The results of this research work may immensely benefit the MSME sector in the time of pandemic revival.

FMEA - New Ideas for Greater Effectiveness

2:30-3:15 p.m.

Presented by: Denis Devos, ASQ QMD

Area of Focus: Masters **and Session Level**: Advanced

In 2019, the North American automotive industry introduced a new approach to FMEA that includes four new concepts to assist organizations in better understanding the consequences of product and process failures and helps to generate new potential failure modes that would

otherwise not have been considered. This presentation is essential for anyone who already understands FMEA, and wants to take their FMEA analyses to the next level.

Not to be Forgotten: Quality 0.0

2:30-3:15 p.m.

Presented by: Willy Vandenbrande, QS Consult

Area of Focus: Basics **and Session Level**: Basic

We are in an age of technological development and have reached version 4.0 for quality, a digitized quality. The way we are doing things today is different from yesterday, but does that mean that everything in quality is different and that fundamental quality values are no longer valid? In this presentation we will show that although the “how” of things is rapidly changing, the “what” is more stable and in fact the “why”, the underlying motivation for everything we do, has not changed at all. Inherent forces deeply embedded in our DNA are driving us and will do so for ages to come. Quality is a feeling and understanding what generates it, is the basis for all quality thinking. For the quality professional it is important to follow technology and apply it, but it is equally important to keep the organization focused on the things that do not change: the inherent needs and wants of people, customers and employees alike, that you will need to satisfy to stay attractive and successful. Quality 0.0 will stay alive and kicking.

Oh Shift! Customer Journeys Toward and Away From You!

2:30-3:15 p.m.

Presented by: Larry Edwards, Larry Edwards & Associates, LLC.

Area of Focus: Masters **and Session Level**: Basic

During the pandemic, we have all experience let’s say a lack of empathy for the customer's journey. Your journey! Customers were required to shift their way of thinking and expectations of quality, delivery, and service engagement modes on a dime. In this session, I reflect on three firsthand customer experiences prior to the global pandemic in the form of reflective story telling. In each story told, there is a lesson to be learned. Although, the examples are from a pre-pandemic world, the gap between customer (consumer) experience persists and continues to grow. We will explore some quality tools and techniques that may be applied going forward to better shape desired outcomes or avoid negative experiences all together.

Significant Yield Improvement of Softjaw Vascular Clamps

2:30-3:15 p.m.

Presented by: Christine Mac Lachlan, UPR Mayaguez Campus

Area of Focus: Technology **and Session Level**: Intermediate

The tool of experimental design was used to significantly increase the manufacturing yield of vascular clamp facings of a pharmaceutical industry. This product line has a continuously increasing demand, but it has also a high reject rate, that has increased the backlog significantly. In an effort to understand the natural behavior of the process, experiments were designed and carried out to detect the factors that are responsible for the low manufacturing yield.

The Executive's Role in Designing a Quality-Oriented Service Business

2:30-3:15 p.m.

Presented by: Peter Fowler, Pete Fowler Construction Services, Inc.

Area of Focus: Masters **and Session Level**: Basic

Creating a culture of quality takes time. Some say 3 to 5 years but, we've been on this journey for a decade. We have many achievements; but know the path remains an uphill climb. In this session, I will relate what I believe is the role of an executive. I am founder, President, and Chief Quality Officer of a professional services company that consults on building projects and buildings with problems, for insurers and lawyers. I began as a ditch-digger, served in ascending roles, earned a B.S. in Construction Management, and eventually began this firm. From early I dealt with "construction defects" so studying Quality was natural. But the construction industry is a wild, hulking beast. There are sophisticated firms but most are "Cowboy Contractors" struggling day-to-day, and have no idea there is a body of knowledge to help them increase organizational maturity and quality, decrease headaches and costs, and improve life for stakeholders. We use Lean and Six Sigma tools to develop a unique smorgasbord that works for us and our culture. But the journey is long. In this session you will gain relevant insights to help you encourage your leaders to actively pursue Quality.

