



Conference Registration Information



20th International Conference on ISO 9000/QMS • 2012 International Lean & Six Sigma Conference
February 26-28, 2012; Hyatt Grand Cypress, Orlando, FL • February 28-March 2, 2012, Hyatt Grand Cypress, Orlando, FL

CONFERENCE & WORKSHOP REGISTRATION FEES

FEES	Until Jan. 27	After Jan. 27
ISO Conference for Individuals	\$995	\$1,045
ISO Conference for Government or Groups of 3 or more	\$945	\$995
Lean & Six Sigma Conference for Individuals	\$945	\$995
Lean & Six Sigma Conference for Government or Groups of 3 or More	\$895	\$945
Lean & Six Sigma Yellow Belt Certification for ISO and/or LSS Conferees	\$250	\$350
Lean & Six Sigma Yellow Belt Certification if You Are Not Attending Either Conference	\$350	\$390
Full-Day Workshops for Conferees	\$645	
Full-Day Workshops for Non-Conferees	\$695	
Half-Day Workshops for Conferees	\$295	
Half-Day Workshops for Non-Conferees	\$345	
There will be an additional \$100 late registration fee after February 20, 2012.		

Please note that the Conferee rate applies to you if you are attending either the ISO 9000 Conference and/or the Lean & Six Sigma Conference using the "A2012" Code. This code is printed on the Conference Registration Form. If you call to register, please mention this code.

What is Included in the Registration Fee: For the ISO 9000 Conference, the fee includes admission to technical sessions, exhibits, continental breakfast, and lunch for Monday and Tuesday. For the Lean & Six Sigma Conference, the fee includes admission to technical sessions, continental breakfast, and lunch for Wednesday and Thursday. Please see the workshop descriptions to find out what is included for each workshop.

Certificates, CEUs, and Proceedings: Attendees for either conference will receive an electronic copy of the proceedings, a certificate of attendance for 1.6 CEUs/RUs for the ISO 9000 Conference, and/or 1.6 CEUs/RUs for the Lean & Six Sigma Conference. There will be additional CEU/RU and certificates for pre-conference and post-conference workshops. Please note that you must pick up your conference and/or workshop certificate onsite.

Group Registrations: If you are registering as a group of three or more individuals from the same organization, for either the ISO 9000 and/or the Lean & Six Sigma Conference, each registrant must complete a separate registration form. When requesting the group rate, you must submit the names and payment information at the same time.

EARLY REGISTRATION ITEMS

Early Registration Deadline: January 27, 2012



If you register for the International Conference on ISO 9000 and/or International Lean & Six Sigma Conference by the early registration deadline, using the registration code "A2012", you are entitled to an Early Registration Item. The Conference provides an Early Registration Item because your early registration gives us the ability to estimate the number of attendees in advance. This results in cost savings. We pass on these savings to you in the form of an Early Registration Item. Selection includes the following:

- Kindle Wi-Fi, 6" E Ink Display
- Park Ticket: One-Park, after 2 PM, Universal Convention Ticket to see the Wizarding World of Harry Potter™
- Apple iPod Shuffle
- Gift Certificate: \$50 ASQ Gift Certificate to be used at the ASQ booth during the exhibit hours.

Early registration items are available only by phone, fax, or mail, and **not** available by online registration.

This is because registration by phone or mail does not carry the high transaction fees applicable to on-line registrations. Early Registration Item selection depends on the conference(s) you are registering for.

- If you are attending only the **ISO 9000 Conference**, your selection includes a) Park Ticket, b) Apple iPod Shuffle, or c) \$50 ASQ Gift Certificate.
- If you are attending only the **Lean & Six Sigma Conference**, you may select either a) Park Ticket, or b) Apple iPod Shuffle.

If you are attending **both conferences**, ISO 9000 and LSS, a) you may select one item for each conference from the selection lists above, or b) you may select a Kindle instead of the other two gifts.

There is a \$10 S&H fee for each item, with the exception of the ASQ Gift Certificates and Park Tickets.

Please note that the S&H fee is waived for Government attendees.

To qualify for the Early Registration Item, your conference registration fee must be paid in full by the Early Registration deadline. ASQ gift certificates and Park Tickets will be available during onsite registration; remaining items will be available for you to pick up during the Conference(s) you are attending.

Conference Policy

The International Conference on ISO 9000 and the International Lean & Six Sigma Conferences, hereby referred to as "The Conference," are organized by the European Quality Institute, a 501(c)(3) nonprofit organization based in Pennsylvania. The Conference reserves the right to rearrange workshop content/instructors. Workshops may be cancelled, or instructors may be changed at the discretion of The Conference organizers. The Conference cannot assume responsibility for penalties, loss arising from cancelled travel plans, tickets, and any other type of arrangements, for loss of any articles during The Conference, the exhibits, or any associated program. We reserve the right to substitute the early registration item, with another item with a list price of \$50, if an item becomes unavailable. Actual early registration items may look different in color and size than those in this brochure or the website. The Conference is not responsible for any typographical errors.

