



ASQ Section 1304 Annual 2006

ST. LOUIS QUALITY CONFERENCE

60th Anniversary 1946-2006
April 5-7, 2006

Hilton
St. Louis
Airport



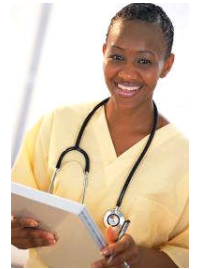
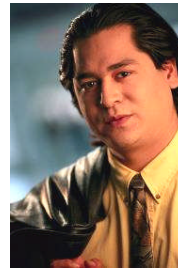
Early Bird Pricing: Register before March 21, 2006 and SAVE \$50

Event Sponsors:



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You Are Invited...

ASQ St. Louis Section 1304 is pleased to invite you to take part in the 60th anniversary celebration at our annual St. Louis Quality Conference being held at the St. Louis Airport Hilton April 5-7, 2006. This year's conference is bigger than ever. We've added 2-days to the program and included 6 pre-conference workshops and a 1-day conference. That's 18 quality speakers in all. No other conference can leverage the complimentary strengths of ASQ's expertise in delivering quality presentations, speakers, and topics.

Quality is the primary means of helping you and your organization build an effective, efficient organization. An organization where your processes are well-designed with lean thinking in mind, strategically aligned, measurable, manageable against goals, visible to management, and producing quality outcomes. Quality is the glue that allows you to integrate the planning, designing, implementation, monitoring, and management of all your enterprise goals. Knowing how to do it right the first time is imperative to your organization's success and bottom line results.

A conference, like any other process, must deliver results. This year's updated conference program features 18 different speakers from three different countries (US, Canada, and Ireland), four different states (Missouri, Illinois, Utah, and California) and five Fortune 1,000 companies (Emerson, Boeing, BJC, Essex, and SSM). Numerous case studies, workshops, and presentations will allow you to gain insights from your peers about their challenges, best practices, and lessons learned in businesses across multiple industries ranging from defense, aerospace, health care, manufacturing, academia, software, and accounting.

You will not only be learning from subject matter experts from around the globe, but also from your peers at three networking events. We will kick-off this conference with a welcome registration, which will be your first opportunity to network with your peers. Lunchtime networking will provide a second opportunity to meet quality professionals from all over the region. And finally, Anheuser Busch is sponsoring our third networking event at the end of the day.

It's time to put quality on the top of your agenda – Fax your registration to 863-6571 today. I look forward to seeing you at the conference!

Sincerely,



Chris Anderson

Chris Anderson
Conference Chair
ASQ 1304 Chair Elect



St. Louis
Section



ASQ 1304 St. Louis QUALITY CONFERENCE April 5-7, 2006



Hilton St. Louis Airport
10330 Natural Bridge Road
St. Louis, MO 63134
Tel: 314-426-5500
Fax: 314-426-3429
Reservations: 1-800-HILTONS



3 Days of Quality Learning With 18 Dynamic Speakers

What is a Quality Conference?

The Annual ASQ Section 1304 St. Louis Quality Conference seeks to facilitate continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of quality principles, concepts, and technology. The Conference provides educational and training opportunities for the professional development of its participants.

Who Attends?

St. Louis Quality Conference attendees and presenters include industry professionals in the areas of manufacturing, education, software, health care, and services who deal with international standards, product development and support, leadership development, and innovation within the world of quality.

- Discover the role quality plays in bringing true business performance improvements
- Learn the cultural, human, organizational and management issues that must be overcome
- Understand and make the business case for change

Keynote Presentation



**Charles F. Knight,
Chairman Emeritus, Emerson**

Mr Knight was CEO of Emerson for 27 of its 43 consistently profitable years, and attributes Emerson's long-term competitiveness to a dynamic management process carried out with unrelenting discipline.

Mr. Knight explains in detail with examples from his new book, *Performance without Compromise*, how the Emerson management process helped transform the company from a technology follower to a global leader in its major markets.

Quality Book Sales

ASQ 1304 sponsored book sales. Quality titles will be presented for sale at the conference. Now you will be able to scan hundreds of quality titles before you buy.

