

First Session, *session "A"*

Strategic Planning Deadly Sins

Strategic planning is critical for an organization to address its strategic challenges while leveraging its strategic advantages. Many organizations, however, fail to get the results they expect from their strategic planning efforts. The root cause may often be found in one or more "deadly sins" of strategic planning. This presentation will identify the common "deadly sins" of strategic planning and engage participants in identifying ways to prevent these "deadly sins" in their organizations. Attendees will be able to recognize common "deadly sins" to strategic planning, understand the impact these "deadly sins" have on strategic planning and performance excellence and leave with several ways to prevent these "deadly sins" in their organizations.

Susan O. Schall is President of SOS Consulting, LLC. Susan has over 20 years experience delivering improved performance using engineering, statistical and business process improvement methodologies, including Lean Six Sigma, team-based problem-solving, strategic and operations assessment, and strategic planning. She has worked with organizations in the chemical, food, automotive, industrial supply, education and printing industries.

Prior to consulting, Susan held a variety of process improvement and leadership roles at RR Donnelley, GE Lighting, DuPont and Eastman Kodak. Susan is a Senior Member of the Institute of Industrial Engineers (IIE) and the American Society for Quality (ASQ). Susan is a member of the Editorial Board for ASQ's Six Sigma Forum and Quality Engineering magazines, the ASQ Awards Committee, the Ellis Ott Scholarship Board, and the Penn State Industrial & Manufacturing Engineering Industrial Professional Advisory Committee. She was also a member of the 2006 and 2008 Malcolm Baldrige National Quality Award Board of Examiners. Susan also serves as the Adjunct Training Director for ABET.

Susan received her BS, MS, and PhD in Industrial Engineering from Penn State University and a BS in Mathematics from the State University of New York, College at Fredonia. She is certified as a Certified Quality Engineer (CQE) by the American Society for Quality.

session "B"

Quality Tools for Managers

Tools for process improvement are everywhere. The problem: how to choose the right one? The issue becomes especially difficult for time pressed managers who may not use quality tools on a regular basis.

This session will show you a set of tools that are suited for the challenge that managers face most often: managing ideas.

From this session functional managers, engineering managers, quality managers, and process improvement personnel who work with ideas and manage projects will understand some major tools for idea analysis, learn to categorize internal or external customer needs and wishes, and use information about employee and customer views to see where to focus improvement activities

Douglas C. Wood has been in the food and printing industries for 30 years. He's active in ASQ, serving as Kansas City section education co-chair. In the past he was site committee chair for the 2003 Annual Quality Congress. He holds three ASQ Certifications: Six Sigma Black Belt, Certified Quality Engineer and Certified Manager of Quality/ Organizational Excellence. He has been an examiner/ lead examiner with the Kansas and the Missouri quality awards. He is on the board of the PMI Quality Community of Practice.

Doug's work has been in supplier quality, product planning, return on investment, financial budgeting systems, scorecard implementation, office labor and process flow work measurement. He teaches webinars for ASQ and Paton Professional, and face-to-face courses at Johnson County Community College. He holds a BS in Industrial Engineering. He is facile in mathematics and communication, and can easily relate to both executives and production workers. His book is on Quality Costs, The Executive Guide to Understanding and Implementing Quality Cost Programs, ASQ Press 2007.

session "C"

Quality Engineering Thinking Applied to Process Validations

Process controls are required by FDA, ICH and ISO at all stages of the process from raw materials to finished products. This presentation is intended to give participants a view to the benefits of using quality engineering techniques in validations to ensure processes are capable despite of inherent variation. It will also provide participants with an understanding of terminology and documentation requirements for adequate validation practices.

Robert Guzman is a professional with extensive experience in ISO, ICH, EMA and FDA regulated industries in corporate compliance, six sigma, quality systems, supplier management, validations, process engineering within the domestic and international markets of Asia, Australia, Europe and North America. He is an ASQ Senior member certified as CSSBB, CQE, CRE, CQA and CMQ/OE and has taught courses at graduate and undergraduate levels on Statistics, Operations Management and Economics for two different universities. Working as an Associate Director Corporate Quality and Compliance for a biotechnology company in RTP, Robert Guzman is a licensed professional engineer in the state of North Carolina with degrees of Law Doctorate from Catholic University of Puerto Rico, Master in Business Administration from the University of Massachusetts and Master in Chemical and Life Sciences from the University of Maryland.