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Accuracy
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Present

Northern Illinois Quality Conference

NIQC 2004

Enhancing Organizational Performance and Value

3 days of learning, discovery, networking, and fun

Holiday Inn Select, Naperville, Illinois, 630-505-4900

Five Pre-conference Workshops – Sunday, November 7, 2004

Conference – Monday, November 8, 2004

Four Post-conference Workshops – Tuesday, November 9, 2004

Keynote 1

**Defining the Strategy
for Success**



Mr. Ian Nicholls

Director,
Value Innovation Partners, Ltd.
Yorkshire, UK

Keynote 2

**The Effect of TQM on
Corporate Performance**



Dr. Vinod Singhal

Professor, The Dupree College of
Management, Georgia Institute of
Technology, Atlanta, Georgia, USA

Keynote 3

**Amplifying Quality
through Innovation**



Mr. Alexis P. Goncalves

Global Director of Quality Intelligence
Citigroup, Long Island City,
New York, USA

For more information visit: www.asqchicago.org

Conference

Monday, November 8, 2004

Keynote Sessions

Keynote 1

Defining the Strategy for Success

8:45 – 9:45 a.m.

Mr. Ian Nicholls

Director,

Value Innovation Partners, Ltd.
Yorkshire, UK

Abstract

This presentation includes a number of case studies to explore the theme of how companies enhance operational effectiveness through improving quality which can run into trouble with traditional thinking and measures unless the correct strategy is in place to guide actions. The case studies include: The mushroom management story from a food manufacturer, Essential Sanitization from a food manufacturer, Optimization from a substrate manufacturer, and Expensive Equipment Efficiency from a commercial printer. The lessons learned provide valuable insights to defining the correct strategy for success.

About the Speaker

Ian graduated from University College, London, with an honours degree in Biochemistry and joined the food industry. Ian worked for a number of years at senior management level with various companies and then joined consultancy implementing world class manufacturing strategies, change management and organizational development programs with blue chip clients throughout Europe and America. Ian has extensive experience in sales, procurement, supply-chain management, IT, HR, manufacturing management, new product development and change implementation. He is also an internationally published, best-selling author and lecturer with four books.

Keynote 2

The Effect of TQM on Corporate Performance

9:50 – 10:50 a.m.

Dr. Vinod Singhal

Professor, The Dupree College of Management, Georgia Institute of Technology, Atlanta, Georgia, USA

Abstract

This presentation offers objective evidence on adopting business excellence and TQM principles. First, it will describe the financial benefits of implementing TQM effectively. Financial benefits are measured using variables such as operating income, sales, costs, and stock returns. Second, it will discuss how the financial benefits vary by organizational characteristics such as size, capital intensity, extent of diversification, and the maturity of the TQM implementation. Finally, it will describe a methodology, including various performance measures and data sources that organizations can use to link their quality initiatives to financial results.

About the Speaker

Vinod Singhal is a Professor of Operations Management at the College of Management at Georgia Institute of Technology and Associate Director for the Center for Paper Business and Industry Studies, an industry center funded by the Sloan Foundation. He holds a doctorate in business administration from the University of Rochester, MBA and a bachelor's in Mechanical Engineering from India. His teaching and research interests include operations strategy, total quality management, supply chain management, performance measurement, and activity-based costing systems. He has served on the Board of Examiners of the Georgia Oglethorpe Award, Bell South's President Quality Award, and the Baldrige Board of Examiners.

Keynote 3

Amplifying Quality through Innovation

11:00 – 12:00 noon

Mr. Alexis P. Goncalves

Global Director of Quality Intelligence
Citigroup, Long Island City,
New York, USA

Abstract

Blending quality with innovation helps companies break from industry orthodoxies; aligns people around specific innovation opportunities; efficiently generates quality improvement projects; provides incentives for employees to innovate, uses smart discovery and invention methods, and streamlines decision-making. This presentation will address three major elements for organizational success in blending quality with innovation: Customer Intelligence, Customer Intimacy and Customer Innovation. These elements are based on Deming's theory of profound knowledge, Kano's model for attractive quality creation, and Csikszentmihalyi's concept of Flow.

About the Speaker

He has been working in the field of quality management for almost 18 years and has experienced the evolution of quality over time. He has worked for different industries from construction to software development to financial services and consulting. He is a Member of the Editorial Review Board of the Six Sigma Forum Magazine (USA) and other two Latin American business excellence magazines: "Qualimetria" (Brazil) and "Calidad Empresaria" (Argentina). He is a Senior Member of ASQ, Member of the International Cooperation Committee - ICC chaired by ASQ (USA), President of the Latin American Foundation for Quality - FLC (Argentina), and Curator for the Brazilian Center for Quality, Safety and Productivity - QSP (Brazil).

