



Co-Sponsoring ASQ Sections:

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Present**

14th Annual Northern Illinois Quality Conference

NIQC 2011

A Quality Vision for Excellence

2 days of discovery, learning, networking, and fun at

Northern Illinois University, Naperville Campus, Naperville, Illinois

Seven Pre-conference Workshops – Monday, November 14, 2011

One-Day Conference – Tuesday, November 15, 2011

Keynote 1

Future of Quality



**Paul E. Borawski, CAE
Chief Executive Officer
American Society for Quality (ASQ)
Milwaukee, Wisconsin**

Keynote 2

Journey of Excellence at Anderson Packaging



**Charles Aubrey
Vice President
Anderson Packaging, Inc.
Rockford, Illinois**

NIU Naperville Campus - 1120 East Diehl Road, Naperville, IL 60563

For more information visit: www.niqc.org

Keynote 1

Future of Quality

Abstract

ASQ's 2011 Futures Study:

Every three years, the American Society for Quality conducts a Futures Study to brainstorm and envision what Society might look like in 10 to 15 years. In 2011, over 140 participants from 33 countries evaluated several dozen social, political, economic, and technical forces that could shape the future of quality.

Eight key forces were identified, scenarios surrounding these forces were discussed, and the implications that resulted were made applicable to the quality community. In detailing the Futures Study's findings, this presentation will enable more relevant strategic plans to be crafted and give quality professionals the ability to boost their skills in anticipation of the future.

About the Speaker

Mr. Paul E. Borawski joined ASQ in 1986 as Director of Programs and Technical Services and was appointed Executive Director in 1988. In 2003 the Board of Directors acknowledged his increased responsibilities to lead the association in new directions by naming him Chief Strategic Officer. In 2010, as part of an ASQ governance restructuring, the Board of Directors named him Chief Executive Officer.

He leads the organization to attain its vision. He provides for the ongoing exploration of ASQ's Living Strategy and assures the alignment of the organization's resources with the strategies and goals established by ASQ's Board.

He is particularly focused on ASQ's community strategy and talent management and development. He guides and oversees ASQ Global Business Developments and serves ASQ as a Board Member of the ANSI-ASQ National Accreditation Board, RABQSA, and ASQ Global.

He was named one of *Quality Digest's* Most Influential People in Quality. In 2006, he received the European Organization for Quality's International George Borel Medal, and in 2008, he received the Council of Engineering and Scientific Society Executives (CESSE) Leadership Award.

He has done post-graduate work in business management at Eastern Michigan University, the University of Michigan, and Harvard University. Borawski is a Certified Association Executive (CAE) and is a Fellow of the American Society of Associations Executives.

Keynote 2

Journey of Excellence at Anderson Packaging, Inc.

Abstract

The Six Sigma approach to managing, assuring and improving quality has taken on world-wide proportions. It has been with us now publicly since 1988 when Motorola won the Malcolm Baldrige Excellence Award. It can no longer be considered the "flavor-of-the-month" managerial technique. In the Americas, Europe, Asia, and the Middle East, Six Sigma is being practiced effectively and is generating significant breakthrough results.

Lean manufacturing was developed in the 1980s by Toyota Motors and became known as the Toyota Production System. The process is also known as Lean Enterprise. There is no mistaking the dramatic effect that Lean has had on Toyota Motors, soon to become the largest auto manufacturing company (in volume sold), and already the most profitable. Lean Enterprise integrates use of all of the "Lean" concepts developed around the world, including the eight wastes, six losses, 5S, Kaizen, TPM, pull system, error proofing, Kanban, SMED, standardization, just-in-time, work load balancing, and value stream mapping to identify and eliminate non-value added activities.

These two approaches, Six Sigma and Lean have had powerful results when applied to pharmaceutical packaging. The combined process will be explored from deployment through implementation, including sustaining the process. Monitoring of key metrics such as reliability, quality, margins, sales, cost reduction, and on-time delivery clearly demonstrate sustained success utilizing these best practices. Through deployment of Lean Six Sigma throughout the organization and its application to all functions, systems, and processes, a pharmaceutical packaging company can achieve Performance Excellence.

