



ASQ North East Quality Council is pleased to offer these seminars in October 2010.  
Pre-conference (October 18, 2010) and Post conference (October 21-22, 2010)

| Seminar   | Day/Date                | Instructor                     | Course Code | Cost * |
|---|-------------------------|--------------------------------|-------------|--------|
| <b>Pre Conference Seminars</b>                                    |                         |                                |             |        |
| Common Sense Computer Validation                                  | Mon/Oct 18, 2010        | Dr. Teri Stokes, PhD           | 100         | \$395  |
| Cost of Quality & Financial Information for Quality Professionals | Mon/Oct 18, 2010        | Gary Bagdasarian               | 101         | \$395  |
| Professional Development through Systems Thinking                 | Mon//Oct 18, 2010       | Kay Kendal & Diane Schmalensee | 102         | \$395  |
| Proactive Testing Puts Agile Test-Driven Development on Steroids  | Mon/Oct 18, 2010        | Robin Goldsmith                | 103         | \$395  |
| Building High Trust and High Performance Teams                    | Mon/Oct 18, 2010        | Rob Peck                       | 104         | \$395  |
| Lean Accounting   | Mon/Oct 18, 2010        | Richard Bivins                 | 105         | \$395  |
| <b>Post Conference Seminars</b>                                   |                         |                                |             |        |
| Root Cause Analysis   | Thu-Fri/Oct 21-22, 2010 | Duke Okes                      | 106         | \$695  |
| Software Development for Medical Devices                          | Thu-Fri/Oct 21-22, 2010 | Steve Rakitin                  | 107         | \$695  |
| Lean Six Sigma Process Facilitation                               | Thu-Fri/Oct 21-22, 2010 | Lisa-Marie Nesbitt             | 108         | \$695  |
| ISO 9001:2008 Transition & Auditing                               | Thu-Fri/Oct 21-22, 2010 | Jack Reardon                   | 109         | \$695  |
| Risk Management/ISO 14971   | Thu-Fri/Oct 21-22, 2010 | Dan O'Leary                    | 110         | \$695  |

**Note:** All seminars run from 9 AM to 5 PM. Your certificate of attendance indicates the award of 0.7 CEUs per day.

**Take Advantage of our Early Bird Discounts:**

- 20% discount if registered before July 1, 2010
- 10% discount if registered between July 1 and September 30, 2010.
- Additional 10% discount if registered if 3 or 4 attendees from same company for same program, 15% discount if more than 5

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For seminar questions, contact Jay P. Patel at [jayp@qpsinc.com](mailto:jayp@qpsinc.com)



**North East Quality Council**

*NEQC is pleased to present a seminar on...*

# **COMMON SENSE COMPUTER VALIDATION**

This interactive seminar teaches a practical approach to use for computer validation suitable for both non-IT professionals such as QA and system owners and IT professionals. It describes the common compliance themes for all regulations and defines an industry standard way to address Operational Qualification (OQ) by the software supplier, installation qualification (IQ) by the data center, and Performance Qualification (PQ) by the end users in their regulated work process. It also discusses ways to ensure audit friendly test documentation and how to maintain a validated state after the system goes live.

**Interactive Tutorials include the following topics:**

- Global Regulations and Common Compliance Themes - From FDA Blue Book in 1973 to the Present for GMP, GLP, GCP, and 21 CFR Part 11
- How to Perform Computer Validation with OQ/IQ/PQ Variations for Supplier, IT, and End User – System Control, Human Control, Testing Control
- Formal Testing Practices for Auditable Test Results - Roles & Responsibilities for Script Author, Reviewer, Tester, and Witness, Requirements and Trace Matrix, Test Script standard elements, and formal result recording practices
- Maintaining a Validated State after Go-Live - Change Control, Configuration Management, Disaster Recovery & Business Continuity Plans, Ongoing test Plan, and Master Plan Process

**Participants will be able to:**

- Describe common global regulatory themes for computer validation.
- Assess the different roles and responsibilities for normal testing in validation work.
- Identify standard format and function for key validation documentation.
- Assess the completeness and quality of a computer-system validation package to an industry standard.

Instructor, Dr. Teri Stokes is an international consultant and expert on the topic of computer systems validation to the pharmaceutical, biotech, and healthcare industries and their system suppliers. Her special focus is the development of corporate policy and its practical implementation through to project level activities across international sites for systems operating under regulations for GLP, GCP, CMP, and Electronic Records. Dr. Stokes author of numerous books and articles has a Bachelors Degree in Biology from Boston University and a professional registration as a Medical Technologist, M.T. (ASCP). She earned her Master's Degree in Management from Lesley University, and her PhD in Management from Walden University.

