

ISO 9000 CONFERENCE AT-A-GLANCE

February 26-28, 2012, Hyatt Grand Cypress, Orlando, Florida, USA



SUNDAY, FEBRUARY 26, 2012

Morning	WORKSHOP #1: ADDING VALUE TO YOUR INTERNAL AUDIT PROGRAM Lorri Hunt, U.S. Delegation Leader to ISO/TC 176/SC2, Deputy Leader for ISO 9001:2008, President, Lorri Hunt & Associates, Inc. (8 a.m.-5 p.m.)	WORKSHOP #2: AVIATION, SPACE, AND DEFENSE INDUSTRY QMS STANDARD UPDATE L.L. (Buddy) Cressionnie, Senior Manager, Quality & Mission Success Processes, Lockheed Martin Aeronautics; Alan Daniels, Quality Senior Manager, Boeing Commercial Airplanes (8 a.m.-5 p.m.)	WORKSHOP #3: CERTIFIED QUALITY MANAGER (CQM) REFRESHER Miriam Boudreaux, RABQSA QMS, ISMS Auditor, CQE, CQM, President, Mireaux Management Solutions (8 a.m. - 12 p.m.)
Afternoon		WORKSHOP #4: CERTIFIED QUALITY AUDITOR (CQA) REFRESHER Timothy K. Mora, MBA, CQA, Process Engineer, USAA (1 p.m.-5 p.m.)	WORKSHOP #5: HOW BUSINESSES CAN MAKE MONEY WITH ISO 9001! John E. (Jack) West, Business Advisor, Silver Fox Advisors; Jose Dominguez, Managing Director, Plexus, Mexico; Peter Papakostantinu, President, Papa & Associates, Inc. (1 p.m.-5 p.m.)
Evening	SPEAKERS MEETING (6 p.m. - 7 p.m.)		

MONDAY FEBRUARY 27, 2012

Early Morning	TRACK A: KEYNOTE: QUALITY SUCCESS STORIES FROM WORLD LEADERS #A1: The Ford Story ; Bennie Fowler, Group Vice President, Global Quality and New Model Launch, Ford Motor Company #A2: From Product Quality to Organization Quality: Managing for Success ; Isaac Sheps, Ph.D., CEO, Carlsberg UK		
Late Morning	TRACK B: MODERATED PANEL DISCUSSION #B1: Current Status and the Future of ISO 9000 Series Standards Lorri Hunt, President, Lorri Hunt & Associates, Inc.; John E. (Jack) West, Silver Fox Advisors; Jose Dominguez, Managing Director, Plexus; Peter Papakostantinu, President, Papa and Associates		
Lunch	Networking Luncheon (12:00 p.m. - 1:00 p.m.)		
Early Afternoon	TRACK C: AUDITS AND PROBLEM SOLVING #C1: Keys for Effective Problem Solving R. Dan Reid, Program Manager, Quality, AIAG #C2: Pyramid Audits Tim O'Hanlon, Ph.D., Associate Partner, Atos Origin #C3: Auditing Top Management Without Losing Your Job Kristin Case, P.E., Owner, CaseConsults	TRACK D: INNOVATION MANAGEMENT #D1: Role Ahead: The Innovation Manager Jane Keathley, Director of Quality, Medical Automation Systems #D2: Using the QMS to Improve Voice of the Workforce Eugene Kirsch, Senior Associate, Booz Allen Hamilton #D3: From ISO 9001 to an Innovation Management System Peter Merrill, President, Quest Management Systems	TRACK E: QUALITY CULTURE - WALK THE TALK #E1: Leadership: The Key to a Quality Culture Keith Hamilton, Manager for the North America Manufacturing and Education Center, Bridgestone #E2: Building/Maintaining a Culture to Support Quality Judith Ann Pauley, Ph.D., CEO & Joseph F. Pauley, President, Process Communications, Inc.
Late Afternoon	TRACK F: RISK MANAGEMENT STRATEGY AND TOOLS #F1: DHS/FEMA Voluntary Private Sector Preparedness Accreditation Program Ashley P. Moore, NSCP, MBCI, Senior Policy and Standardization Advisor Standards & Technology Branch National Integration Center, Department of Homeland Security #F2: Transitioning from a FMEA to Total Risk Management System Richard Vincins, Vice President, QA, Emergo Group #F3: Developing a Business Continuity Management System for PS Prep™ Timothy J. Woodcome, Director, National Quality Assurance USA	TRACK G: LEADERSHIP – HELPING MANAGERS CARRY OUT THEIR ROLE #G1: Value Added Management Reviews Patricia George Anderson, Vice President, Quality/Safety/Environmental, Saab Barracuda, LLC #G2: Drive Out Fear: Applying Deming's Point Denise Robitaille, Vice-Chair of US TAG to ISO/TC 176 #G3: Implementing ISO 9001 as a Business Management System Linda D. Feres, Director of Quality Systems, INTUITIVE Research and Technology	TRACK H: MAKING INTEGRATED MANAGEMENT SYSTEMS WORK #H1: Challenges of Integrating Multiple Management Systems Peter Papakostantinu, President, Papa & Associates, Inc. #H2: Integrating Quality, Environmental, Health, and Safety David McLean, P.Eng., Senior Consultant, DMA Technical Services, Inc. #H3: Responsible Recycling - Using Integrated Management Systems for Handling Electronics Waste Thea D. Dunmire, President, ENLAR Compliance Services, Inc.
Evening	ISO 9000 SPEED NETWORKING (5 p.m. - 6 p.m.)		