About the Speaker

Mr. Charles Aubrey is Vice President of Quality and Performance Excellence, and a Master Black Belt at Anderson Pharmaceutical Packaging a subsidiary of Fortune 500 AmerisourceBergen Corporation. He was President and now Chairman of the Asia Pacific Quality Organization. He is an Academician and Vice President of the International Academy for Quality.

He formerly held positions at Sears Roebuck & Co., American Express Corp., J.P. Morgan Chase, and Bank of America. He worked as Vice President, Consulting with Dr. Juran at the Juran Institute. He is past President and Chairman of the American Society for Quality, and is also a Fellow of ASQ. He was Senior Examiner for the Baldrige Performance Excellence Program.

He has received the Harrington/Ishikawa Medal, the Shanghai Magnolia Quality Award, the Yoshio Kondo Research Medal and the Lancaster Medal. He is an Honorary Member of the Argentine Quality Association and the Philippine Society for Quality.

He has authored and co-authored eight books on Performance Excellence. He has published over 100 articles in English, Spanish, Italian, Portuguese, Chinese and Arabic.

P2: Supply Chain Excellence Panel

11:15 am – 12:30 pm

Moderator: *Dr. Shailesh Godambe, President, Optimum Supply Chain, Inc., South Barrington, Illinois*

Dr. Godambe is a Supply Chain executive with extensive global experience. He has been recognized for developing Supply Chain strategies, reducing costs and achieving best in class customer responsive operations. He holds Ph.D. and M.S. in Industrial and Systems Engineering from the IIT -Chicago and a BS in Mechanical Engineering from the IIT- Bombay, India.

This panel will explore the issues of creating effective supply chains in the midst of volatile prices for raw materials and fuel combined with short product life cycles and unpredictable customer demand. A major shift from efficiency to responsiveness will be explored.

Panelists:

1. **Mr. Justin Heffernan**, Business Development Manager, SuperValu, Itasca, Illinois

Mr. Heffernan has nearly 10 years experience in the grocery industry. He is a supply chain expert in Produce and Floral categories at Jewel-Osco, a division of SuperValu.

2. **Mr. Michael Hugos**, CIO at Large and Agility Mentor at Center for Systems Innovation, Chicago, Illinois

Mr. Hugos is an author, speaker, award-winning CIO and principal at Center for Systems Innovation [c4si]. He works with clients to find elegant solutions to complex problems with focus in supply chains, business intelligence, and new business ventures. He is author of seven books including the popular Essentials of Supply Chain Management, 3rd Edition, 2011.

P3: Social Media Excellence Panel

2:15 pm – 3:30 pm

Moderator: *Dr. Lauren Labrecque, Assistant Professor, NIU College of Business, DeKalb, Illinois*

Dr. Labrecque is an Assistant Professor of Interactive Marketing at NIU. She completed her Ph.D. in Marketing at the University of Massachusetts Amherst (2010), and holds a Master's degree in Digital Media Studies from the University of Denver.

This panel will explore the current state of Social Media (LinkedIn, Facebook, Twitter, YouTube, etc.) and its use to achieve organizational excellence from ASQ and industry points of view.

Panelists:

1. **Mr. J.D. Gershbein**, CEO, Owlsh Communications, Northbrook, Illinois

Mr. Gershbein is a specialist in the Art and Science of LinkedIn. JD offers strategic direction in using LinkedIn to build brand and generate revenue. He is also an Adjunct Professor at the Stuart School of Business at IIT, Chicago.

2. **Ms. Laurel Nelson-Rowe**, Managing Director, ASQ, Milwaukee, Wisconsin

Ms. Nelson-Rowe has more than 25 years of experience in marketing, editorial, publishing, association management and executive management roles. She joined ASQ in 2003. She is instrumental in ASQ's brand visibility and is charged with championing ASQ's global brand transformation.

P4: Lean and Six Sigma Excellence Panel

3:45 pm – 5:00 pm

Moderator: *Mr. Steven Schuelka, Assistant Professor, Calumet College of St. Joseph, Whiting, Indiana*

Mr. Schuelka is currently the Director of the Master of Science in Quality Assurance (MSQA) program at the Calumet College as well as the Regional Director for Region 12 of the American Society for Quality. He has B.S. & M.S. in Statistics from Iowa State University and M.S.E. from Purdue University.

