



ASQ North East Quality Council is pleased to offer the following seminars in October 2008; Pre-conference (October 13, 2008) and Post conference (October 16 & 17, 2008)

SEMINAR	DAY/DATE	Instructor	Course CODE	COST *
<b>Pre Conference Seminars</b>				
Transitioning to ISO 9001:2008 & Improving your QMS	Mon/Oct 13, 2008	Baskar Kotte, Quality System Enhancement, Inc.	100	\$395
Innovation Strategies for effective development of Business Concepts, Processes and Products”	Mon/Oct 13, 2008	Alexis Goncalves, Innovation Insight	101	\$395
Going Beyond Lean Six Sigma and the Balanced Scorecard: The Integrated Enterprise Excellence (IEE) System	Mon//Oct 13, 2008	Forrest Breyfogle III, Smarter Solutions, Inc.	102	\$395
Cost of Poor Quality – Understanding and Improving	Mon/Oct 13, 2008	Gazzar Bagdasarian, General Electric \	103	\$395
Software Verification and Validation	Mon/Oct 13, 2008	Steve Ratkin, Software Quality Consulting, Inc	104	\$395
<b>Post Conference Seminars</b>				
Medical Device Quality Regulations	Thu-Fri/Oct 16-17, 2008	Jeff Boatman, Director of Quality, CSSC Inc., a Q Pharma Company	105	\$695
FMEA and Risk Management	Thu-Fri/Oct 16-17, 2008	Angelo Scangas, Quality Support group of New England	106	\$695
Reviewing Requirements and Design Adequacy	Thu-Fri/Oct 16-17, 2008	Robin Goldsmith, GoPro Management	107	\$695
Design for Six Sigma for Service	Thu-Fri/Oct 16-17, 2008	Jack Reardon, QPS Consulting	108	\$695
How to conduct Kaizen Workshop- Mfg & Service	Thu-Fri/Oct 16-17, 2008	Joseph P. Vitalo and James S. Byron,	109	\$695

Note: All seminars will be held from 9 AM to 5 PM. 0.7 CEUs per day will be awarded with certificate of attendance.

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

- 20% discount if registered before July 15, 2008
- 10% discount if registered between July 16- Sep 30, 2008.
- Additional 10% discount if registered if 3 or 4 attendees from same company for same program, 15% discount if more than 5

NEQC Phone: (508) 987-3800 E-mail: : [Registration@neqc.org](mailto:Registration@neqc.org) Website: [www.neqc.org](http://www.neqc.org)  
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...

## ***TRANSITIONING TO ISO 9001:2008 & IMPROVING YOUR QMS***

This interactive seminar helps participants learn the expected changes to the ISO 9001 and 9004 standards and their emphasis to Business Performance Excellence.

### **The seminar covers:**

- *Changes in ISO 9001:2008.*
- *Uses of Business performance tools and techniques like Six Sigma, SPC, PDCA for realizing competitive advantage with a focus on profitability maximization.*
- *How to roll in management reviews, internal audits, and the corrective/preventive action into the Business Process for the best results.*
- *How to Implement Changes*
- *How to systematically manage the process metrics and transform their ISO compliance into business performance excellence.*
- *How to integrate the process and functional performance and evaluate by scorecards and statistical methods/tools to accomplish business excellence.*

Instructor, Baskar Kotte, President of Quality Systems Enhancement. Mr. Kotte is an original and active member of US TAG TC 176 (a technical committee that originally developed ISO 9000 family of quality standards) and US TAG 207(a technical advisory group that developed the ISO 14000 family of environmental standards). Mr. Kotte also participated and provided input to the development of the current ISO 9000: 2000 family of revised standards and ISO 14000:2004 family of revised standards. Next, Mr Kotte is developing ISO 10019:2005 (Guidelines for the selection of quality management system consultants and use of their services). Currently, Mr. Kotte is the US delegate to develop ISO 10004 standards for monitoring and measuring customer satisfaction.