TUESDAY FEBRUARY 28, 2012

Early Morning	TRACK I: LEADERSHIP & CULTURE IN QMS SUCCESS #I1: The Quality Journey at Ford Michael Hardie, Director of Global Quality and Productivity, Ford Motor Company; Jay Zhou, Ph.D., Corporate Executive Technical Leader for Quality, Ford Motor Company #I2: Leadership GPS – Goals, People, and Systems Shane Yount, Principal/Author, Competitive Solutions, Inc. #I3: Technology Approaches to Quality Management Joe Goodman, Director, Solutions Consulting, Sparta Systems	TRACK J: ISO 9001/QMS INTEGRATION IN HEALTHCARE (PART 1) #J1: ISO 9001 in a Government Healthcare System: the Good, the Bad and the Ugly Robert Burney, MD, Director, Quality Improvement, Medical Services, U.S. Department of State #J2: QMS Utilization in Accountable Care Organizations M. M. "Mickey" Christensen, MSME, P.E. Ret., President, TQM Systems #J3: Case Study on a Medical Device QMS Joseph J. Tsiakals, Senior VP, Quality & Regulatory, Baxa	TRACK K: AS9100/QMS INTEGRATION IN AVIATION, SPACE, & DEFENSE (PART 1) #K1: An Integrated Approach to Aviation, Space, & Defense Standards L.L. (Buddy) Cressionnie, Senior Manager, Quality & Mission Success Processes, Lockheed Martin Aeronautics; Alan Daniels, Quality Senior Manager, Boeing Commercial Airplanes #K2: What You Need To Know About AS9101 Audits Gerald L. Antonucci, Ret. NASA #K3: Transition to AS9100C Causing Quite a Stir! Roger Ritterbeck, Aerospace Product Manager, QMI-SAI Global
Late Morning	TRACK L: INTEGRATE YOUR IMPROVEMENT PROCESSES #L1: Implementing ISO 9001: As Easy As 1, √2, π Kristin Case, P.E., Owner, CaseConsults #L2: A QMS Built to Do More with Less Trisha L. Balazovic, Director of Quality and Sustainability, Compuware Corporation #L3: Integrated Management Systems - Leading Strategies and Solutions Wayne Pardy, HSEQ Manager, Quality Plus, Inc.; Terri Andrews, President, Quality Plus, Inc.	TRACK M: ISO 9001/QMS INTEGRATION IN HEALTHCARE (PART 2) #M1: ISO 9001 in a Physician Group Healthcare System: the Good, the Bad and the Ugly Robert Burney, MD, Director, Quality Improvement, Medical Services, U.S. Department of State #M2: Data Analysis and Corrective Action in Healthcare Bridging the Gulf Between Managers and Clinicians Tim O'Hanlon, Ph.D., Associate Partner, Atos Origin #M3: Nurse Driven Catheter Assoc. Urinary Tract Infection Improvement Jeannine Konzier, B.S. Nursing, M.E., Director Quality & Infection Prevention, Magee-Womens Hospital of UPMC	TRACK N: AS9100/QMS INTEGRATION IN AVIATION, SPACE, & DEFENSE (PART 2) #N1: Navigating Self Assessment to the Lowest Risk Susan Moore, Compliance Assessments Lead, Lockheed Martin Missiles and Fire Control #N2: The Aviation, Space, and Defense Industry Controlled Certification Program – Lessons Shared Sidney Vianna, Director, DNV Business Assurance #N3: Round Table Discussion for Aviation, Space, & Defense