Six Pre-Conference Workshops

1. Implementing Lean Thinking
2. ISO 9001 Internal Auditing
3. Selecting Six Sigma Projects
4. Survey Design and Analysis
5. Using Statistical Process Control (SPC)
6. People Side of Process Improvement

Three Conference Tracks with 12 Quality Presentations

1. People and Processes
 - Buy-in for process improvement
 - People Side of Process Improvement
 - Quality Leadership
 - Monitoring, managing and aligning processes with organizational strategy
2. Safety and Health Care
 - Applying DFSS to reduce order entry errors
 - Reducing variation to increase compliance
 - Using lean to save blood
 - ISO 9000 in health care
3. Quality Tools and Standards
 - Understanding measurement uncertainty
 - Understanding quality standards
 - The role of an effective Quality Management System in satisfying the Sarbanes-Oxley Act
 - The Lean 6-Sigma Improvement Journey

Quality Exhibits

Exhibit space is available for the Friday April 7th Exposition. The exposition is centrally located near the educational seminars, registration, and meals. In addition, break service will be offered in the Exhibit area. Space is limited- so reserve exhibit space now!

Conference Sponsors

Anheuser Busch, Boeing, St. Louis Small Business Monthly, Bizmanualz, eProcessManager, PolicyTechnologies, Quality Testing Services.

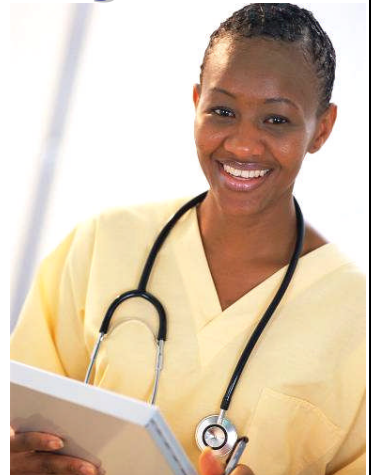
An amazing value for 3-full days of exposure to Quality industry professionals - In your industry!

Networking and Community Building

Welcome Reception and Registration



This informal get together is one of your first chances to meet other conference attendees. After you register and pick up your conference materials you can enjoy a fresh cup of coffee, juice and a continental breakfast with your peers. You will also have a chance to peruse the quality book selection. Hundreds of quality titles are available to review and purchase.



Networking Lunch and Exhibits



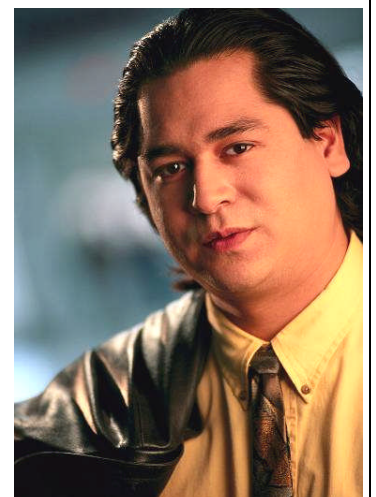
Take the opportunity to network with leading solution providers in the exhibit area while enjoying a casual buffet lunch. Come see and hear about the latest quality tools, services, and solutions from select solution providers.



Anheuser Busch Reception



Enjoy delicious hors d'oeuvres and drinks as you relax and mingle with fellow conference attendees, solution providers, and quality professionals from around the globe. This informal get together is an excellent way to wrap up the conference presentations and workshops, discuss your own quality programs, and forge new relationships of those you would like to keep in contact with after the event.



ASQ St. Louis Quality Conference Agenda

Wednesday, April 5, 2006

Pre-conference Workshop: 1 – Selecting Six Sigma Projects, Jim Duarte – 1-Day
 Pre-conference Workshop: 3 – Statistical Process Control, Steve Mundwiller – Day One
 Pre-conference Workshop: 4 – People Side of Process Improvement, Jim Sealey – Day One
 Pre-conference Workshop: 5 – Implementing Lean Thinking, Chris Anderson – Day One
 Pre-conference Workshop: 6 – ISO 9001 Internal Auditor, John Duffy – Day One

Thursday, April 6, 2006

Pre-conference Workshop: 2 – Survey Design and Analysis, Jim Duarte – 1-Day
 Pre-conference Workshop: 3 – Statistical Process Control, Steve Mundwiller – Day Two
 Pre-conference Workshop: 4 – People Side of Process Improvement, Jim Sealey – Day Two
 Pre-conference Workshop: 5 – Implementing Lean Thinking, Chris Anderson – Day Two
 Pre-conference Workshop: 6 – ISO 9001 Internal Auditor, John Duffy – Day Two