REGISTER BY MAIL, PHONE, OR FAX

For either the ISO 9000 Conference, or the Lean and Six Sigma Conference, you may register as follows:

By Mail

ISO 9000/Lean Six Sigma Conference
Four Camden Drive
Pittsburgh, PA 15215 USA

By Phone

1-412-782-3383 for information
1-888-236-9940 toll free for registrations

By Fax

1-866-500-9081

E-mail

info@iso9000conference.com or
info@leanandsixsigma.org

Websites & On-line Registration

www.iso9000conference.com
www.leanandsixsigma.org
https://www.regonline.com/2012aqiconferences

ON-SITE REGISTRATION HOURS

Saturday, February 25, 2012

4 PM-6 PM

Sunday, February 26, 2012

7 AM-10 AM; 11 AM-1 PM; 5 PM-6 PM

Monday, February 27, 2012

7 AM-10 AM; 11 AM-1 PM

Tuesday, February 28, 2012

7 AM-10 AM; 11 AM-1 PM; 5 PM-6 PM

Wednesday, February 29, 2012

7 AM-10 AM; 11 AM-1 PM

Thursday, March 1, 2012

7 AM-10 AM; 11 AM-1 PM

Friday, March 2, 2012

7 AM-10 AM; 11 AM-1 PM

CANCELLATION POLICY

• **Cancellations:** There will be a \$200 processing fee for each conference, and \$100 each workshop, if your cancellation notice is received in writing, on or before, January 27, 2012. Any cancellation notice received after January 27, 2012, will result in forfeiture of the full registration fee.

• **Substitutions:** Substitutions can be made any time until February 15, 2012 without any additional fees.

• **Refunds:** Refunds are not granted for failure to attend (no shows), late arrival, unattended events, or early departure. All refunds will be processed within 30 days after the Conference.

Hotel Information

Please see page L-11 for hotel reservation information



Conference Registration Form



20th International Conference on ISO 9000/QMS • 2012 International Lean & Six Sigma Conference
February 26-28, 2012; Hyatt Grand Cypress, Orlando, FL • February 28-March 2, 2012, Hyatt Grand Cypress, Orlando, FL

Registration Code **A2012**

For office use only

EARLY REGISTRATION ITEM(S) Check all that apply

ISO 9000 Conference

- One-Park Universal Convention Ticket
- Apple iPod Shuffle
- \$50 ASQ Gift Certificate

Lean & Six Sigma Conference

- 1-Park Universal Convention Ticket
- Apple iPod Shuffle

Both the ISO & LSS Conferences

- Kindle (Wi-Fi, 6" E Ink Display)
- Two Separate Items

ISO 9000 CONFERENCE REGISTRATION

• ISO Conference until January 27, 2012; \$995 for individuals; \$945 for government or groups	\$
• ISO Conference after January 27, 2012; \$1,045 for individuals; \$995 for government or groups	\$
• ISO 9000 Speed Networking (circle one)	Yes / No
• Workshop #1: Adding Value to Your Internal Audit Program: \$645 for conferees; \$695 for non-conferees	\$
• Workshop #2: Aviation, Space, and Defense Industry QMS Standard Update: \$645 for conferees; \$695 for non-conferees	\$
• Workshop #3: Certified Quality Manager (CQM) Refresher: \$295 for conferees; \$345 for non-conferees	\$
• Workshop #4: Certified Quality Auditor (CQA) Refresher: \$295 for conferees; \$345 for non-conferees	\$
• Workshop #5: How Businesses Can Make Money With ISO 9001!; \$295 for conferees; \$345 for non-conferees	\$

LEAN & SIX SIGMA CONFERENCE REGISTRATION

• LSS Conference until January 27, 2012; \$945 for individuals; \$895 for government or groups	\$
• LSS Conference after January 27, 2012; \$995 for individuals; \$945 for government or groups	\$
• LSS Speed Networking (circle one)	Yes / No
• Workshop #6: LSS Yellow Belt Certification until January 27, 2012; \$250 for conferees; \$350 for non-conferees	\$
• Workshop #6: LSS Yellow Belt Certification after January 27, 2012; \$350 for conferees; \$390 for non-conferees	\$
• Workshop #7: Lean & Six Sigma Black Belt Refresher; \$295 for conferees; \$345 for non-conferees	\$
• Workshop #8: 3 TRIZ Methods for Creative Problem Solving from the Guru of TRIZ; \$295 for conferees; \$345 for non-conferees	\$
Add \$10 for S&H for each gift selected, with the exception of the ASQ Gift Certificates and the park tickets. S&H is waived for Government attendees.	\$
Total	\$

CONTACT INFORMATION Check all that apply

Please tell us what you are registering for:

- Conference
- Workshop Only
- Speaker
- Committee and Other
- Mr. Ms. Dr.