**WHEN:** October 18, 2010  
**WHERE:** Best Western Royal Plaza  
Marlborough, MA  
**Course Code:** 100  
**TIME:** 9:00am to 5:00pm

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NEQC is pleased to present a seminar on...

## ***COST OF QUALITY!***

**North East Quality Council**

### **Are you are serious about eliminating unnecessary quality costs?**

#### **The seminar topics:**

- *Misconceptions about Quality, Productivity & Costs*
- *Linking Quality to Productivity*
- *Linking Quality to Profitability*
- *Linking Quality to Competitiveness*
- *Principles of Quality Cost*
- *Hidden Cost of Quality & Their Effects*
- *Basics of Reducing Quality Costs*
- *Case Studies*

**Instructor, Gazar "Gary" Bagdasarian** has spent most of his 28-year career with General Electric in US Domestic and International markets. He joined GE's Global Sourcing Operations in 1999 and was in charge of supplier development and sourcing of packaged diesel generator sets and climate control equipment for GE's Energy Rentals Business. He is currently Senior Supplier Quality Engineer for GE's Energy Services Businesses. Gary is a Senior ASQ Member.

Gary earned his Bachelor of Science Degree in Power Systems Engineering from Cairo University in Egypt. He holds an MBA in Management and Finance from Manhattan College in New York City, and a Master of Science Degree in Quality Assurance from California State University in Dominguez Hills.

Gary has developed for GE's Power Plant Business:

- (1) Quality Manual for Site Management of Power Plant Projects based on ISO 9000 Quality Standards
- (2) Pre-qualification of Subcontractors for Power Plant Construction Projects: Development of Questionnaire and Evaluation Screen using Design For Six Sigma - Commercial Quality Methodology

Gary published these research papers on Quality:

- (1) Quality Improvement is Essential for Maintaining Competitiveness
- (2) Quality Improvement is an Essential Requirement for Improving Productivity
- (3) Quality vs. Safety: Behavior-Based Safety Management

**WHEN:**            **October 18, 2010**  
**WHERE:**           **Best Western Royal Plaza**  
                          **Marlborough, MA**  
**Course Code:**    **101**  
**TIME:**             **9:00am to 5:00pm**

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NEQC is pleased to present a seminar on...

## **PROFESSIONAL DEVELOPMENT THROUGH SYSTEMS THINKING**

### **North East Quality Council**

This workshop compresses much of what MBA students learn over two years into a single day. It covers and integrates all the essential elements of a well-managed organization, using the proven descriptors from the Baldrige Criteria for Performance Excellence. This workshop directs our thinking to see the organization as a unified whole. As such, the organization must balance the interests of many stakeholders and various approaches.

#### **Learning Objectives:**

##### **Attendees will be able to:**

- Understand the proven, leading-edge management practices used by world-class organizations.
- Understand and assess their own or another organization's strengths and opportunities for improvement, regardless of whether the organization is in a manufacturing, service, health care, education, governments, or not-for-profit sector.
- Provide value-added feedback in a documented report to encourage an organization's journey toward performance excellence.
- Apply to be an examiner with a state or national Baldrige-based program.

#### **Instructors:**

**Kay Kendall** has spent more than 20 years as a quality executive including Six Sigma Master Black Belt, with extensive experience using the Baldrige Criteria, Lean, Balanced Scorecards, Hoshin Kanri, and benchmarking to deliver results. She currently works with organizations, coaching them on their journey toward Performance Excellence. From 2002 through 2005, Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program after serving as an Examiner and Senior Examiner for the Program for six years. She is the current President and Chair of the Board of the "MassExcellence" Program, the Baldrige-based state program.

Kay is an ASQ Certified Quality Manager. She has served as an editor on the ASQ Quality Press Review Board since 2002. She is beginning her third two-year term as a National Director for the ASQ Board, where she also chairs the Public Policy Advisory Council and the Research Committee. Kay holds a Bachelor of Science degree from Purdue University with a major in microbiology and an MBA from the University of Arizona, Eller School of Business.