Friday, April 7, 2006

TRACKS	TOPIC – 1 People and Processes	TOPIC – 2 Safety and Health Care	TOPIC – 3 Quality Tools and Standards
7:00 - 8:00am	Registration Continental Breakfast & Networking		
8:00 - 8:30am	Chair Address Future of Quality: Working Smarter, Not Harder Chris Anderson / Rob Herhold		
8:30 - 9:30am	Featured Keynote Emerson Management Process Charles Knight, Chairman Emeritus, Emerson		
9:30 - 9:45am	Break		
9:45 - 10:45am	TOPIC – 1A What is Quality Leadership?	TOPIC – 2A DFSS to Reduce Medication Order Entry Errors	TOPIC – 3A Sorting out Quality Standards
10:45 - 11:00am	Break		
11:00 - 12:00pm	TOPIC – 1B Monitoring, Managing And Aligning Processes With Organizational Strategy	TOPIC – 2B ISO 9001 vs. JCAHO in Health care	TOPIC – 3B The Lean 6-Sigma Improvement Journey.
12:00 - 2:00pm	Networking Lunch Visit Exhibits and Books Sales		
2:00 - 3:00pm	TOPIC – 1C Buy-In for Successful Process Improvement	TOPIC – 2C Reducing Variation to Increase Compliance	TOPIC – 3C Understanding Measurement Uncertainty and Gauge R&R.
3:00 - 3:15pm	Break		
3:15 - 4:15pm	TOPIC – 1D The People Side of Process Improvement	TOPIC – 2D Using Lean Thinking to Save Blood	TOPIC – 3D The Role of an Effective Quality Management System in Satisfying the Sarbanes-Oxley Act
4:15 - 4:30pm	Break		
4:30 - 6:30pm	Conference Wrap up Anheuser Busch Reception Networking, Exhibits and Book Sales		

CONFERENCE SPONSORS



APRIL 5-6 WORKSHOPS



I. Selecting Six Sigma Projects

(1-Day April 5)

Jim Duarte, ASQ Fellow, CQE, CSSBB, ASQ Quality Management Division.

In this Six Sigma tutorial, you will deal with the myth that "all data are alike" and remove the confusion of applying SPC to service activities. You will work through exercises from health care, financial institutions, and insurance companies using common computer software. You will discover what to measure; identify the key performance indicators; and understand how critical it is to identify the cycles of your processes for critical decision-making. (Bring a calculator).

II. Survey Design and Analysis

(1-Day: April 6)

Jim Duarte, ASQ Fellow, CQE, CSSBB, ASQ Quality Management Division.

We've all participated in surveys and seen their results. The internet takes "informal" surveys on all types of issues. Survey cards sit out at restaurants, medical centers and other locations. Lecture, discussion and activities will include design a survey, writing good questions, maximizing response rates and performing analysis to instill confidence that what you publish is valid and reliable. Bring surveys that you have or are creating to maximize the benefits of the workshop.

Jim Duarte earned a BS and MS in Statistics from Brigham Young University. He is currently Director, Strategic Business Analysis for Anheuser Busch, Inc. and teaches six sigma at Washington University and Webster University in St. Louis. He is the past chair of ASQ 1304, current Ishikawa Medal Committee chair, and member of the Deming Medal Committee.



III. Statistical Process Control

(2-Days: April 5-6)

Steve Mundwiller, ASQ CQA, CQM

This class is for the beginner & Quality Assurance Novice, as well as the QA professional. The concept of manufacturing variance will be explored, including some general QA topics, through the creation of a mini factory where actual product is produced. Basic QA and SPC terminology will be introduced and defined. As the product variance is measured and explored, the data will be used to generate Control Charts and calculate the Cpk. The novice will have a basic understanding of manufacturing variance and SPC. The QA professional will gain an insight into the instructor's successful teaching methods.

Steve Mundwiller has a BA from the University of Missouri and has worked for Mallinckrodt, Inc., Sigma Chemical Company, Sherwood Medical Company, Watlow Electric and Reckitt & Colman. Mr. Mundwiller is an ASQ board member of the St. Louis Section. He holds ASQ certifications as a CQM and CQA and is an instructor for ASQ.



IV. People Side of Process Improvement

(2-Days: April 5-6)

Jim Sealey and Margaret Kenyon, Dale Carnegie Institute

Companies know they must always be improving and that every employee is needed to do so. After all, it's people who see opportunities, discover solutions, and implement improvements. Human assets are pivotal, whatever the initiative (CMMI, Lean, Six Sigma, Kaizen, 5S). *The People Side of Process Improvement* focuses on the challenge of process improvement programs – involving, engaging, and maintaining enthusiastic employee participation across all organizational levels.