Conference Schedule

Pre-Conference Workshops	Conference	Post-Conference Workshops
Sunday, November 7, 2004	Monday, November 8, 2004	Tuesday, November 9, 2004
Registration 7:30 – 8:00 am	Registration & Breakfast 7:45 – 8:30 am	Registration 7:30 – 8:00 am
SUN-101 Lean Simulation 8:00 am – 5:00 pm	Welcome 8:30 – 8:45 am	TUE-201 Value Stream Mapping 8:00 am – 12:00 noon
SUN-102 ISO 13485 8:00 am – 12:00 noon	Keynote 1 8:45 am – 9:45 am	TUE-202 Balanced Scorecard 8:00 am – 12:00 noon
SUN-103 Cost-Effective QMS 8:00 am – 12:00 noon	Keynote 2 9:50 am – 10:50 am	Networking Lunch 12:00 noon – 1:00 pm
Networking Lunch 12:00 noon – 1:00 pm	Keynote 3 11:00 am – 12:00 noon	TUE-203 Administrative Lean 1:00 pm – 5:00 pm
SUN-104 Drug Device cGMPs 1:00 pm – 5:00 pm	Networking Lunch 12:15 pm – 1:30 pm	TUE-204 TS 16949 1:00 pm – 5:00 pm
SUN-105 Using QMS for Business 1:00 pm – 5:00 pm	Breakout Sessions	
	Session A 1:45 pm – 2:45 pm	
	Session B 3:00 pm – 4:00 pm	

Breakout Sessions

Monday, November 8, 2004

Track 1: Lean Enterprise

Track Leader: Mr. George Alukal

T-1A: Lean Manufacturing Overview

Mr. John Soeka, Process Engineer, Indiana CMTI - Purdue Univ.

In this presentation, participants will learn about the definition, brief history, and the benefits of "Lean". Also, why Lean is so important will be discussed. The concepts of "value" and "waste" will be introduced and the eight wastes of Lean will be described. The building blocks of Lean will be presented and the presenter will then discuss the various Lean tools and techniques such as 5S, Poka-Yoke, Pull/Kanban, Kaizen, etc.

T-1B: Lean Sigma Office – Tools and Techniques

Mr. Robert Burke, Executive Director, Value Innovation Partners, Ltd.

The presenter will surface and examine the common issues facing office processes today that are constraining productivity, quality and morale. Participants will then be guided through a process to resolve these issues while learning the appropriate tools and techniques to deploy. Further we will discuss the pitfalls and challenges associated with change. Lastly, we will offer some case studies to demonstrate success and failure of such efforts.

Track 2: Organizational Performance Enhancement

Track Leader: Dr. Manu Vora

T-2A: Impact of Supply Chain Disruptions on Corporate Performance, **Dr. Vinod Singhal**, Professor, The Dupree College of Management, Georgia Institute of Technology

He will present objective and hard evidence on the relationship between supply chain performance and corporate performance by estimating the detrimental impact of supply chain disruptions on performance. It will examine how supply chain disruptions affect shareholder, profitability, sales growth, cost structure, and inventory turnover. He will make a business case for supply chain initiatives and justifying investments in technologies and solutions that improve supply chain performance.

T-2B: Customer-Centric Six Sigma

Mr. Alexis P. Goncalves, Global Director of Quality Intelligence, Citigroup

This presentation will address how to create a Customer-Centric Six Sigma approach in services and expose the elements required for gaining competitive edge through Six Sigma. Customer-Centric Six Sigma applies the traditional Six Sigma methodology to build ever-increasing capability into business processes to reduce variation and meet customer's demand. It has shown benefits on both the cost and revenue side of the equation by moving quality deeper into sales and supporting processes. A specific framework will be shared: the "Five Gaps Model" for services, which is the basis for a Six Sigma service quality.

Track 3: Quality Standards

Track Leader: Dr. Ray Mehraban

T-3A: What Your Mother Won't Tell You About ISO/TS 16949
Dr. Patrick Kauffold, Managing Director, The Van Velson Group, Ltd.

You won't find the most important rules you need to know for implementing ISO/TS 16949 in the official standard or supporting documents. Knowing these unwritten rules can make your transition to ISO/TS 16949 much less painful.