**WHEN:**                    **October 13, 2008**  
**WHERE:**                   **Best Western Royal Plaza**  
                                  **Marlborough, MA**  
**Course Code:**         **100**  
**TIME:**                    **9:00am to 5:00pm**

***Reserve your space and let us show you how your organization can effectively  
deploy ISO 9001 & ISO 9004 into your organization!***

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North East Quality Council

NEQC is pleased to present a seminar on...

***INNOVATION STRATEGIES FOR  
EFFECTIVE DEVELOPMENT OF  
BUSINESS CONCEPTS,  
PROCESSES AND PRODUCTS***

This seminar is designed to provide participants with a systematic view on how to manage innovation and make it an engine to drive world class transformation. A complete roadmap on how to “hardwire” innovation and make it sustainable will be presented.

**The seminar topics:**

- *Innovation Leadership*
- *Innovation Strategy*
- *Workforce Innovation Focus*
- *Business Concept Creation*
- *Platform and Product Development*
- *Portfolio Management*
- *Production and Delivery Development*
- *Commercialization Development*
- *Knowledge and Technology Development*
- *Networks and Partnerships Development*
- *Innovation Results*
- *Innovation Culture*

Alexis is a business innovation consultant providing services throughout the Americas in innovation effectiveness, lean six sigma, service design, and organizational change. As an international innovation catalyst he has implemented systems of innovation in 12 countries and provided consulting services for a variety of clients including The Ritz-Carlton Hotels, Citigroup, Nestle, SK Telecom, Gama Healthcare, Schiller Math and Grupo Pellas. He currently teaches Business Innovation at Georgetown University CIED Program in Washington, D.C., and is an Official Judge for the Innovation Challenge Award hosted by the Darden Graduate School of Business, as well as an Official Judge for the Global Thunderbird Sustainable Innovation Summit. He has served for nine years as an Examiner, Sr. Examiner, and Alumni for National and State Quality Awards in USA, Argentina and Brazil. He is a Member of the Editorial Review Board of the Six Sigma Forum Magazine, a Senior Member and CPT of ISPI (International Society for Performance Improvement).

Alexis has been an ASQ Member since 1991, Fellow Member since 2006, and a member as well of the Quality Management, Six Sigma, and Service Quality Divisions. An advocate of ASQ services and products in developing economies, he has broadcasted widely and passionately the need for the quality community to professionalize services by adhering to ASQ standards of excellence. He designed the assessment criteria and piloted the first ASQ World Partner Program, to help ASQ expand its network and membership internationally.

***In order for “world class transformation” to happen inside a company one of the most important strategies that need to be in place is an innovation strategy. Come learn how to implement a strategy to make your company “world class”!***

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**Course Code:** 101  
**TIME:** 9:00am to 5:00pm

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North East Quality Council

NEQC is pleased to present a seminar on...

***GOING BEYOND LEAN SIX SIGMA  
AND THE BALANCED SCORECARD:  
THE INTEGRATED ENTERPRISE  
EXCELLENCE (IEE) SYSTEM***

Competitive pressures are forcing executives to react faster to changing business conditions and customer requirements. Line managers and decision-makers need to have an efficient and effective system for day-to-day business operation with access to performance metrics that lead to the most appropriate activities. In short, what's needed is a performance measurement and improvement system to drive financial and operational success: **Integrated Enterprise Excellence.**

**The seminar topics:**

- Are Business Goals being met?
- Do you have all the right tools, but still find yourself wasting time firefighting the same problems over and over again?
- Are organizational metrics leading to the wrong behaviors?
- Does your organization simply tell stories when reporting metrics but the metrics don't seem to be improving?
- Are the most beneficial organizational strategies being created and executed?
- Are projects either not getting completed or, when completed, don't seem to impact the bottom line as much as claimed?

This one-day seminar with renowned **Lean Six Sigma and Process Improvement expert and author Forrest Breyfogle** helps organizations address these issues and more. Forrest Breyfogle is a Professional Engineer and ASQ Fellow who founded Smarter Solutions in 1992. As a management thought leader and innovator, he provides in his new 3-volume book series; ***Integrated Enterprise Excellence: Going Beyond Lean Six Sigma and the Balanced Scorecard***, radical management advancements in the utilization and integration of scorecards, strategic planning, and process improvement. Mr. Breyfogle received the prestigious Crosby Medal from ASQ in 2004 for his book, ***Implementing Six Sigma (second edition)***.