Jim Sealey, President and Chief Executive of Dale Carnegie -St. Louis, has over thirty years experience in management, sales, and training. His people first attitude has helped him move people and companies to performance levels that were imagined in months instead of years. His presentation and selling skills have won him national recognition. Margaret is a Performance Improvement Consultant, certified trainer, and Director of Training for Dale Carnegie St. Louis. She has over 20 years of experience in Human Resources management, training & development, and career transition counseling. Margaret has been involved in Total Quality Management, Employee Involvement, and other Process Improvement initiatives since 1989. She earned her BA and MA in Industrial & Organizational Psychology from the University of Mo-St. Louis.



V. Implementing Lean Thinking

(2-Days: April 5-6)

Chris Anderson, MBA, ASQ CQA, Bizmanualz, Inc.

This **Process Improvement Training** class provides you with the methodology, knowledge and skills you need to implement lean business processes. Topics include: understanding lean, customers, suppliers, paradigms, buy-in, projects, muda (waste), Kaizen, Kanban, visual workplace, and 5S to ensure continual improvement of your management system.

Chris Anderson is currently the Managing Director of Bizmanualz, Inc. working as a trainer, consultant and developer of quality systems. He holds a MBA from Pepperdine University and a BS Electrical Engineering from Southern Illinois University. Chris is an ASQ CQA and ISO 9000 Auditor. Chris is an active board member and 2006 chair elect of St. Louis ASQ section 1304.



VI. ISO 9001 Internal Auditor

(2-Days: April 5-6)

John Duffy, MS, ASQ CQA, Bizmanualz, Inc.

Learn to prepare and conduct internal quality system audits. Participate in hands-on exercises that applying auditor skills and techniques. Auditors will learn the basic principles of auditing, steps in conducting an audit, methodology for interviewing auditees, note-taking techniques, and how to write audit findings. This course is IRCA certified and meets the minimum training required by ISO 19011 for internal auditors.

John Duffy is currently a consultant for Bizmanualz, Inc. working as a trainer, consultant and developer of quality systems. He holds a Masters in Mechanical Engineering (MSME) from University of CT and a BS in Mechanical Engineering (BSME) from University of CT. John is an ASQ CQA and a IRCA Certified ISO 9000 Auditor.

APRIL 7 FRIDAY SCHEDULE

CONFERENCE CHAIR ADDRESS



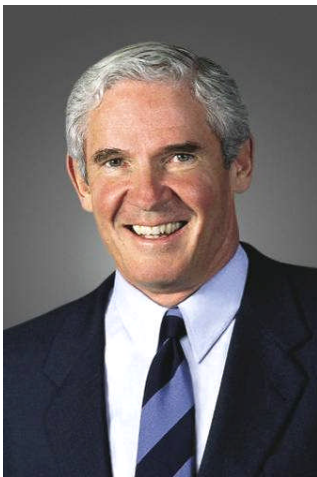
Future of Quality: Working Smarter, Not Harder

8:00 am

Chris Anderson, MBA, ASQ CQA
Bizmanualz, Inc.

Are you working harder these days or working smarter and how do you know the difference? Many of the reasons we end up working so hard, and not so smart, is because we fail to recognize what is wasting our precious time. We may have the wrong paradigm. The focus in a lean thinking paradigm is to eliminate waste through prevention and not correction. Working smarter focuses on prevention, mistake proofing, and using root cause to eliminate waste from happening in the first place. Working harder focuses on error correction, constant problem solving, and using time & money to solve problems. Working smarter focuses on doing it right the first time.

KEYNOTE PRESENTATION



The Emerson Management Process:

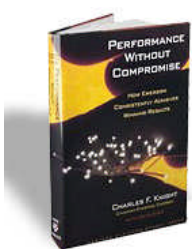
8:30 am

Charles F. Knight
Chairman Emeritus, Emerson

Interest in lean, e-business, and measurement have been around for years. So why are so few companies able to take advantage of these ideas to drive real performance improvement? In this insightful presentation you will see how Emerson, a leading St. Louis Fortune 500 company has been able to deploy the advantages of lean manufacturing, e-business, and measurement-based strategies to drive consistent operational excellence.

Charles F. Knight is chairman emeritus of Emerson, a technology-based global manufacturing company with headquarters in St. Louis. Emerson has more than 60 divisions that operate approximately 245 manufacturing locations worldwide and market products in over 150 countries. Emerson employs approximately 114,200 people around the world. International sales (including U.S. exports) totaled \$8.2 billion in 2005, representing 47 percent of the company's \$17.3 billion in total sales.

In 1973, at age 37, he was named chief executive officer of Emerson, making him at that time the youngest CEO of any billion-dollar U.S. corporation. He became chairman in 1974. During his 27 years as CEO, Mr. Knight spearheaded Emerson's evolution from a domestic manufacturer to a leading global technology and solutions provider. In this period, the company's sales increased more than 16-fold to over \$15 billion, and net earnings increased 18-fold to over \$1.4 billion. Emerson's record of increased earnings per share and increased dividends for each year of Mr. Knight's term as CEO is among the longest for consistent performance in U.S. business. He stepped down as CEO in 2000 and as chairman in 2004.