T-3B: ISO 14001: A Practical Guide to EMS Implementation
Mr. Joel F. Eurich, Regional Environmental Representative, Molex Americas

This session is designed to provide a general review of the key elements of ISO 14001 as well as brief discussion of the ISO 14000 series of standards. In addition, the session will focus on a practical discussion of the environmental management system (EMS) implementation process, potential "pitfalls" and lessons learned during several EMS implementations.

Track 4: Quality Tools

Track Leader: Mr. Orville Krumdick

T-4A: Six Sigma for Small Business
Mr. David Taylor, President, Kolimat Incorporated

Six Sigma is usually considered for large corporations with significant resources and a number of Champions, Black Belts and Green Belts. Learn how you can apply the Six Sigma techniques and tools in a small business and achieve savings.

T-4B: Making Metrics Meaningful
Ms. Rama Shankar, Managing Partner, Delta Management Associates

Understand how metrics are utilized in business process redesign, ISO compliance, continuous improvement projects, and Lean and Agile Operations. Learn to create, select, analyze and use metrics to enhance performance.

Track 5: Six Sigma

Track Leader: Ms. Marlyn Hyde

T-5A: Six Sigma Business Scorecard for Growth and Profitability
Mr. Praveen Gupta, President, Quality Technology Company

The Six Sigma Business Scorecard is a breakthrough approach to the corporate performance measurement system. It provides a Business Performance Index (BPI) for leadership to monitor business for its growth and profitability in simple and manageable form. It aligns departmental performance to the customer expectations of better, faster and cheaper products or services. Such business objectives can be achieved through employees' innovation, managers' improvement and leader's inspiration.

T-5B: Six Sigma in a Small Company – A Case Study
Ms. Barbara Schultz, Vice President, Ideal Aerosmith

Six Sigma has been known to work at large companies mainly. Ideal Aerosmith's President Lonnie Rogers thought differently. Ideal Aerosmith has been implementing Six Sigma for the last two years. Barb Schultz, Vice President of Operations has made it work at Ideal Aerosmith. In her presentation, Barb will share Ideal Aerosmith's Six Sigma journey that consisted of struggles and successes. Six Sigma at Ideal Aerosmith involves cultural change, leadership renewal and business scorecard, besides the Six Sigma training and Six Sigma projects.

Pre-Conference Workshops

Sunday, November 7, 2004

NOTE: Because of the interactive style, all Workshops are limited to a maximum of 25 participants.

Five Pre-Conference Workshops

Sunday, November 7, 2004, 8:00 a.m. – 5:00 p.m. CST

\$295

SUN-101: Lean Simulation

Facilitator: Tony Manos, Phil Catrintza and George Alukal, AMIG, Chicago, Illinois

About the Workshop

The participants manufacture electronic assemblies in a simulated factory and measure results such as on-time delivery, quality and profit margins. It is a unique experience in which they will be able to see, feel and analyze the effects of implementing different Lean manufacturing principles as each is incorporated into the simulation process, in four rounds. By learning and applying concepts presented at this simulation, you will have the basic tools to start implementing Lean to reduce cycle time and costs and to increase profits and customer satisfaction in your enterprise.

Sunday, November 7, 2004, 8:00 a.m. – 12:00 noon CST

\$150

SUN-102: ISO 13485 Medical Device Standard

Facilitator: Mohsen Arghavani, Ph.D., Baxter Healthcare, Round Lake, Illinois

About the Workshop

For medical device companies that are actively working in the global market place, the focus on harmonized and/or international standards is not only beneficial, but is required by many countries. An example would be Canada, which requires that medical device manufacturers marketing any product in Canada must have a quality system certified to ISO 13485 or ISO 13488. In the case of Europe, the harmonized medical device quality system standards are ISO 13485 and ISO 13488. These two standards have replaced harmonized standards EN 46001 and EN 46002. As for the U.S., the revised Quality System Regulation (21 CFR 820) was based on the ISO 9001 and ISO 13485 quality system standards. This workshop will focus on an in-depth introduction to ISO 13485 and comparison of it to EN 46001, EN 46002, and FDA regulations 21 CFR 820.

Sunday, November 7, 2004, 8:00 a.m. – 12:00 noon CST

\$150

SUN-103: Cost Effective Quality Management Standards

Facilitator: Ken Jackman, Ken Jackman & Associates, Montello, Wisconsin

About the Workshop

Cost Effective Quality Management Standards means leveraging the ISO 9000 certification of your suppliers. Methods will be discussed to better use the quality data your company generates to ensure maximum participation of your suppliers. Learn how to detect if your suppliers are on the same page as your own company's quality objectives. These methods will utilize the data your company already generates and using that data for the reevaluation of suppliers as required by the ISO 9001:2000 Standard.