This panel will explore the issues of Lean and Six Sigma deployments including the intent and sustainability of projects. Redeployment of freed up resources will be explored. Focus will be on sharing some six to ten imperatives to put some muscle and tone in the Lean and Six Sigma project deployment to achieve organizational excellence.

Panelists:

1. **Mr. Kam Gupta**, President of Continuous Technology, Inc., Buffalo Grove, Illinois

Mr. Gupta is an Executive Coach and Leadership Development Professional. He is also a President of Chicago Coach Federation, an affiliate of International Coach Federation. He is past chair of ASQ HD&L division, NIQC, and ASQ Regional Director for Region 12.

2. **Mr. Douglas Hlavacek**, Lean Six Sigma Deployment Leader, Ecolab, Inc., Eagan, Minnesota

Mr. Hlavacek is the Lean Six Sigma Deployment Leader for Ecolab's Global RD&E function. Doug is a certified Lean Six Sigma Black Belt and degreed statistician with 30+ years of industrial experience covering manufacturing, marketing, quality, service, and product development functions.

Pre-Conference Workshops

Monday, November 14, 2011 (Cost - \$150 per each workshop)
MON 101, 102, 103, and 104 from 8:30 am - 12:00 noon CST

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

MON-101: Leadership Excellence

Leader: Dr. Manu K. Vora, Chairman and President, Business Excellence, Inc., Naperville, Illinois

About the Workshop

In this interactive workshop we will discuss leadership excellence. You will learn leadership characteristics of famous leaders. The difference between a manager and leader will be explored. You will examine your own leadership characteristics. Excellent leadership models will be discussed. We will sketch out a roadmap for leadership excellence and development. Major resources for leadership excellence and development will be provided. You will learn major concepts, best practices, and practical tools to enhance your leadership excellence.

MON-102: Introduction to HACCP (Food Safety)

Leader: Mr. Daniel Brown, President, DB Performance Solutions, LLC, Brookfield, Illinois

About the Workshop

Today's Food Services and related products producers are required by Federal Regulations to conduct Hazard Analysis and Critical Control Points (HACCP) Planning. This workshop is geared to those new to the industry or criteria and requires a basic level introduction into the process of HACCP. The workshop covers the seven principles of HACCP, the twelve points of HACCP, and prerequisite programs required for HACCP.

MON-103: Supply Chain Management

Leader: Mr. John McGlinn, Vice President, Sales, EMNS, Inc., Downers Grove, Illinois

About the Workshop

This workshop will focus on the business pressures, reasons, and techniques to examine your supply chain for quality and material performance. We will look at what customers are demanding for quality information. We will look beyond the first tier of "trusted" suppliers into the entire supply chain responsible for the quality of raw materials and components in your products. We will discuss establishing consistency across your different systems and methods for tracking supply chain quality. Nonconformances and corrective actions will be discussed for ways to reduce correction cycle time and to improve supply base performance. We will cover the diversity of companies' approaches to keeping supply bases in regulatory compliance. Please be prepared to discuss your company's status in these areas and learn from your fellow attendees.

MON-104: Critical Factors of Six Sigma

Leader: Dr. Shawn Flynn, Founder, Black Night Management, Compton, Illinois

About the Workshop

Six Sigma is a popular and powerful business improvement methodology that has received wide spread notoriety. Within the Six Sigma universe are key parameters or critical factors that can drive project success or failure. The workshop will focus on understanding and utilizing these critical factors to help improve project performance, take your organization to a greater level of excellence and explore the future of Six Sigma beyond the DMAIC.

Pre-Conference Workshops

Monday, November 14, 2011 (Cost - \$150 per each workshop)
MON 201, 202, and 203 from 1:00 pm – 4:30 pm CST

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

MON-201: Design of Experiments

*Leaders: Mr. William Hooper, Senior Statistical Engineer, ElKay Manufacturing Co., Broadview, Illinois
Mr. Wayne Tollefsen, Advanced Product Quality Manager, Omron Automotive Electronics, Inc., St. Charles, IL*

About the Workshop

Design of Experiments (DOE) has been used by many companies to optimize processes, reduce scrap, and eliminate waste. Used properly, this method has long-term benefits over traditional one factor at a time methods at identifying critical interactions and optimum settings. This workshop will demonstrate how to conduct a DOE and optimize a process using Catapults – a device used years ago in ancient warfare. At the completion of this workshop, students will have an understanding on how to implement and conduct a base level DOE for most manufacturing processes.