His new book, published by the Harvard Business School Press, "*Performance Without Compromise: How Emerson Consistently Achieves Winning Results*," outlines Emerson's transformation from a domestic manufacturer to a leading global technology and solutions provider, and is filled with insightful lessons about leadership, management, and the process thinking needed to stay competitive.

Mr. Knight has been widely recognized for his management expertise, including *Fortune*, *Forbes* and other business publications. He was named Chief Executive of the Year by *Chief Executive* magazine in 1987 – the second year the publication presented the award. In 2000, the year he completed his tenure as CEO of Emerson, he was inducted into the Junior Achievement National Business Hall of Fame.

Mr. Knight holds a bachelor's degree in mechanical engineering and an MBA degree from Cornell University. He serves on the boards of Anheuser-Busch Companies Inc., International Business Machines Corporation, and AT&T Inc., and has served on the boards of Emerson; BP, plc; Caterpillar; and Baxter International, among others. Mr. Knight has been active in numerous St. Louis philanthropic activities in support of higher education, healthcare and youth for more than 30 years.

Note: Charles Knight will be available for book signing of his new book *Performance without Compromise*, immediately following the presentation. Books will be available for purchase at the conference.

TRACK-1 PEOPLE & PROCESSES

1A - What is Quality Leadership?

9:45 am



**G. Dennis Beecroft, ASQ Fellow,
ASQ Quality Management Division Chair**

Do you struggle to apply leadership activities, skills, and leading practices to drive quality in your organization? Human resource management is key to addressing motivation. Explore leading practices, HR plans, employee involvement, training, ingredients for successful teams and effective recognition and reward strategies. Learn what recent findings on rewards and recognition for the “younger” workforce are and how to use the information to improve quality.

Prior to starting his own business, Dennis was the Managing Director of the Institute for Improvement in Quality and Productivity at the University of Waterloo (Canada) for 14 years.

Before joining the University, Dennis spent 23 years with Westinghouse Canada in various management positions in manufacturing, engineering, maintenance, project management and quality. He is an adjunct faculty member with the University of Waterloo, teaching Quality Management. He is an ASQ Fellow, the current ASQ Chair of the Quality Management Division, a licensed electrical engineer with the Professional Engineers of Ontario, and Certified Lead Auditor.

1B - Effectively Monitoring, Managing & Aligning Key Processes with Organizational Strategy

11:00 am



**Kent Busse, CPA, President
Transition/1, Inc.**

Are your company’s strategic goals in line with your vision? Are they tracked via a balanced scorecard? Your company’s key processes must be captured to be improved. Learn how Key Performance Measures (KPI) can be depicted onto a digital dashboard allowing you to instantly

monitor and analyze the progress of each strategic goal. Now you are ready for continuous improvement and able to make any necessary adjustments to your goals, processes, and KPI’s.

Kent Busse is President of eProcessManager, Inc.. Kent started as a CPA and later moved into providing accounting system and support where he noticed the need for tying organizational metrics to the financials in a meaningful way. Today Transition/1 provides performance and compliance solutions in the areas of Sarbanes Oxley and accounting.

1C - Buy-In for Successful Process Improvement

2:00 pm



**Dan Davison, MBA
BentonsEdge, LLC**

Build Buy-in taps into relationships, credibility, and rules of human nature available to most professionals. Learn how to create a compelling story of a positive future that your people will want to support, how to overcome the inertia of the current state and how to get people, teams and groups to invest their energy into moving your plan forward.

Dan Davison is the founder of BentonsEdge, LLC consulting. He earned an MBA from Saint Louis University, a BA with an emphasis in quantitative methods from the University of Connecticut, and has executive training in entrepreneurship from the Kellogg School of Northwestern University. Mr. Davison serves as co-chair of the Licensing Executives Society, known as LES, in the St. Louis, MO, region.

1D - The People Side of Process Improvement

3:15 pm



**Jim Sealey
Dale Carnegie Institute**

The challenges faced by employees in a process improvement environment are many, and engineers in these organizations often find themselves confronted with an overwhelming amount of initiatives, programs, consultants, and acronyms. To help those in a Lean environment, it is the objective of this presentation to touch and highlight key issues in human behavior, feedback, culture, stress, and team dynamics to spur process improvement.