Lunch	Networking Luncheon (12:00 p.m. - 1:00 p.m.)		
Early Afternoon	TRACK O: TOOLS FOR VIRTUAL QMS AND eTOOLS #O1: Electronic Document Repository and Control Barry W. Knight, Quality Manager, Naval Surface Warfare Ctr. #O2: Implementing an Electronic Support System to Assist in the Maintenance of Your ISO QMS Ricky Lee Glover, Senior Performance Consultant #O3: Use Visuals to Get Management Buy-In Jackie Bower, Senior Manager, Corporate Quality Services, Jeppesen	TRACK P: WORKSHOP REVAMPING THE HEALTHCARE SYSTEM #P1: Utilizing Business Operating System to Reform Healthcare System Charli Hoalmen, President, Diversified Management Systems; Craig Meyer, President, The Quality Network, LLC	TRACK Q: WORKSHOP LEADING A CULTURE OF PERFORMANCE IMPROVEMENT #Q1: Leading a Culture of Performance Improvement Craig L. Williams, Vice President of Quality, Aerospace Group, Eaton Corporation
Late Afternoon	TRACK R: ISO 9001 IN GOVERNMENT APPLICATIONS #R1: Successful Integration and Registration of Three Management Systems at a National Laboratory Steve Alvanos, Quality Programs Manager, Oak Ridge National Laboratory #R2: QMS Based on ISO 9001 Improves Government Agency Rosy Aguilar, VP of Transportation Projects and Programs, Secretaria de Comunicaciones y Transportes (Mexico) #R3: A Case Study in Public Administration: Myths and Realities Maria Dolores Maldonado, Chief Department of Special Vinculacions, National Council of Science and Technology Mexico	TRACK S: USE QMS TO REDUCE WASTE #S1: Using Cost of Quality to Improve Business Results Susanne Donovan, Director of Quality Systems, CRC Industries #S2: A Dynamic Approach to Corrective & Preventive Action Using the CIPi-Xp Theory Miriam Boudreaux, RABQSA QMS, ISMS Auditor, CQE, CQM, President, Mireaux Management Solutions #S3: Integrating Lean and ISO 9001:2008: A Hands-On Factory Simulation Enrique M. Bekerman, President, Quality Manufacturing Associates, LLC; Myriam Ochart, President, O-CHART Management Consultants, Inc.	TRACK T: ISO 9000 CASE STUDIES AND BEST PRACTICES #T1: The Added Value of ISO 9001 to an Existing Food Safety Management System Patrick Bele, Food Business Development Manager, Bureau Veritas Certification NA #T2: Food Safety Recall Case Studies - Lessons Learned in System Management Cathy Crawford, VP, HACCP Consulting Group, LLC; Angelo G. Scangas, President, Quality Support Group, Inc. #T3: How to Sustain Successful Six Sigma Programs Jeffrey A. Robinson, Ph.D., Vice President, Accelerated Quality Improvement