MON-202: Project Management

Leader: Mr. Amin Ali, Compliance Product Engineering Manager, Grainger, Global Sourcing, Niles, Illinois

About the Workshop

It is public knowledge that the vast majority of projects that get initiated do not meet their desired outcome, or simply put, they FAIL. This interactive workshop will examine some of the real examples that have been focus of popular case studies and expert reviews. It will discuss some key project management areas that are critical to the success or failure of a project. Case studies will include examples of people challenging the organizational status quo in their attempts to implement improvements and the outcomes. The impact for the organization and for the individual will be discussed. The goal of this interactive workshop is that the participants will be better equipped to steer projects successfully, to use effective leadership skills to motivate the project team, to identify warning signs and pitfalls quickly, so that undesired outcomes can be avoided.

MON-203: Basics of Problem Solving / Root-Cause Analysis

Leader: Mr. Daniel Brown, President, DB Performance Solutions, LLC, Brookfield, Illinois

About the Workshop

The continuous improvement requirements of ISO 9001 and related Quality Management System standards require that a robust problem solving process be effectively implemented in the organization. This workshop provides tools and techniques that will help any organization in any industry improve its problem solving process. The Ford 8-D system, the 5-Whys, Ishikawa Diagrams, and more will be examined and explained for simple solutions to complex problems.

For more information visit: www.niqc.org Pre register by **November 5, 2011** and pay only **\$125** for the Conference.

NIQC 2011 Registration Form

Step 1	Personal Information				<i>Please PRINT clearly</i>	
Attendee Name	<i>First</i>			<i>Last</i>		
Organization						
Address						
City		State		Zip		
Phone		Fax				
Email		ASQ Section Number (if applicable)				
Special Needs						

Step 2 Workshops	Conference & Workshop Selections*
Pre-Conference Workshops Monday, November 14, 2011 (Each Workshop 0.4 RU)	Conference – 1.0 RU Tuesday, November 15, 2011 <input type="checkbox"/> Conference \$125 (\$150 After November 5, 2011) <input type="checkbox"/> Conference with Workshop(s) \$100 + \$150 / Workshop
AM – 8:30 am – 12:00 Noon (MON-101, 102, 103 & 104) <input type="checkbox"/> MON-101 Leadership Excellence \$150 <input type="checkbox"/> MON-102 Introduction to HACCP (Food Safety) \$150 <input type="checkbox"/> MON-103 Supply Chain Management \$150 <input type="checkbox"/> MON-104 Critical Factors of Six Sigma \$150	P-1 Leadership Excellence Panel P-2 Supply Chain Excellence Panel P-3 Social Media Excellence Panel P-4 Lean and Six Sigma Excellence Panel <i>*Unemployed and Full-Time Students (with proof) pay:</i> <ul style="list-style-type: none"> • Conference only - \$75 • Each Workshop - \$75
<hr/> PM – 1:00 pm – 4:30 pm (MON-201, 202, & 203) <input type="checkbox"/> MON-201 Design of Experiments \$150 <input type="checkbox"/> MON-202 Project Management \$150 <input type="checkbox"/> MON-203 Basic Problem Solving/Root-Cause Analysis \$150	
Lunch included with all workshops	Conference Fee (Full or Partial Day) includes: Continental Breakfast, Two Keynote Speakers, Lunch, Break Snacks and four Panels.
Total Conference & Workshop(s) Fees \$ _____	<u>Refund Policy:</u> Cancellations made before November 5, 2011 will be charged a \$25 processing fee. No refunds after November 5, 2011 . Substitution is allowed.

Step 3	Payment Method
Method 1 (preferred) <input type="checkbox"/> Register online with Credit Card using the PayPal system at www.niqc.org <i>ASQ is a not-for-profit organization. Tax ID #39-0912502</i>	Method 2 <input type="checkbox"/> Check payable to “ASQ-NIQC 2011” <i>If paying by check, mail registration to:</i> NIQC 2011 Registration P. O. Box 5512, Naperville, IL 60567-5512

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The Northern Illinois Quality Conference, would like to thank the following Sponsors for their support to make this conference a high value, low cost event.

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