Jim Sealey, President and Chief Executive of Dale Carnegie-St. Louis, has over thirty years experience in management, sales, and training. His people first attitude has helped him move people and companies to performance levels that were imagined in months instead of years. His presentation and selling skills have won him national recognition, both personally and professionally. He is active as a speaker and trainer for his franchise, as well as his executive role as franchisee.

TRACK-2 SAFETY & HEALTH CARE



2A - Applying DFSS to Reduce Medication Order Entry Errors

9:45 am

Yani Benitez, MSIE, MBB, BJC Healthcare

How do you improve medication order accuracy while streamlining the medication order entry process? Often inspection is seen as the solution to increase process outcomes. Learn how a mid-size (200+) hospital was able to improve its order entry accuracy by redesigning the process using Design for Six Sigma, DMAIC and Lean tools. The resulting process boasts a 90% improvement in accuracy for more than 6 months.

Yani Benitez is the Business Process Leader for BJC HealthCare Revenue Cycle Transformation Team in St. Louis, Mo. Yani holds a Master's degree in Industrial Engineering from Penn State University and is currently pursuing her PhD at Univ. of Missouri-Rolla. She joined BJC two years ago after 7 years of working for the automotive industry as a Certified Six-Sigma Quality Master Black Belt.



2B - ISO 9000 in Healthcare: Creating a Caring, Quality Culture

11:00 am

Robert Tietjen, President, Policy Technologies International, Inc. and Tom Bishop & Brad Howell, CPHRM, COO Madison Memorial Hospital.

Why use ISO 9000 for Quality when other standards in your own industry are more popular? JCAHO is used as the quality standard by most health care organizations. Now is your chance to learn how hospitals can use an ISO Quality Management System to continually improve patient care and create a best practices philosophy in an atmosphere of exceptional caring. Learn how ISO 9000 goes beyond other forms of registration and closely fits with other Quality programs such as Malcolm Baldrige.



Robert Tietjen is the CEO of Policy Technologies, Inc.. He was the past Chair of the JACHO and performance Improvement committee at Madison Memorial Hospital. Robert has a BS & MS in Communication from Idaho State University.

Tom Bishop is the Director of Performance Improvement at Madison Memorial Hospital in Rexburg, Idaho. He serves as Lead Internal Quality Systems Auditor and Trainer. He has a degree in Respiratory Care from Mt. San Antonio College.

Brad Howell is the Chief Operating Officer and Risk Manager at Madison Memorial Hospital. Brad has served as ISO9000 Management Representative, Internal Quality Systems Auditor and Internal Auditor Trainer. He holds a Bachelor's Degree in Business Management from Brigham Young University and a Master's Degree in Organizational Management from the University of Phoenix. In 2004, he achieved the Certified Professional in Healthcare Risk Management (CPHRM) designation from the American Society of Healthcare Risk Management. Brad has served in the US Army, Idaho Army National Guard and US Army Reserve for over 24 years and holds the rank of Lieutenant Colonel.



2C - Reducing Variation To Increase Compliance

2:00 pm

Janice McDonald, RN, SSBB, BJC Healthcare

How do you achieve compliance? Learn how better compliance is achieved through reductions in variation in a clinical environment. See how lean and six-sigma methods can be applied to meet safety and quality requirements.

Jan McDonald, BSN is a BMG Certified Six-Sigma Black Belt and is completing her Master Black Belt with BMG. Jan's twenty years of nursing experience include Home Health, Diabetes Education, Reengineering, Performance Improvement, Regulatory Compliance and Infection Control.



2D - Using Lean Thinking to Save Blood

3:15 pm

Kevin Johnson, MD, MBA; Jane Anders, RN, MHA, MBA; and Tony McDonald, Ph.D. SSM Blood Conservation Team

How did SSM find reductions of 20% to 62% in blood product purchases and specific usage? SSM identified blood conservation as an opportunity for improvement to reduce the use of blood and blood products, which at the time was the second largest single supply expenditure for the network at nearly \$8 million annually. The team established a 20% reduction in the use of blood as its initial goal. Comparing total units of blood transfused from 2004 through

May of 2005, the network reduced transfusions by 22% for a savings of \$1.7 million.

Kevin Johnson, MD, is the Vice-President of Medical Affairs and Quality at SSM DePaul Health Center. He received his MD from St. Louis University and an MBA from Southern Illinois University. Dr. Johnson has 30 years of experience in medicine, 20 years at SSM and the last 13 years within quality.

Tony McDonald, Ph. D. is the Clinical Outcomes Manager for the SSM St Louis Network's Clinical Performance Improvement Center. He oversees quality measure for clinical priorities of the SSM St. Louis Network. He has a Ph.D. in Health Education from St Louis University and a Masters Degree in Clinical Evaluative Sciences from Dartmouth College Medical School.