Sunday, November 7, 2004, 1:00 p.m. – 5:00 p.m. CST

\$150

SUN-104: Just Released 21st Century Drug/Device cGMPs

Facilitators: James J. Capone, PhD, Diversified Biomedical Technologies, Inc., & Hugh G. Grimes, cGxP, Vernon Hills, Illinois

About the Workshop

The FDA plans to release its revised good manufacturing practices (GMPs) for pharmaceuticals in August 2004, states Acting Commissioner of Food and Drugs Lester Crawford. He said the new GMPs would be a "fundamental reform" of the regulations, which have not been revised in 25 years. "We look forward to inculcating those reforms into the culture of FDA." The workshop will focus on comparing these new 21st century cGMPs as they are being applied for drugs, devices, and biologics. Significant time will be given to show examples of the new tools which the FDA practitioner must have in their arsenal for the 21st century: Design of Experiments (DOE), Risk Assessment (RA), Statistical Process Control (SPC), Process Analytical Technologies (PAT), and the "critical path" initiative.

Sunday, November 7, 2004, 1:00 p.m. – 5:00 p.m. CST

\$150

SUN-105: Using Quality Management Systems for Business Excellence

Facilitator: Marlyn Hyde, Hyde Communications, Vernon Hills, Illinois

About the Workshop

Getting the most from your QMS is the result of driving the standards from strategic planning on down through the organization. To get the most from the standards (ISO, TS, AS, TL, etc.), do what is best for the business. The results will get best practices in writing, without adding unnecessary steps, using the Lean Enterprise model. This interactive workshop will help you identify your Key Processes and Process Interactions as well as ISO Goal Setting process that links all key processes and measures to the strategic plans. Developing and implementing this Cost Effective Quality Management System is the best thing you can do to strengthen your business.

Post-Conference Workshops

Tuesday, November 9, 2004

NOTE: Because of the interactive style, all Workshops are limited to a maximum of 25 participants.

Four Post-Conference Workshops

Tuesday, November 9, 2004, 8:00 a.m. – 12:00 Noon CST

\$150

TUE-201: Value Stream Mapping: Your First Step on the Lean Journey

Facilitator: Tony Manos, AMIG, Chicago, Illinois

About the Workshop

The objective of Value Stream Mapping (VSM) is to generate a “door to door” Value Stream for a chosen product family, which can be used by company management to create a contemporary operations strategy in concert with the business growth and improvement objectives. The Value Stream Mapping is normally a cross-functional, team-based effort involving middle management facilitated by Quality or Operational leader/facilitator. It is intended as a first step in your Lean journey, for identifying and implementing improvements within the product family. VSM will walk the team through concepts of flow/Lean manufacturing, with an analysis of the current state of manufacturing based on the movement of materials and information. The team will then establish a future state Lean value stream in the chosen area and develop an implementation plan to achieve that future state in a comparatively short time using Kaizen.

Tuesday, November 9, 2004, 8:00 a.m. – 12:00 Noon CST

\$150

TUE-202: Balanced Scorecard with Hoshin Planning

Facilitator: Manu K. Vora, Ph.D., M.B.A., Business Excellence, Inc., Naperville, Illinois

About the Workshop

In this workshop the critical importance of a Balanced Scorecard to sustain business performance excellence will be established. Basic concepts of developing business strategy, identifying critical measurements of non-financial (customer, employee, and process) and financial perspectives, and use of Hoshin Planning to implement the Balanced Scorecard process to achieve business strategy will be discussed. Specific emphasis on managing business strategy with focus on alignment, resource allocation, feedback, and strategic learning process for effective implementation of a Balanced Scorecard will be highlighted. Need to identify, analyze, and act on the right non-financial measures will be stressed. A case study on Balanced Scorecard and its implementation to translate strategy into action will be shared. At the conclusion of this interactive workshop, participants will be well equipped to embark on creating and managing Balanced Scorecard to achieve sustained organizational performance excellence.

Tuesday, November 9, 2004, 1:00 p.m. – 5:00 p.m. CST

\$150

TUE-203: Administrative Lean: Creating Value & Eliminating Waste in Non-Manufacturing Processes

Facilitator: Walter O'Dowd, O'Dowd Engineering Resources, LLC, Flossmoor, Illinois

About the Workshop

Companies obtain improvements in administrative processes through the identification and elimination of wastes, such as waiting waste, inaccurate & incomplete information, excess reviews, “re-work”, etc. This workshop will train participants in a systematic approach in creating value in the eyes of the next customer. These methods are applicable for employees from the shop floor to the corporate boardroom.

