

Pre-Conference Workshop

Design-of Experiments

This very dynamic and informative one day course will cover key Design of Experiment topics such as Identification of key input variables (Factors), Identification of key output variables (Responses), Simple full factorial designs for 2 and 3 factors, Fractional experimental designs, Plackett-Burman screening designs, Developing the model for a process, and Determination of the significant factors (What's real and what noise). There will be significant "hands-on" activities featuring the use of an 11-factor catapult as a process device.

Specific topics will include:

As president and principle consultant for Quality Management Associates, Inc. **Mark Crossley** provides technical expertise and management guidance in the sciences of quality improvement. His skills are the culmination of over thirty years experience as a quality manager, quality engineer and internationally recognized consultant. He has taught numerous seminars for the American Society for Quality on topics including Quality Engineering, Design of Experiments, Statistical Process Control and Advanced Topics in SPC. He has developed award winning methods of instruction and twice been the recipient the ASQ's "Faculty Excellence Award" for being one of their highest rated instructors.

His professional and academic credentials include a Bachelor's degree in Chemistry/Mathematics From the University of NC @ Asheville and a Masters of Science in Manufacturing Quality Assurance from California State University. He is the author of "The Desk Reference of Statistical Quality Methods" and is certified by the American Society for Quality as a Certified Six Sigma Black Belt (CSSBB), A Certified Quality Engineer (CQE), a Certified Reliability Engineer (CRE), a Certified Quality Manager (CQMgr.) And a Certified Quality Auditor (CQA). He is also a Master Six Sigma Black Belt and has met the rigorous requirements of the Institute of Management Consultants to be recognized as a Certified Management Consultant. Mark is a PADI Certified SCUBA instructor, an outdoor photographer, and hiking enthusiast.

Pre-Conference Workshop Half Day *(1/2 Day)*

Understanding Failure Mode Effects and Analysis

Products fail too often. Processes fail too often. Can these failures be systematically avoided? We often brainstorm and try to focus on positive new ideas, but switching our thinking to how things can fail is not intuitive. FMEA is a tool developed to speed rocket development in the 1940's. This tool can help us with many of today's challenges from storm preparedness to implementation of new systems.

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.

2010 Participant Testimonials

"I've attended these conferences for a few years, and each year it gets better. Kudos to the organizers"

"A great educational event! Material presented will be put to use!"