How to Write an Executive Summary That Conveys a Clear Message

3:30-4:15 p.m.

Presented by: Leslie O'Flahavan, E-WRITE

Area of Focus: Basics **and Session Level**: Intermediate

You've spent weeks working on your quality report, and you want people to read it and care about your findings. Truth is, however, that many people won't read the entire report. They'll read the Executive Summary only. That's why you need to know how to write an engaging, believable Executive Summary that conveys a clear message and briefly shares key research findings. In this session, you'll review examples of plain language Executive Summaries, learn when in the writing process you should draft the Summary, and gain new writing techniques to help you capture your readers' attention. You'll learn: -- How to write an Executive Summary that works as a stand-alone product as well as a required component of the full report -- When you should include tables or charts in your Executive Summary and when you shouldn't -- How to establish a positive, friendly, professional tone in your Executive Summary even if the report

contains information readers won't be pleased about -- How to avoid repeating content verbatim in the Executive Summary and the report -- How much information about your quality review process you should include.

Agile Leadership: How to Drive a We Culture in Hybrid Teams

3:30-4:15 p.m.

Presented by: Luciana Paulise, Biztorming Training & Consulting, LLC

Area of Focus: Masters **and Session Level**: Basic

In the age of continuous evolution, especially after Covid-19, leaders need to learn new skills. Becoming more agile to work with hybrid teams and deal with an immediate crisis is critical. Before the pandemic, most leaders were expected to be in charge. Suddenly, the shift to a remote workforce and a more volatile environment posed tremendous challenges for them. Command and control practices that promote a “me” culture are no longer as effective. Only a "We" culture can help leaders and team members become agile to thrive in a changing environment. Through changing certain patterns and behaviors at work, leaders will find new ways to care for their people while improving engagement, innovation and quality. With practical examples from real companies, attendees will learn simple tips today to apply at work on Monday. This presentation will describe the challenges in hybrid workplaces, introduce four CARE practices that will help leaders facilitate success and showcase new tools to improve online collaboration.

Empowerment Bends the Learning Curve

3:30-4:15 p.m.

Presented by: Eric Stang, Emerson Electric

Area of Focus: Masters **and Session Level**: Intermediate

Global industries are in the midst of what some social commentators have dubbed “The Great Resignation”. This potential for massive churn and attrition makes it possible that volumes of accumulated knowledge will get sucked into the void. One of the best ways to weather the storms of inevitable change is to effectively manage knowledge. Devising an effective strategy to manage knowledge can be done using a process of abstraction and reconstitution – to borrow a phrase from Artificial Intelligence. This presentation is an outline of the process of abstraction and reconstitution in mapping out a knowledge management process. In abstraction the team “zooms out” and generalizes the constituent elements of the process. During the reconstitution stage the pieces are synthesized and arranged in a more efficient manner. The author proposes that a viable strategy coming out of one such analysis is to use empowerment techniques to catalyze the generation and transfer of knowledge.

Ensuring Better Measurements and Reducing Risk --

Beyond the Sticker and the Certificate

3:30-4:15 p.m.

Presented by: Heather Wade, Heather Wade Group, LLC

Area of Focus: Basics **and Session Level**: Basic

We encounter measurements in everyday life, starting with the time on our alarm clock, volume of water for our morning coffee or tea, temperature of our refrigerator and freezer, water pressure in our shower, noise level settings for our video conferencing, electricity to power our homes and devices, scale to track our weight gain during the pandemic, luminance levels in our lights, and more. We take for granted the measurement science behind the measurements that give us confidence in products and services. For product-manufacturing companies, specific tolerances must be met so that parts properly fit and products properly function. We give truly little thought to these measurements until something goes wrong. Sometimes parts and products fail due to faulty measurements. Companies, from manufacturers to testing and calibration service providers require calibration of their measurement instruments. How do they know what information they are receiving with those calibrations? Is that information what they need? What can we do to improve our measurements and lower our risk of costly and deadly failures? Good news! There are international quality and technical standards that provide guidance in these areas. Learn how to understand calibration certificates to ensure better measurements and reduce risk.