2012 LEAN & SIX SIGMA CONFERENCE AT-A-GLANCE

February 28-March 1, 2012, Hyatt Grand Cypress, Orlando, Florida, USA



TUESDAY, FEBRUARY 28, 2012

Afternoon 1 p.m. - 8 p.m.	WORKSHOP #6: PRE-CONFERENCE WORKSHOP - LEAN SIX SIGMA YELLOW BELT CERTIFICATION Kimberly Watson-Hemphill, LSS MBB, President, Firefly Consulting; Marco A. Luzzatti, LSS MBB, Organization Training and Coaching Specialist, Greenville Technical College; Kristine Nissen Bradley, MBB, Principal, Firefly Consulting; Ashley Stroud-LoVerde, PMP, LSS BB, Program Manager, Allscripts; Darren Flynn, PMP, MBA, LSS BB, Program Manager, Allscripts
Evening	SPEAKERS MEETING (6 p.m. - 7 p.m.)

WEDNESDAY FEBRUARY 29, 2012

Early Morning	TRACK A: KEYNOTE - LEAN & SIX SIGMA: IT'S ABOUT THE PEOPLE! #A1: Aligning Employee Engagement and Lean Six Sigma ; Robert G. Bryant, Senior Vice President of Quality and Lean Six Sigma, Computer Sciences Corporation (CSC) #A2: Lean - Leverage - Leadership in a Private Equity World ; Stanley B. Bikulege, President & CEO, Hilex Poly		
Late Morning	TRACK B: POWER OF LEAN & SIX SIGMA #B1: Creating a Sustainable Culture of Continuous Improvement ; Bill Waddell, Consultant, Bill Waddell Manufacturing Leadership Support #B2: Lean & Six Sigma In Healthcare: The Mid Staffs Story ; Tim O'Hanlon, Ph.D., Associate Partner, Atos Origin & Maggie Oldham, COO, Mid Staffs Hospital #B3: How to Use TRIZ for High-Creativity & High Speed Problem Solving ; Ellen Domb, Ph.D., President/CEO, PQR Group		
Lunch	Networking Luncheon (12 p.m. - 1 p.m.)		
Early Afternoon	TRACK C: LEAN & SIX SIGMA IN MANUFACTURING #C1: Mission Effectiveness of LSS, a Reliability Engineering Perspective David Auda, Senior Reliability Engineer, Volvo #C2: How to Run Kaizen Events with Your Suppliers Ron Darnell, Lean Six Sigma Program Manager, Siemens Energy #C3: Lean Success in a Low Volume/High Mix Manufacturing Environment James M. Joyner, Director of Lean, Quality & Service, Card-Monroe Corporation	TRACK D: LEAN & SIX SIGMA IN AEROSPACE, DEFENSE, AND GOVERNMENT #D1: How the U.S. Marine Corps is Applying LSS to Improve Effectiveness Michael P. Levy, LSS MBB, ASQ CMQE, CPI/LSS Deployment Manager, USMC #D2: Quality, the Cultural Norm Bobbie Williams, PMTS, Sandia National Labs #D3: Using Tools for Aerospace Services and the Trade Study Russell M. Scott, LSS MBB/Senior Staff Engineer, United Space Alliance, Kennedy Space Center	TRACK E: LEAN & SIX SIGMA IN HEALTHCARE (PART 1) #E1: Quality Journey Transforms Primary Care Practice Kush K. Shah, Chair, American Society for Quality Automotive Division #E2: Implementing LSS in Healthcare, Key Differences, and Opportunities Kristine Nissen Bradley, Principal, Firefly Consulting #E3: Applying LSS in Dental Delivery within Community-Based Healthcare Dr. James Patsis, DDS, Director, P3Dental Solution
Late Afternoon	TRACK F: LEAN & SIX SIGMA IN MANUFACTURING FROM WINE-MAKING TO CHINA #F1: Supplier Quality Management In China - A Case Study Bradley A. Pritts, Consulting Engineer, The Bradley Group #F2: Ways to Make Lean Work for You Vivek E. Naik, Vice President Operations, Ultra Seating Company, Inc. #F3: Six Sigma at the Winery Joseph R. DeSimone, Owner & President, DeSimone Quality International	TRACK G: LEAN & SIX SIGMA AT YOUR SERVICE #G1: Successful Operational Excellence in a Customer Care Center Perian N. Stavrum, Sr. Director, Operational Excellence, Wolters Kluwer Financial Services #G2: Applying Lean Tools to Service Functions Scott Smith, LSS MBB, SNF Holding Company #G3: Listening to the Voice of the Customer Myriam Ochart, President, O-CHART Management Consultants, Inc.	TRACK H: LEAN & SIX SIGMA IN HEALTHCARE (PART 2) #H1: Improving Surgical Safety: Cut to the Chase Jeannine Konzier, B.S. Nursing, M.E., Director Quality and Infection Prevention, Magee-Womens Hospital of UPMC #H2: Patients Discharge Time Improvement by Using Six Sigma Approach Mahmoud El-Banna, Ph.D., Assistant Professor, German Jordanian University
Evening	LSS SPEED NETWORKING (5 p.m. - 6 p.m.)		