**Diane Schmalensee**, founder of Schmalensee Partners, combines a background in two disciplines – marketing research and quality or change management – that are the building blocks of customer experience management and customer loyalty. She serves or has served on the Board of Directors of nearly a dozen organizations and is comfortable working with managers at all levels and in many departments. Diane has helped over 40 organizations build customer satisfaction, loyalty and advocacy through improved customer experiences. She has helped one firm (AT&T Universal Card) win the Baldrige Award-winner (AT&T Universal Card) and five other firms win their state quality awards. Her clients include large and small companies, not-for-profits, business-to-business and business-to-consumer firms. She is an eight-time Examiner for the Malcolm Baldrige National Quality Award and has been a Judge, trainer and Board member of the Massachusetts Quality Award since 1992. She has an MBA from San Diego State University and a BA from Wellesley College.

**WHEN:** *October 18, 2010*  
**WHERE:** *Best Western Royal Plaza  
Marlborough, MA*  
**Course Code:** *102*  
**TIME:** *9:00am to 5:00pm*

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North East Quality Council

NEQC is pleased to present a seminar on...

**PROACTIVE TESTING PUTS  
AGILE TEST-DRIVEN  
DEVELOPMENT ON STEROIDS**

The traditional testing process is reactive; struggling uphill after already making all the possible errors. Agile test-driven development writes tests prior to code, continually reviews code through pair programming, and emphasizes frequent “acceptance” (integration) testing of small code implementations—all of which help produce cleaner program code quicker. As much of an improvement as it is, agile test-driven development could do even better by also applying concepts and techniques of the powerful Proactive Testing™ process that identify numerous test conditions which traditional and test-driven approaches ordinarily overlook, including up to two-thirds of showstoppers and much of the extensive rework which terms like “refactoring” tend to obscure. Following the CAT-Scan Approach™, this interactive workshop describes a Proactive Testing™ model and methods that enable agile (and other) development to deliver far better systems even quicker and cheaper, while also helping overcome traditional user, manager, and developer resistance to testing. Exercises enhance learning.

**Participants learn:**

- *Test-related advantages of agile test-driven development, and its seldom-recognized limitations.*
- *A truly agile structured Proactive Testing process that actually can deliver better quality while cutting time, effort, and aggravation for users, developers, and managers.*
- *Testing’s role in getting more accurate, complete, and testable REAL requirements.*
- *Low-overhead test planning/design techniques that spot and prevent ordinary-overlooked defects.*
- *Proactive Integration and User Acceptance Test strategies that agile testing misses.*

Instructor, **Robin F. Goldsmith** has been President of Go Pro Management, Inc. consultancy since 1982. He works directly with and trains professionals in business engineering, requirements analysis, Beyond the Textbook(tm) software acquisition, process and project management, quality and Proactive Testing(tm). Previously he was a developer, systems programmer/DBA/QA, and project leader with the City of Cleveland, leading financial institutions, and a "Big 4" consulting firm. Author of numerous articles and the recent book Discovering REAL Business Requirements for Software Project Success, and a frequent speaker at leading professional conferences, he was formerly International Vice President of the Association for Systems Management and Executive Editor of the Journal of Systems Management. He was Founding Chairman of the New England Center for Organizational Effectiveness. He belongs to the Boston SPIN. He served on the SEPG'95 Planning and Program Committees.

Mr. Goldsmith Chaired BOSCON 2000 and 2001, ASQ Boston Section's Annual Quality Conferences, and is a member of the ASQ Software Division Methods Committee. He holds the following degrees: Kenyon College, A.B. with Honors in Psychology; Pennsylvania State University, M.S. in Psychology; Suffolk University, J.D.; Boston University, LL.M. in Tax Law. Mr. Goldsmith is a member of the Massachusetts Bar and licensed to practice law in Massachusetts.

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NEQC is pleased to present a seminar on...



# BUILDING HIGH TRUST AND HIGH PERFORMANCE TEAMS

North East Quality Council

## Less stress and more synergy!

Learn how to use creativity and humor to enliven communication, energize teamwork, and build deep bonds of loyalty. Find out what it takes to be a trusted ally who knows how to give and receive the kind of feedback that fosters more insightful listening and wiser choices. Gain new coping skills that help teams keep problems in perspective by keeping a sense of humor. Explore common sense ways to use empathy to make small but memorable deposits in a key ally's emotional bank account, and raise a teammate's trust level by learning how to augment the Golden Rule with the Platinum Rule. ("Do unto others in the way they would want it to be done") Discover first-hand how effective teamwork blends IQ and EQ (Emotional Intelligence) in a way that minimizes tension, and maximizes potential, by playing to people's strengths and pooling resources.