Honor Deming's 14 Points through Modular Kaizen

3:30-4:15 p.m.

Presented by: Grace Duffy, Management & Performance Systems

Area of Focus: Basics **and Session Level**: Basic

An early lesson in ASQ's Introduction to Quality training covers the 14 Points, the basis for transformation of American industry, introduced by W. Edwards Deming in his 1982 publication. "Out of the Crisis." He further explored the 14 Points in "The New Economics" in the final year of his life in 1993. He clarified the impact of integrating the 14 Points to the role of a people manager after organizational transformation in his Theory of Profound Systems. Like Deming's focus in quality improvement, Modular Kaizen uses a systematic blend of techniques and leadership to establish a culture of Quality Improvement within the organization. Deming approached quality starting with data, from the "bottom up." Modular Kaizen, from the perspective of Joseph Juran, approaches quality from the "top down." Where you start depends on your leadership style. No matter what, we must create a repeatable, reliable, sustainable system of planning, implementation, improvement, and control within the organization, and our complete value chain. This session introduces Modular Kaizen, associates Deming's 14 Points to the leadership and human factors approach of Modular Kaizen and engages participants in discussion applying the 14 Points and leadership techniques of Modular Kaizen.

How to Become the CEO of Your Career

3:30-4:15 p.m.

Presented by: Asia Bribiesca-Hedin, Bridgewell LLC

Area of Focus: Masters **and Session Level**: Intermediate

How To Become The CEO Of Your Career: Reclaim your voice and role as chief strategist and decision-maker in your career. So much of what we've been taught about managing our careers and becoming leaders is wrong. Leadership myths misdirect professionals, business owners, and executives to outsource their power, purpose, and effectiveness. In this interactive session, participants will learn to: ** Identify and set aside damaging myths that limits their ability to make an impact professionally and personally ** Learn to embrace your role as leader in your career, your business, and your life ** Recognize why they make decisions that don't serve them and what to do instead ** Immediately apply the tools to empower and elevate their individual decision-making and leadership effectiveness of others.

Introducing Software Quality into a Hardware Centric Environment

3:30-4:15 p.m.

Presented by: Esther Alexander, Silicon Labs

Area of Focus: QMS **and Session Level**: Intermediate

This is the story of how a fabless semiconductor company grew its portfolio to include software as a product and then recognized the need for a software quality management system. The presentation goes over the software quality introduction process which occurred from August 2018 to Spring 2021. The presentation will go over the various milestones of the journey including a survey, the identification of the relevant teams, the creation of the company's software quality policy, and expected activities for the software development life cycle. Topics will include the notable cultural shift towards quality that had to occur including the value of having buy-in, adjusting to new processes, participating in gap analysis/internal audits, and review of metrics to drive decision making. Attendees will gain insight into the challenges, triumphs, tools/techniques, and references, that led to establishing the software QMS, as well as the lessons learned along the way. The outcome is essentially a framework of how to create an integrated quality management system in a way that engineering hardware and software teams can work cohesively along with the quality team or the team responsible for governance and compliance.

Moving the Needle for Healthcare Quality Outcomes:

Using Analytics to Keep People Healthier

3:30-4:15 p.m.

Presented by: Susan Seidensticker, UTMB Health

Area of Focus: Technology **and Session Level**: Intermediate

Effective patient care requires teamwork, both within ones own organization and with external providers/services. Communication between hospitals, clinics, skilled nursing facilities, county health departments and other key stakeholders is critical to keeping the needs of the patient as the focus: safe care starts with cooperation between all parts of the care continuum. This session will discuss how analytics supports that strong collaboration, which in turn enhances patient outcomes.

Teaching Quality in Organizations

3:30-4:15 p.m.

