

Second Session, *session "A"*

Design and Implementation of a Quality KPI system for Plasma Centers

Quality Key Performance Indicator – a.k.a. Metrics: A key performance indicator is simply a metric that is designed to measure the performance of a business process. Metrics are used in most businesses to assure that the Goals and Objectives that are important to the operation of the business are being achieved. They also afford the opportunity to make mid-course corrections if it is determined that the business is drifting off-track. The Quality KPI case study presented here is designed to measure those attributes of the business that are important to assuring Quality and Compliance in Plasma Donor Centers.

Stephanie Ploeger is currently the Quality Improvement Manager at Talecris Plasma Resources. With a degree in Chemistry, she also has experience as an Analytical Chemist in the Precious Metal and Chemical industries, Laboratory Supervisor, Quality Manager, Supply Chain Manager and Transportation Manager. She is an ASQ Certified Quality Engineer and Six Sigma Black Belt and has been active with the Leadership of the Raleigh ASQ Section since 2006.

session "B"

Design of Experiments - Transitioning from Advanced Method to Standard Operating Procedure

Design of experiments (DOE) is arguably the most powerful of the statistical tools for improving the quality and reliability of products and services. It is an integral part of both the Six Sigma and Design for Six Sigma toolboxes. Unfortunately, most quality professionals view DOE as an advanced technique rather than a standard tool for problem solving. This attitude is the result of the way DOE is presented in training courses where there seems to be more material on what can go wrong than the frequent breakthrough result. This talk argues that new tools for design and analysis make the use of DOE more accessible than ever before. This point is driven home by a live experiment using a web-based simulation.

Bradley Jones, PhD, is Principal Research Fellow in the JMP division of SAS. He invented the Custom Designer, a general tool for generating optimal experimental designs. He holds a patent on the use of design of experiments for minimizing registration errors. He also invented the prediction profile plot for interactive exploration of response surfaces. ASQ recently honored Mr. Jones by awarding him the Brumbaugh Award for his contribution to the development of industrial application of quality control.

session "C"

Test Metrics in Software Development

Some consider test metrics a thorn in the side of software development and testing. But when used properly, they provide valuable insight into what occurs during projects as well as what strategic and tactical adjustments must be made on a daily basis. This presentation describes how a small set of test metrics were used to successfully manage a major test acceptance effort at the conclusion of a two and half year ERP implementation. Attendees will learn how key metrics drove test management decisions and how these same metrics will benefit their organizations. After hearing the history and outcome of the project, the group will discuss the background, the planning, the effort, and the results, all from the point of view of what the metrics revealed and how they altered the management of the effort.

Shaun Bradshaw serves as a VP of Consulting Services for Zenergy Technologies, a QA and testing solutions firm. Shaun has over fifteen years in the IT industry with the last thirteen committed to helping organizations improve their QA and testing processes. With emphasis on practicality, Shaun has created and implemented customized test methodologies for numerous companies in a wide variety of industry verticals. His specialties include effective testing and test management techniques, test metrics implementation, and agile/test team integration.

2010 Participant Testimonials

"This conference was helpful and very well planned and organized. Great speakers and good information to take back to my job!"