Jane Anders, R.N., MHA, MBA, is the Contract Manager for Surgical Services at SSM Health Care. She has over 20 years experience in the healthcare industry in nursing and healthcare management. Jane has been with SSM Health Care for over 7 years and leads the surgical services value analysis team for the 20 hospitals in SSM Health Care.

TRACK-3 QUALITY TOOLS & STANDARDS



3A - Sorting Out Quality Standards:

ISO 9000, 22000, 13485, 14000, TS16949, and AS9100

9:45 am

**M. Gerard Kelly, MBA, President
CVA International**

Did you ever wonder what the difference is between the various ISO quality standards? Most are based on ISO 9001 but what are the real differences and do you need more than one? Learn what makes up the different standards and how to comply with more than one at a time.

Michael Gerard Kelly is the president of CVA International, an Internationally Accredited Certification Body or Registrar in Ireland. CVA International has clients in 5 continents that cover a wide range of ISO standards including quality, the environment, health and safety, food safety and software quality. Gerard has over 20 years experience implementing and auditing ISO Management Systems. Gerard's primary industry sector experience is in the Information Technology, and Engineering industry sectors. Gerard has an MBA, is an IRCA Registered ISO 9001:2000 Lead Auditor (IRCA Reg. No. A005232) and an ISO 9001:2000 Lead Assessor with QSAC (QSAC Reg. No 113)



3B - The Lean 6-Sigma Improvement Journey

11:00 am

**Cyril Narishkin, MBA,
Essex Industries**

Do these tools only apply to manufacturing companies? What are some the challenges and opportunities that await you on this continuous improvement journey? Cyril Narishkin will draw from his 15 years of experience of implementing breakthrough improvements. Participants will learn how to use practical tools through an experiential learning environment.

Cyril is the Corporate Director of LEAN / 6-Sigma Continuous Improvement at Essex Industries, Inc. and an Adjunct Professor for Saint Louis University's Cook School of Business. He completed his MBA from the Olin School of Business at Washington University in St. Louis and his BS in Mechanical Engineering from Tufts University.



3C - Understanding Measurement Uncertainty

2:00 pm

**Craig Hoel, SSBB, ASQ CQA
Boeing IDS**

Do you understand the types of variation in an observed process? Finding ways to reduce the impact of variation factors is critical to Measurement Systems Analysis (MSA) and conducting accurate Gauge R&R. Learn the key points to MSA, how to use Excel for Gauge R&R, or MiniTab for MSA Studies.

Craig was the McDonnell Douglas Machining Center's focal for the development, training and use of Statistical Process Control methods and process documentation. He Led the development of the first machining process control expert system and designed a relational database which grew into the Boeing Enterprise Process Capability Database. Craig graduated from Old Dominion University with a BS in education. He is a Six Sigma Black Belt, a member of ASQ and a Certified Quality Auditor.



3D - The role of an effective Quality Management System in satisfying the Sarbanes-Oxley Act

3:15 pm

**Larry Stapleton, PhD,
Milliken University**

What is the relationship between the Sarbanes-Oxley (SOX) Act and a QMS, which is integrated into the accounting activities of the company? Does SOX drive the need to expand your QMS? Learn about SOX and a QMS work together to provide dual compliance. The enactment of the Sarbanes-Oxley Act in 2002 significantly expands the requirements for corporate governance, disclosure and reporting. Management's issue is how to implement this mandate into their current QMS or does it require creation of a separate system. An effective QMS documents the process and provides a means to provide internal control thru both internal and external audits. This presentation reviews the relationship between the Sarbanes-Oxley Act and a QMS which is integrated into the accounting and financial activities.

Dr. Stapleton is an Assistant Professor teaching Operations Management in the Tabor School of Business at Milliken University, Decatur, IL. Prior to Milliken, Dr. Stapleton spent 20+ years in the aerospace and construction equipment industries with such companies as McDonnell-Douglas, Boeing and Ingersoll-Rand. He has held various technical and managerial positions in engineering, strategic planning, international co-production, project management and strategic sourcing. Dr. Stapleton obtained a B.S. in Applied Science from Miami University, an MBA from Chapman University, and a PhD in Decision Science with a minor in International Business from St. Louis University.