Presented by: John Dew, Troy University

Area of Focus: QMS **and Session Level**: Intermediate

All of the early thought leaders in the quality field considered education and training for quality to be essential for achieving organizational excellence. This topic is likewise a key component in the Malcolm Baldrige National Quality Award. The presentation focuses on how to develop a systematic approach to planning and conducting education and training in the quality discipline in an organization. The presentation will help organizations consider who needs education and training in quality, what types of training should be included, and the problems that many organizations encounter when providing education and training for quality.

Wednesday, May 18, 2022

90 Days to Increased Employee Engagement:

A Roadmap for Galvanizing and Energizing Your Team.

8:30-9:15 a.m.

Presented by: John Baranzelli, Illinois Department of Transportation

Area of Focus: Masters **and Session Level**: Intermediate

In today's fast-paced and ever-changing business world, employee engagement has become a strategic imperative for all organizations – public or private. Leaders who can engage and empower their employee will thrive in this new and dynamic work environment. In this entertaining and thought-provoking seminar, award-winning public speaker John Baranzelli will share a roadmap for quality professionals and business leaders to use which will translate to increased employee engagement and higher organizational performance. Attendees of this session will learn why a sense of community is a critical component in creating high performing teams, and will walk away with specific actions they can implement immediately to better align leadership expectations within team members, coalesce the team around a powerful purpose, and create ownership of results within individual team members.

Disciplined Problem Solving Demands Disciplined Communication

8:30-9:15 a.m.

Presented by: Frazier Pruitt, Southco Inc

Area of Focus: Basics **and Session Level**: Intermediate

Whether to share knowledge with peers or pitch a proposal to executives, there comes a time for problem solvers to communicate. After hours of methodical research and analysis, problem solvers get a thrill from the discovery of a solution. Often, they build a presentation outlining the journey in an attempt to share their excitement. Only later realizing that the audience had lost interest, the message was unclear, and the excitement was not transferred. This unfortunate phenomenon happens during all sorts of technical communication and is very common during six sigma projects. The problem is exacerbated in a six sigma project by the DMAIC structure. While useful for problem solving, if the communication uses the same define, measure, analyze, improve and control steps it is not conducive to creating an engaging story or 'getting to the point'. This presentation will teach communication techniques in a pragmatic way that problem solvers will appreciate. It describes the keys to effective communication and how to compose a logical narrative structure whether for white papers, memos, emails, or presentations. Then, together we will transform a six sigma DMAIC example using a narrative and pyramid structure to get your message heard, understood and accepted.

Fundamentals of Acceptance Sampling:

How Not to Inspect Too Much or Too Little

8:30-9:15 a.m.

Presented by: Jameson Marriott, L3Harris

Area of Focus: Intermediate **and Session Level**: Basic

Acceptance sample plans are an important aspect of many inspection activities throughout internal and external supply chains. Where sampling is appropriate, over sampling can be wasteful and expensive, and under sampling can introduce excessive risk to end users. As a quality professional, you must understand these tradeoffs and be able to choose or develop a suitable plan for the appropriate level of risk. This presentation will provide you with the knowledge to choose from appropriate pre-made sample plans and give you the resources to develop your own.

Introducing the New Government Quality Standards – ASQ/ANSI G1 2021

8:30-9:15 a.m.

Presented by: Jarrett Perlow, U.S. Court of Appeals for the Federal Circuit, Richard Mallory, Mallory Management; Robert Boland, Bureau of Alcohol, Tobacco, Firearms and Explosives

(ATF); Wayne Shelton, Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), National Center for Explosives Training and Research (NCETR)

Area of Focus: QMS **and Session Level**: Advanced

This workshop will provide an overview of the new professional standard to define the efficiency and effectiveness of government operations, ASQ/ANSI: G1 2021. This new standard provides novel new tools for quality, including system and process maturity models that can span the work of entire organizations, and that provide for uniform and objective scoring of the use of quality practices in every office and area. The new standard provides the basis for a visible and consistent quality scorecard that spans an entire organization, and creates a powerful new tool for sustainable quality practice. This presentation provides two case studies of early adopters of the standard; One in the National Response Team (NRT) of the U.S. Bureau of Alcohol, Tobacco, Firearms, and Explosives, and the other in the Clerk's Office of the U.S. Court of Appeals for the Federal Circuit in Washington, DC.