THURSDAY MARCH 1, 2012

Early Morning	TRACK I: KEYNOTE STRATEGIES FOR LEAN & SIX SIGMA DEPLOYMENT #I1: Integration of Lean Tools in an Overall Business System For Whole Enterprise Benefit Forrest W. Breyfogle, III, CEO and President, Smarter Solutions, Inc. #I2: How Strong is Your Lean & Six Sigma Deployment? Introducing the LSS Maturity Model Kimberly Watson-Hemphill, President, Firefly Consulting #I3: Value Stream Management; Organizing for Quality Jeffrey Porada, Managing Member, Advantage Alliance Consulting	TRACK J: KEYNOTE OPTIMIZE YOUR PERFORMANCE WITH LEAN & SIX SIGMA #J1: How to Double Your Productivity by Focusing on Five Critical Practices Philip Kirby, President and Managing Director, Organization Thoughtware Int'l, Inc. #J2: Innovative Six Sigma: A Different Implementation Approach Anil Parikh, Vice President, IDS, Inc. #J3: Fear Not the Expert Don Johnston, LSS MBB, CEO, CAS Adaptive Solutions	TRACK K: WORKSHOP INNOVATIVE LEAN & SIX SIGMA TOOLS #K1: Balance Chart Analysis of the Value Stream Map Ken Leeth, Senior Member ASQ, ASQ CQA & CMQE, Owner, Common Sense Quality Solutions, Cassopolis
Late Morning	TRACK L: WHAT THEY DON'T TEACH YOU AT THE LEAN & SIX SIGMA SCHOOL #L1: Lessons Learned from 70 DOEs: What They Don't Teach You in Lean & Six Sigma School Bill Hooper, LSS MBB, Elkay Manufacturing Company #L2: Middle Management: The Black Hole of Change Implementation Anthony J. Delmonte, Ph.D., Adjunct Associate Professor, Embry-Riddle Aeronautical University #L3: Driving Improvement While the Ground Shakes Under Your Feet Steve Pierce, Manager, Accretive Solutions	TRACK M: FUN WITH LEAN AND STATS #M1: Are Virgos Unsafe Drivers? Joel Smith, Statistician, Minitab, State College #M2: Trouble with Data: Use & Abuse of Data in Management Decision Making Graeme Knowles, Principal Teaching Fellow, University of Warwick #M3: Control Charts Made Simple; Sharyn E. Mlinar, Quality Engineer 5 - ATF Statistics and Numerical Methods, The Boeing Company (Ret.)	TRACK N: WORKSHOP MARINE CORPS MODEL FOR ACCELERATING RESULTS #N1: How to Mentor LSS Belts to Accelerate Organizational Results Michael P. Levy, LSS MBB, ASQ CMQE, CPI/LSS Deployment Manager
Lunch	Networking Luncheon (12:00 p.m. - 1:00 p.m.)		