### Core Concepts:

- Cultivating a high trust culture where people feel safe to take creative risks
- The Law of Attraction: what you focus on, you feed
- Accelerate innovation by asking: "What's right?"...and focusing on strengths instead of fixating on weaknesses
- Illustrate a methodology that helps people laugh more readily and learn more rapidly
- Instill greater sense of optimism- based on increased confidence that teams can stay focused stay committed... and still have fun!

### Learning Objectives:

- Attendees learn a new way to embrace different learning styles by reframing the basic assessment question "How smart are you?" into a more inclusive "How are you smart?"
- Participants experience the link between broader perspectives and more flexible thinking.
- Attendees learn to think fast on their feet and come up with creative "Plan B's"
- Participants directly experience how shared laughter leads to Lower stress, higher levels of connection, and enlivened productivity

**Instructor, Rob Peck** is a former professional juggler who's become an award winning motivational speaker, stress management trainer, and creativity consultant -who still defies convention (and gravity!). He is the founder of ZESTWORKS- a speaking, training and consulting firm whose core mission is to make content come alive by linking lessons with laughter. Rob's guiding principle is that high spirits mean low attrition. His unique keynotes like "Keeping All The Balls In The Air" (How to Cope With Constant Change and Still Stay Sane!) and innovative team-building trainings, like "Playing For Keeps" (How humor helps company's retain- rather than constantly retrain, key personnel) have helped thousands of multi-tasking professionals reduce Burnout and regain a better Life Balance. From Harvard to Hewlett Packard, ZESTWORKS creatively customized programs have sparked the fresh thinking and fertile collaborations that help leaders and teams stay focused, stay flexible, and stay together in a high trust winning organization.

*Clear your calendar and mark the dates!*

**Date:** October 18, 2010  
**Location:** Best Western Royal Plaza, Marlborough, MA  
**Course Code:** 104  
**Time:** 9:00am to 5:00pm

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# LEAN ACCOUNTING

This Lean Accounting course will demonstrate how Lean, and to some extent Six Sigma, will help your company have a comparative competitive edge that your competition will be green with envy.

## What you learn:

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▲ Successful Lean Companies</li> <li>▲ Understand the Big Picture</li> <li>▲ Generic Implementation Pattern</li> <li>▲ "Waste-less" Definition of Waste</li> <li>▲ Malignant 7</li> <li>▲ Right-Design</li> <li>▲ Lean Thinking</li> <li>▲ Value Streams are:<br/>Performance Measure Advantages</li> </ul> | <ul style="list-style-type: none"> <li>▲ Cost Management Design</li> <li>▲ What Makes Up Lean Accounting</li> <li>▲ Lean VS Measures</li> <li>▲ VS Box Score</li> <li>▲ Drilling for Customer Value</li> <li>▲ Lean Target Costing</li> <li>▲ Lean + Environmental Impact</li> <li>▲ Green Malignant 7</li> <li>▲ Sarbanes-Oxley</li> </ul> |
|--|---|

Instructor, **Richard Bivins**, works as a procurement and purchasing professional whose industrial experience encompasses traditional manufacturing. Experience includes heavy, high-tech and military systems development. Highly effective in solving problems creatively, on time and under cost, and often beats deadlines. Knowledge base and follow through capabilities include operations, manufacturing, marketing and project management methods and ISO 9000:1994 and 2000 Quality Management Systems. In addition to his status as a U. S. military veteran and holding a Veterans' Affirmative Action Certificate, Richard has a Bachelor of Science Degree in Economics from West Texas A&M University and a CPIM Certification form APICS, and other certifications.

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# ROOT CAUSE ANALYSIS

## North East Quality Council

This 2-day course consists of lectures, practice, and role-play providing attendees with an in-depth understanding of how to analyze a system in order to identify the root causes of problems

### WHO SHOULD ATTEND?

Quality and process engineers, technicians or others responsible for troubleshooting technical problems, corrective action coordinators, or managers; supervisors, team leaders, and process owners; anyone who wants to improve their ability to solve recurring problems.