Selecting Quality Software

8:30-9:15 a.m.

Presented by: Nancy Pasquan, Eyes On, Inc

Area of Focus: Basics **and Session Level**: Basic

This presentation will provide listeners with take-aways that they can use when selecting a new software application for use in an organization or when selecting a consultant to build or customize an application or tool. There are many software applications to choose from for whatever problem you are trying solve. Choosing the right one for you can make all the difference in both time and cost savings.

The Beginner's Guide to Problem Solving With Big Data

8:30-9:15 a.m.

Presented by: Scott Sterbenz, Ford Motor Company

Area of Focus: Technology **and Session Level**: Intermediate

Quality practitioners new to Big Data and Big Data analysis can find it quite overwhelming. The amount of information is vast, and the expectations from management as to what can be gleaned from it can easily be overpromised. Many new Big Data practitioners don't even know where to start. What data is needed to answer the question management wants answered? Is the data needed of the correct type or even available in the Big Data set? What analysis tools can be used with the data collected? This presentation will serve as a guide for how to answer these questions in advance of the start of the problem solving task. Real world cases with Big Data will be presented to showcase how answering these questions in advance makes the Big Data task easier, more effective, and more efficient.

Improving Healthcare Quality by Extinguishing Burnout

09:30-10:15 a.m.

Presented by: Robert Bogue, Thor Projects LLC & Terri Bogue, Thor Projects LLC

Area of Focus: Masters **and Session Level**: Intermediate

Burnout has traditionally been considered an individual's private problem. On the surface this appears to be an issue only for the individuals suffering from burnout. The truth is that burnout impacts not only the individual suffering from it; it also impacts everyone that interacts with that person. In healthcare, the impact is even more complicated. Research demonstrates that burnout among healthcare workers affects not only the individual but also has a negative impact on teams, units, facilities, and the patients they serve. Patient outcomes, including length of stay, healthcare-associated infections, and patient satisfaction, are all casualties of burnout among healthcare workers. Learn how to help your staff recover from and prevent burnout and improve patient outcomes along the way.

Improving The Integrity of the US Electoral Systems Through Quality

09:30-10:15 a.m.

Presented by: Kerry Bass, Potential To Reality Consulting LLC

Area of Focus: QMS **and Session Level**: Basic

Quality decisions should be based on objective facts developed by applying scientific methods using the quality arts in cooperative human activities. However, it seems these principles are often voided when it comes to political issues as ad hominem, personal attacks, spurious arguments, and biased "facts" often replace objectivity. The recent US elections create concern among Americans of all political persuasions. It is proper to question how to assure valid voting processes and vote recording from eligible voters without external tampering. The Federal Election Commission (FEC) issues guidance to support states who decide the policies to enact, processes to follow, equipment to use, and procedures to apply that will result in equitable results that are just and fair. ASQ's Government Division is concerned with the quality of elections and has established a Center for Electoral Quality and Integrity (CEQI), with the mission of working collaboratively with external organizations, internal ASQ technical communities, and ASQ headquarters to encourage widespread adoption of consistent quality standards and practices into government electoral processes. The CEQI will help determine appropriate actions ASQ and our quality community can take to improve US and other governmental elections. This session will report the state of progress by the CEQI.

Leaders in love with Brain- Neuroscience for Leaders

09:30-10:15 a.m.