Early Afternoon	TRACK O: SUSTAINING IMPROVEMENT WITH LEAN & SIX SIGMA #O1: Thoughts on Sustaining a Continuous Improvement Deployment J. Kenneth Feldman, Ph.D., LSS MBB, Dr Pepper Snapple Group #O2: Sustaining the Gains: What Happens After the Event Week? Sandra K. Miller, LSS MBB, President, X-Stream Leadership Group #O3: How to be Up in a Down Economy! One City's Successful Creation of a Lean & Six Sigma Culture Nancy Powell Bartlett, President, The Bartlett Alliance, Inc.	TRACK P: LEAN & SIX SIGMA, SOCIAL MEDIA, AND THE CLOUD #P1: Process Improvement Using ISO 9001 and Lean & Six Sigma Tools Janet Bautista Smith, Director of Quality, Protrans International #P2: QMS in Product Development with Cloud-Based Collaborative Project Management Edward Cheng, Ph.D., President & CEO, EGI Technologies, Inc. #P3: Optimizing Communications in Project Teams Using Social Network Analysis on E-mail Messages Carlos Brando, R&D Manager, Itron	TRACK Q: WORKSHOP MYTHS & LESSONS WITH DONALD WHEELER #Q1: Myths About Process Behavior Charts Donald J. Wheeler, Ph.D., Expert on SPC and Data Analysis, SPC Press
Late Afternoon	TRACK R: SOFT SKILLS FROM GEMBA TO HOSHIN PLANNING #R1: 14 Steps to Convert Your Technical Skills into the Gemba with Soft Skills Samuel L. Cain, Jr., Industrial Engineer, The Boeing Company #R2: Real Life Strategy Execution Using Hoshin Planning William Wes Waldo, Chief Operating Officer and Managing Director, BMGI #R3: Linking Vision Support Plans and Hoshin Planning James Alfred Aube, Lean+ Consultant, The Boeing Company	TRACK S: EMPLOYEE ENGAGEMENT, COMMUNICATION, AND A3 #S1: Differences in Drivers of Employee and Leadership Engagement Mary Johnson, Vice President, The Federal Reserve Bank of Richmond #S2: Workshop: Communication, Convincing, and Gaining Consensus with A3 Tom Raidna, BB II, PNC Financial Services	TRACK T: PEAK PERFORMANCE WITH LEAN & SIX SIGMA #T1: High Performance Operations Hillel Glazer, Principal & CEO, Intenix, Inc. #T2: 21st Century Benchmarking: Searching for the Next Generation Douglas F. Williamson, Ph.D., Employee Involvement Coordinator, The Boeing Company #T3: End Keynote: The Power of Visualization™ for Great Lean Leaders Adil F. Dalal, ASQ Lean Enterprise Certification, Chair, Leadership, ASQ Lean Enterprise Division, ASQ HD&L, Pinnacle Process Solutions, International

FRIDAY MARCH 2, 2012

Morning	WORKSHOP #7: LEAN & SIX SIGMA BLACK BELT REFRESHER WORKSHOP Marco A. Luzzatti, Organization Training and Coaching Specialist and LSS MBB, Corporate & Career Development, Greenville Technical College	WORKSHOP #8: 3 TRIZ METHODS FOR CREATIVE PROBLEM SOLVING FROM THE "GURU" OF TRIZ Ellen Domb, Ph.D., President/CEO, PQR Group
---------	--	--