### The seminar topics include:

- The difference between problem solving and root cause analysis
- Why effective root cause analysis is more important in today's world
- Some common problem solving models and their weaknesses
- Five steps for performing the root cause analysis part of problem solving
- What each step accomplishes and some tools available for carrying it out
- Enhance problem solving effectiveness by providing a model for deep problem situation analysis.
- Clarify the difference between analytical and creative thinking. Then determine when each is most useful.
- Promote the ability to provide problem-solving support in situations where one is not an expert in the process or technology involved.
- Expand the range of tools available for analysis of problem situations.

### Participants learn:

Differentiate between problem solving and root cause analysis:

- Implement five steps for carrying out effective root cause analysis
- Select from and apply a variety of tools that support root cause analysis
- Support and critique root cause analysis carried out by others*

Duke Okes has supported the work of quality professionals for more than 23 years by providing training & consulting in quality management technologies. He is an ASQ Fellow and certified as a CMQ/OE, CQE and CQA, and holds degrees in technology, business and education. He is co-editor of the *Certified Quality Manager Handbook (2<sup>nd</sup> Ed.)*, a frequent contributor to *Quality Progress*, and writes a regular column titled "Auditing Outside the Box for The Auditor". He is the author of "Root Cause Analysis: The Core of Problem Solving and Corrective Action".

### **Clear your calendar and mark the dates!**

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**Course Code:** 106  
**Time:** 9:00am to 5:00pm

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# SOFTWARE DEVELOPMENT FOR MEDICAL DEVICES

Many medical device manufacturers find it difficult to develop software in compliance with FDA QSR regulations and international standards such as ISO 14971, ISO 13485, ISO 62304 and other emerging standards. This two-day workshop provides your organization with practical guidance and recommendations for a software development process that complies, is flexible, cost-effective and makes good business sense.

| Our training includes:   | Benefits:  |
|--|--|
| Introduction<br>Interpreting Design Controls for Software<br>Software Verification Process<br>Software Validation Process<br>Risk Management for Software-based Medical Devices<br>Validation of Software Tools Used to develop Device software<br>Validation of Software Used in Manufacturing and Quality Systems<br>Summary | This two-day seminar focuses on interpreting FDA Regulations and Standards for Medical Device Software.<br><br>Specifically, the course includes a comprehensive discussion of Design Controls, interpreted for medical device software. |

**Steven R. Rakitin** has 30 years experience as a software engineer and software quality manager in a broad range of industries. He has written several papers on the subject of software quality and published a book titled: Software Verification & Validation for Practitioners and Managers. He was a member of the Working Group that produced the first IEEE Standard for Software Quality Assurance Plans (IEEE-STD-730). He is currently serving on the IEEE Standard 1012 (Verification & Validation) Working Group. He received a BSEE from Northeastern University and an MSCS from Rensselaer Polytechnic Institute. He has earned certifications from the American Society for Quality (ASQ) as a Software Quality Engineer (CSQE) and Quality Auditor (CQA). He is a member of the IEEE Computer Society, the ASQ Software Division, and is on the Editorial Review Board for the ASQ Journal *Software Quality Professional*. He presents tutorials and workshops at conferences worldwide. As President of Software Quality Consulting Inc., he helps companies establish a more predictable software development process.

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# LEAN SIX SIGMA PROCESS FACILITATION

**North East Quality Council**

Lead small-scale process improvements, understand and get beyond conflict, create an atmosphere conducive to change, and ward off "group think" as presented in the story, "A trip to Abilene".

**Don't miss this chance to learn how to look at things differently, do more with less, increase quality and customer satisfaction!**

**This Two-day session Covers:**

- *Problem Identification – You think you have a problem, but how do you know?*
- *Building a Business Case – Gaining buy-in from others*
- *Process Mapping – Understanding current state through mapping*
- *Gathering Voice of the Customer – Getting the most from your customers*
- *Data Collection – Techniques for gathering and presenting data to others*
- *Analysis Paralysis – Data; what is too much? What is not enough?*
- *Root Cause Analysis – Solving problem by understanding the causes.*
- *Creating Solutions – How to create a robust plan for success.*
- *Locking in the Gains*
- *Control to keep progress moving forward*
- *Highlighting Improvements beyond dollars and cents*

**Lisa-Marie Nesbitt** has over ten years experience both as a consultant and in industry in training, facilitating, coaching, and leading the deployment of business-process improvement strategies. This experience is in industries such as Manufacturing, IT, Insurance, Marketing, and Healthcare.