Business Address Home Address

Please note that the conference materials may be shipped to the address provided on this form. Your confirmation letter will be sent by e-mail only. Please note that PO Box is not acceptable for shipping Conference materials.

Name _____

Job Title _____

Company _____

Address _____

City, State, Zip Code, Country _____

Tel _____ Ext _____

Cell Phone _____

Fax _____

Email 1 _____

Email 2 _____

Other Contact Info: if registering for other than self, please provide the name, phone, and the email address of the registrant as the contact person.

Name _____

Email _____

Tel _____ Ext _____

How did you hear about us? Check all that apply

- Past Attendee Word-of-Mouth
- Direct Mail Internet Search
- Website E-mail
- Magazine Ad Other

Where will you be staying?

- Hyatt Grand Cypress Other

REGISTER BY MAIL, PHONE, FAX, OR ONLINE

✉ **By Mail**

ISO 9000/Lean Six Sigma Conference
Four Camden Drive, Pittsburgh, PA 15215 USA

☎ **By Phone**

1-412-782-3383; Toll free: 1-888-236-9940

☎ **By Fax**

1-866-500-9081

📧 **E-mail & Website**

info@iso9000conference.com
info@leanandsixsigma.org
www.iso9000conference.com
www.leanandsixsigma.org
https://www.regonline.com/2012aqiconferences

CONCURRENT SESSIONS

To assure that the appropriate rooms are assigned for each session, please indicate the concurrent sessions you are most likely to attend for each time period. You are free to move from one session to another.

ISO 9000: Monday February 27, 2012

- Track C: Audits and Problem Solving
- Track D: Innovation Management
- Track E: Quality Culture - Walk the Talk
- Track F: Risk Management Strategy and Tools
- Track G: Leadership – Helping Managers
- Track H: Making Integrated Management Systems Work

ISO 9000: Tuesday February 28, 2012

- Track I: Leadership & Culture in QMS Success
- Track J: ISO 9001 Integration in Healthcare (Part 1)
- Track K: AS9100/QMS Integration in Aviation (Part 1)
- Track L: Integrate Your Improvement Processes
- Track M: ISO 9001/QMS Integration in Healthcare (Part 2)
- Track N: AS9100/QMS Integration in Aviation (Part 2)
- Track O: Tools for Virtual QMS and eTools
- Track P: Workshop Revamping the Healthcare System
- Track Q: Workshop Leading a Culture of Performance
- Track R: ISO 9001 in Government Applications
- Track S: Use QMS to Reduce Waste
- Track T: ISO 9000 Case Studies and Best Practices

Lean & Six Sigma: Wednesday, February 29, 2012

- Track C: Lean & Six Sigma in Manufacturing
- Track D: Lean & Six Sigma in Aerospace, Defense
- Track E: Lean & Six Sigma in Healthcare (Part 1)
- Track F: Lean & Six Sigma in Manufacturing
- Track G: Lean & Six Sigma at Your Service
- Track H: Lean & Six Sigma in Healthcare (Part 2)

Lean & Six Sigma: Thursday, March 1, 2012

- Track I: Strategies for Lean & Six Sigma Deployment
- Track J: Optimize Your Performance with LSS
- Track K: Workshop - Innovative Lean & Six Sigma Tools
- Track L: What They Don't Teach You at LSS School
- Track M: Fun with Lean and Stats
- Track N: Workshop Marine Corps Model for Results
- Track O: Sustaining Improvement with Lean & Six Sigma
- Track P: Lean & Six Sigma, Social Media, and the Cloud
- Track Q: Workshop Myths & Lessons w/ Don Wheeler
- Track R: Soft Skills from Gemba to Hoshin Planning
- Track S: Employee Engagement, Communication, & A3
- Track T: Peak Performance with Lean & Six Sigma

PAYMENT INFORMATION

AMEX VISA MC CHECK

Government PO#

Government PO Contact Info _____

Credit Card No _____

Expiration _____ Verification # _____

Name on the Credit Card _____

Signature _____

Billing Address (If different from above) _____

City, State, Zip Code, Country _____

Tel _____ Ext _____

For either or both the ISO 9000 Conference or the Lean & Six Sigma Conference, make checks payable to "ISO 9000 Conference."