Tuesday, November 9, 2004, 1:00 p.m. – 5:00 p.m. CST

\$150

TUE-204: TS 16949: The Process Approach and the Use of the Turtle Diagram

Facilitator: Sheldon Behensky, Indak Manufacturing Corp., Northbrook, Illinois

About the Workshop

TS 16949 is replacing QS 9000, with transition deadlines ranging from 2004 through 2006. The strongest change between TS and QS is the emphasis on the Process Approach which is a requirement of TS and ISO 9001:2000. This workshop includes interactive participation focusing on the process approach and the use of the Turtle Diagram for defining, documenting and auditing the process approach. The basics of the three levels of processes such as Customer Oriented Processes (COP), Support Oriented Processes (SOP), and Management Oriented Processes (MOP) will be covered. The Turtle Diagram can be used to develop your own business processes including, COP, SOP, and MOP.

For more information visit: www.asqchicago.org Preregister by **October 22, 2004** and save **\$25** for the Conference

NIQC 2004 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			
Special Needs		ASQ AMIG Member?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
		ASQ I*IIIG Member?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Step 2	Conference & Workshop Selections			
Pre-Conference Workshops Sunday, November 7, 2004	Conference – 1.0 RU Monday, November 8, 2004 <input type="checkbox"/> Conference \$125 (\$150 After October 22, 2004) <input type="checkbox"/> Conference with Workshop(s) \$100 + Workshop fees <i>(For Breakout Sessions, Choose ONE from each column below)</i>		Post-Conference Workshops Tuesday, November 9, 2004	
<input type="checkbox"/> SUN-101 \$295 Lean Simulation 8:00 am – 5:00 pm 1.0 RU	<input type="checkbox"/> T-1A Lean Manufacturing Overview	<input type="checkbox"/> T-1B Lean Sigma Office – Tools and Techniques	<input type="checkbox"/> TUE-201 \$150 Value Stream Mapping 8:00 am – 12:00 noon 0.5 RU	
<input type="checkbox"/> SUN-102 \$150 ISO 13485 8:00 am – 12:00 noon 0.5 RU	<input type="checkbox"/> T-2A Impact of Supply Chain Disruptions on Corporate Performance	<input type="checkbox"/> T-2B Customer-Centric Six Sigma	<input type="checkbox"/> TUE-202 \$150 Balanced Scorecard with Hoshin Planning 8:00 am – 12:00 noon 0.5 RU	
<input type="checkbox"/> SUN-103 \$150 Cost-Effective QMS 8:00 am – 12:00 noon 0.5 RU	<input type="checkbox"/> T-3A What Your Mother Won't Tell You About ISO/TS 16949	<input type="checkbox"/> T-3B ISO 14001: A Practical Guide To EMS Implementation	<input type="checkbox"/> TUE-203 \$150 Administrative Lean 1:00 pm – 5:00 pm 0.5 RU	
<input type="checkbox"/> SUN-104 \$150 Drug/Device cGMPs 1:00 pm – 5:00 pm 0.5 RU	<input type="checkbox"/> T-4A Six Sigma for Small Business	<input type="checkbox"/> T-4B Making Metrics Meaningful	<input type="checkbox"/> TUE-204 \$150 TS 16949 1:00 pm – 5:00 pm 0.5 RU	
<input type="checkbox"/> SUN-105 \$150 QMS for Business Excellence 1:00 pm – 5:00 pm 0.5 RU	<input type="checkbox"/> T-5A Six Sigma Business Scorecard for Growth and Profitability	<input type="checkbox"/> T-5B Six Sigma in a Small Company – A Case Study		
Includes Lunch	Conference Fee (Full or Partial Day) includes: Continental Breakfast, 3 Keynote Speakers, Lunch, Break Snacks, 2 Selections from 5 Tracks and Networking Opportunities		Includes Lunch	

Total Conference & Workshop(s) Fees: \$ _____	Refund Policy: Cancellations made before October 22, 2004 will be charged a \$25 processing fee. No refunds after October 22, 2004 . Substitution is allowed.
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Step 3	Registration Method
Mail Check to: NIQC 2004 Registration PO Box 563, Channahon, IL 60410 Or FAX (Credit Card Only) (815) 521-0486 <small>ASQ is a not-for-profit organization. Tax ID #39-0912502</small>	Payment Method (Check one) <input type="checkbox"/> Check payable to "NIQC 2004" <input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> American Express Number: Exp Date: Signature: _____