Presented by: Neetu Choudhary, NeetuChoudhary

Area of Focus: Masters **and Session Level**: Advanced

The human brain is the most complex, yet the most sophisticated machine known to us. It has evolved for our survival, creativity, and collaboration. Billions of neurons connected in the tree root-like structure are divided into various parts, each responsible for a certain function that controls our action and response towards actions. We are evolved to fit and lead in a tribe that is quite similar to today's leadership in the corporate. The purpose of the content is to enlighten established leaders and upcoming leaders about the incredible function of the brain which influences their leadership and increases odds of effective leadership. Latest studies in neuroscience, leadership during pandemics, and emotional intelligence to explain the concept. The content explains various neurotransmitters which are also known as hormones some helpful and better be avoided for authentic leadership. Understanding, significance, stimulus, interesting facts, and dangers of these neurotransmitters equips leaders with making the appropriate amendments in the work environment, objectives and communication. Some of the neurotransmitters discussed are Endorphin, Dopamine, etc. Along with neurotransmitters, neuroplasticity, the course also touches upon neuroplasticity one of the most interesting discoveries in neuroscience which opens up the door for new possibilities for human endeavor.

Quality Auditing to Improve Construction Project Quality

09:30-10:15 a.m.

Presented by: Abdul Razzak Rumane, Sijjeel General Commerce & Contracting Co.

Area of Focus: Basics **and Session Level**: Basic

Quality has been of great concern throughout the recorded history of human beings. Construction projects have involvement of many participants comprising Owner, Designer, Contractor and many other professionals from construction related industries. Each of these participants is involved to implement quality in construction projects. Quality in construction projects is achieved through application of various tools at different phases of the life cycle of a construction project. In order to achieve qualitative, competitive, and economical project, the quality compliance at each phase of construction project has to be assessed/measured to ensure meeting the owner needs and is mainly performed during these phases. An audit is a systematic, planned, independent and documented process to verify or evaluate and report the degree of compliance to the agreed upon quality criteria, or the specification or contract requirements of the product, services or project. The session will discuss categories of audits, auditing fundamentals, auditing processes, methodology for construction project lifecycle phases to meet audit objectives in line with clients' requirements.

Improving the integrity and pedigree of your quality data to enhance data-driven improvement

09:30-10:15 a.m.

Presented by: Sandra Furterer, University of Dayton

Area of Focus: Technology **and Session Level**: Intermediate

Quality and process improvement methods, such as Lean Six Sigma, rely heavily on collecting, analyzing, and visualizing data. How can you know if your data has integrity and the appropriate pedigree? This presentation will provide some best practices, with real-world healthcare examples for how to ensure data integrity when creating, collecting, analyzing, and visualizing data to enhance your process and quality improvement results.

The New Normal: The Basics of an Effective Remote Audit

09:30-10:15 a.m.

Presented by: Ernest Blanchard, SGS North America, Inc.

Area of Focus: Basics **and Session Level**: Basic

In the ongoing aftermath of a global pandemic, the auditing paradigm has shifted from once being entirely on-site and in-person to a mixture of audits completed using information communication technology (ICT). This session will examine the difficulties in planning and execution from the perspective of over 18 month's experience in the execution of remote auditing. We will examine the best and worst practices in light of this experience and provide insight into how your organization can implement effective remote audits at the first, second, and third-party levels.

The Principles of Innovation Management

09:30-10:15 a.m.

Presented by: Peter Merrill, Quest Managment Inc.

Area of Focus: Basics **and Session Level**: Basic

Business leaders see innovation as the competitive edge in the market and Quality Professionals must understand its principles. The principles detailed in ISO 56000 are developed from the experience of several hundred experts globally. Real world illustrations will be provided for each principle. Realization of value; “Value, is realized from the deployment, adoption, of new solutions.” Future-focused leaders; “Leaders, driven by curiosity and courage, challenge the status quo by building an inspiring vision and continuously engaging people.” Strategic direction; “The direction for innovation is based on aligned objectives supported by people and resources.” Culture; “Shared values, and behaviors openness to change, risk taking and collaboration, enable the coexistence of creativity and execution.” Exploiting insights; “A

range of internal and external sources are used to build insightful knowledge, to exploit stated and unstated needs." Managing uncertainty; "Uncertainties and risks are managed by learning from experimentation within a portfolio of opportunities." Adaptability; "Changes in the context of the organization are addressed by adaptation of structures, processes, competences and value realization models." Systems approach; "Innovation management is based on a systems approach with interacting elements, and evaluation and improvement of the system." This session provides an understanding of innovation basics for quality professionals.