Ms. Nesbitt has an operational background with sales, marketing, global supply chain operations, and enterprise-wide supply to demand systems. She holds a Global M.B.A, Masters in Organizational Leadership, and Bachelors in Marketing. She is a certified Six Sigma Master Black Belt, Project Management Professional, Supply Chain Professional, and Production and Inventory Management.

Ms. Nesbitt has worked with many large companies with a collaborative approach. Her specialties include; Team Building, Project Management, Global Supply Chain Management, Lean Enterprise, Continuous Process Improvement, Vendor Relationship Management, Metrics Development, and Strategic Planning.

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## **ISO 9001:2008 TRANSITION & AUDITING**

This interactive seminar helps participants to understand ISO 9001:2008 requirements, improving your QMS. We spend the second day on auditing. We cover how to plan, conduct and report system, process and product audits that transform ISO compliance into Business Performance Excellence.

***Reserve your space and let us show you how your organization can effectively deploy ISO 9001: 2008 into your organization!***

### **The seminar covers:**

- Basic Principles of Quality Management.
- Process Approach
- Review the Requirements of ISO 9001:2008
- Understanding Audit Process
- How to develop Audit Plans, Worksheets & Checklists
- How to conduct System, Process & Product Audits
- How to develop effective CAPA & Management Reviews

**Instructor, Jack Reardon** has over 30 years experience in the Quality and business improvement field. Jack's professional experience includes working as Corporate Quality Manager, Technical operations Manager, Production Manager, and Customer support Manager etc. He is a Senior Consultant at Quality & Productivity Solutions providing consulting and training for Six Sigma, Lean and Quality Systems. He has consulted small, medium and large companies for Lean, Six Sigma and Quality Management System.

Jack has been an active member and volunteer of American Society for Quality for the last 10 years. He is an ASQ certified Black Belt and ASQ certified Quality Auditor. He is also a Master Black Belt.

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# RISK MANAGEMENT / ISO 14971

This course provides participants with the knowledge, tools and confidence to develop a risk management program. As a management tool used throughout a product's life, risk analysis can reduce errors, liability and cost by prioritizing the most important risk concerns early. The course will feature both lecture and an active question-and-answer portion to bring real life situations to participants.

|   |   |
|---|---|
| <p><b>What you will learn:</b></p> <ul style="list-style-type: none"><li>▪ Understand the principles of risk management planning in developing procedures and practices to analyze, evaluate and mitigate risks.</li><li>▪ Understand what the FDA and EU will expect from your company in applying risk analysis to medical devices.</li><li>▪ Understand the application of risk analysis methodologies such as FMEA and FTA.</li><li>▪ How to develop a risk reduction plan.</li><li>▪ Practical knowledge to not only discover but also organize, document, and mitigate risks.</li></ul> | <p><b>Course Topics:</b></p> <ul style="list-style-type: none"><li>▪ Understanding Risk</li><li>▪ ISO 14971 Overview</li><li>▪ Infant Heel Warmer example</li><li>▪ Definitions and Concepts</li><li>▪ Risk Management Planning</li><li>▪ Risk Assessment</li><li>▪ Risk Control</li><li>▪ Residual Risk Evaluation</li><li>▪ Risk Management Report</li><li>▪ Production &amp; Post-production Information</li><li>▪ Project Risk Management</li></ul> |
|---|---|

Instructor, **Dan O'Leary** has more than 30 years experience in quality, operations, and program management in regulated industries including aviation, defense, medical devices, and clinical labs. He has a Masters Degree in Mathematics, focusing on logic and number theory. His professional experience relates to quality, reliability, and operations management. Dan is the President of Ombu Enterprises, LLC, a company offering training and execution in Operational Excellence. Ombu helps companies achieve efficient and effective processes and regulatory compliance.

Dan is a regular speaker at international conferences including ASQ, ISM, and RAMS. Dan teaches courses in reliability methods, medical device regulations and practices, statistical methods, management systems (ISO 9001 & ISO 14001), and project management. Dan is a member of the American Mathematical Society, American Statistical Association, Society of Industrial and Applied Mathematicians, Institute for Supply Management, Project management institute, APICS, and is a Senior Member of the American Society for Quality and has held leadership positions in ASQ sections. He is an ASQ Certified Biomedical Auditor, Quality Auditor, Quality Engineer, Reliability Engineer, and Six Sigma Black Belt; and certified by APICS in Resource Management.

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**TIME:** 9:00am to 5:00pm

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