SOLUTION PROVIDERS & SPONSORS

Exhibit Hours:

Registration Networking:	7:00 – 8:00 am
Networking Lunch:	12:00 – 2:00 pm
Anheuser Busch Reception:	4:30 – 6:30 pm

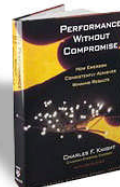
Discover quality service and technology providers exhibiting effective and efficient solutions for your company. Don't miss out.

Producer:



ASQ Section 1304

St. Louis section facilitates continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of quality principles, concepts, and technology throughout the St. Louis Bi-State Region.



Quality Book Sales

Quality titles will be available for sale at the conference. Now you will be able to scan hundreds of quality titles before you buy.

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For more information visit: <http://www.asq-stl.org/> Pre-register by **March 21, 2006** and save \$50 for the Conference

ASQ STLQC 2006 Registration Form

Step 1		Personal Information				<i>Please PRINT clearly</i>				
Name	<i>First</i>					<i>Last</i>				
Organization										
Address										
City					State			Zip		
Phone					Fax					
Email					ASQ Section Number					

Step 2		Conference & Workshop Selections							
Keynote Speaker: Charles Knight, <i>Chairman Emeritus, Emerson</i>									
Pre-Conference Workshops Wednesday April 5, 2006 8:00 am - 5:00 pm	Pre-Conference Workshops Thursday April 6, 2006 8:00 am - 5:00 pm	Conference - 1.0 RU Friday, April 7, 2006 <input type="checkbox"/> Conference \$145 (\$195 After March 21, 2006) <input type="checkbox"/> Conference with Workshop(s) \$95 + Workshop fees (For Breakout Sessions, Choose ONE from each row below)							
<input type="checkbox"/> WED-110 \$295 Selecting Six Sigma Projects 1.0 RU	<input type="checkbox"/> THU-210 \$295 Survey Design & Analysis 1.0 RU	T1 - People & Processes	T2 - Safety & Health Care						
<input type="checkbox"/> WED-120 \$995 2-Days People Side of process Improvement 2.0 RU	(People Side of process Improvement continued)	<input type="checkbox"/> T-1A What is Quality Leadership?	<input type="checkbox"/> T-2A DFSS to Reduce Medication Order Entry Errors	<input type="checkbox"/> T-3A Sorting out Quality Standards					
<input type="checkbox"/> WED-130 \$695 2-Days ISO 9001 Internal Auditing 2.0 RU	(ISO 9001 Internal Auditing continued)	<input type="checkbox"/> T-1B Monitoring, managing and aligning processes with organizational strategy	<input type="checkbox"/> T-2B ISO 9001 vs JCAHO Certification	<input type="checkbox"/> T-3B The Lean 6-Sigma Improvement Journey.					
<input type="checkbox"/> WED-140 \$595 2-Days Implementing Lean Thinking 2.0 RU	(Implementing Lean Thinking continued)	<input type="checkbox"/> T-1C Buy-In for Successful Process Improvement	<input type="checkbox"/> T-2C Reducing Variation to Increase Compliance	<input type="checkbox"/> T-3C Understanding Measurement Uncertainty and Gauge R&R.					
<input type="checkbox"/> WED-150 \$595 2-Days SPC - Statistical Process Control 2.0 RU	(SPC - Statistical Process Control continued)	<input type="checkbox"/> T-1D The People Side of Process Improvement	<input type="checkbox"/> T-2D Using Lean Thinking to Save Blood	<input type="checkbox"/> T-3D The role of an effective Quality Management System in satisfying the Sarbanes-Oxley Act					
Continental Breakfast, Lunch, Break Snacks, Parking	Continental Breakfast, Lunch, Break Snacks, Parking	Conference Fee includes: Keynote Speakers, Continental Breakfast, Lunch, Break Snacks, Parking, 4 Selections from 3 Tracks and Networking Reception							
Total Conference & Workshop(s) Fees: \$ _____		Refund Policy: Cancellations made before March 21, 2006 will be charged a \$25 processing fee. No refunds after March 21, 2006 . Substitution is allowed.							

Step 3		Registration Method	
Mail Check to: STLQC 2006 Registration 7777 Bonhomme Ave STE 2222 St. Louis, MO 63105 Or FAX (Credit Card Only) (314) 863-6571 ASQ is a not-for-profit organization. Tax ID #39-0912502	Payment Method (Check one) <input type="checkbox"/> Check payable to "ASQ 1304 STLQC 2006" <input type="checkbox"/> <input type="checkbox"/> Number: _____ Exp Date: _____ Signature: _____		

Conference will be held at the Hilton St. Louis Airport,
 10330 Natural Bridge Road, St. Louis, Missouri 63134-3303
 Tel: +1-314-426-5500 Fax: +1-314-426-3429