(END OF CONCURRENT SESSIONS;
WORSKHOPS LISTED ON FOLLOWING PAGES)

WORKSHOPS

Monday, May 16, 2022

Performance Measurement (e.g., Cp, Cpk, Pp, Ppk, and KPI) Reporting: The Good Bad and Ugly

1:15-3:15 p.m.

Presented by: Forrest Breyfogle, Smarter Solutions, Inc.

Area of Focus: QMS **and Session Level**: Intermediate

Performance measurement reporting (e.g., Cp, Cpk, Pp, Ppk, and KPI reports) should lead to the best actions or non-actions throughout an organization. This session discusses various types of performance measurements reporting and why some techniques work and others do not. Businesses benefit when apply a high-level process-output reporting methodology that can provide a predictive statement. An unsatisfactory futuristic message can stimulate process improvement efforts through the execution of a Lean Six Sigma Define-Measure-Analyze-Improve-Control (DMAIC) project, Lean kaizen event, or another approach. Described are eight attributes of a good metric for performance measurements and how to achieve these characteristics in an organization. The session describes an enhancement to traditional control charting and process capability indices Cp, Cpk, Pp, and Ppk reporting. With this approach, process stability and a capability statement are provided in one chart, where a process capability statement is easy to understand and can be made even if there is no specification. If there is a specification, the chart-reported process capability statement will be the same for a stable continuous or attribute response. Described is an enhancement to Acceptable Quality Level (AQL) testing that significantly enhances supplier quality. Many examples show application of the session-described techniques.

The Power of Change Management to Accelerate Lean Six Sigma Healthcare

1:15-3:15 p.m.

Presented by: Elizabeth Cudney, Maryville University & Sandra Furterer, University of Dayton

Area of Focus: Masters **and Session Level**: Intermediate

Evidence suggests that most improvement projects fail because the project team did not address the human elements of change. Participants who attend this workshop will learn how to select and apply Change Management tools to support Lean Six Sigma projects in the healthcare setting. Working through a simulated project, participants will apply at least one Change Management tool in each of the DMAIC phases. Through experiential learning, participants will gain experience and insight on how to effectively use the tools in their own workplace.

WORKSHOPS

Tuesday, May 17, 2022

Making a Quality Leader: From Theory to Practice

2:30-4:15 p.m.

Presented by: Marilyn Monda, Monda Consulting & Stephanie Gaulding, Pharmatech Associates, Inc.

Area of Focus: Masters **and Session Level**: Intermediate

Are you ready to prepare yourself or your team to lead? Many quality professionals struggle to transition from individual contributor roles into leadership roles in their organizations. We spend years focused on learning quality tools and principles and applying them in our work, but when it comes to figuring out how to become a leader or develop the leadership potential in others, we can struggle to figure it out. This workshop shows you how to design a personalized leadership development plan for yourself or your team. During this interactive workshop, attendees will learn about the ASQ Human Development and Leadership (HDL) Body of Knowledge (BoK) Model for quality leaders, its defined leadership knowledge topics, and its associated competency matrix (framework); practice how to use the competency matrix to baseline current leadership capabilities; and create (or help others to create) a leadership development plan.

Become a leader who strives to continually improve. Have some fun and get a jumpstart on learning where you are as leader and where you want to go. Come to this workshop and consider your leadership skills in a way you may never have done before!

(END OF WORSKHOP LISTINGS)