**WHEN:** October 13, 2008  
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Marlborough, MA  
**Course Code:** 102  
**TIME:** 9:00am to 5:00pm

**Be one of the first people to obtain a copy of the two new books written by Forrest Breyfogle:**

- *The Integrated Enterprise Excellence System: An Enhanced, Unified Approach to Balanced Scorecards, Strategic Planning, and Business Improvement*
- *Integrated Enterprise Excellence Volume 1 – The Basics: Golfing Buddies Go Beyond Lean Six Sigma and the Balanced Scorecard*

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North East Quality Council

NEQC is pleased to present a seminar on...

## ***COST OF POOR QUALITY- UNDERSTANDING & IMPROVING***

**Are you looking for a way to better your business?**

**Then, this is the seminar for you. This seminar is for companies that want to identify and eliminate 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 the following 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 has published the following 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

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**Course Code:**         **103**  
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***Come find out just how much you could be saving!***

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North East Quality Council

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# SOFTWARE VERIFICATION & VALIDATION

The increasing demand for complex software coupled with stiff competition for experienced software engineers has put many companies in the uncomfortable position of having to trade off Quality against Time to Market. By applying proven Software Verification & Validation techniques, your organization can improve Quality and meet aggressive Time to Market goals. This one-day workshop can provide your staff with proven tools and techniques that can help save your organization time and money.

### Our training will include:

### Benefits:

<ul style="list-style-type: none"> <li><input type="checkbox"/> Economic Justification for Software V&amp;V</li> <li><input type="checkbox"/> Overview of Software Development Lifecycle Models</li> <li><input type="checkbox"/> Overview of Software Verification Techniques <ul style="list-style-type: none"> <li><input type="checkbox"/> Peer Review Process</li> <li><input type="checkbox"/> Practice Peer Review</li> </ul> </li> <li><input type="checkbox"/> Overview of Software Validation Techniques <ul style="list-style-type: none"> <li><input type="checkbox"/> Testing Levels, Methods, and Types</li> <li><input type="checkbox"/> Test Planning</li> <li><input type="checkbox"/> Testing Measures</li> <li><input type="checkbox"/> Common Testing Problems</li> </ul> </li> <li><input type="checkbox"/> Action Plan</li> </ul>	<p>This one-day seminar will provide your staff with practical skills that can be put to use immediately and can help your company deliver quality software with features customers expect in the timeframe customers demand. For example, a Practice Inspection will be held where participants will learn first hand the skills required to plan and conduct effective Code Inspections.</p>
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**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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**Course Code:**         **104**  
**TIME:**                     **9:00am to 5:00pm**

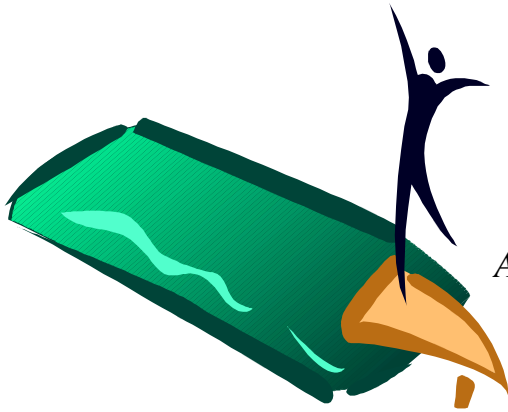
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North East Quality Council

## ***MEDICAL DEVICE QUALITY SYSTEM REGULATIONS***



*This course has been designed to help you understand the requirements of FDA regulations and focuses on regulatory requirements specific to Medical Devices.*

*Although specific to Medical Devices, this course is also helpful to Pharma and Biologic firms to understand how FDA is applying the Quality System Regulation to their industries.*

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

- *What are QS Regulations*
- *The FDA Philosophy*
- *Medical Device Overview*
- *Relationship to ISO standards*
- *The Quality System Regulations*
- *Quality Records*
- *Regulatory Requirements and FDA expectations*
- *Impact of QS Regulations on other industries*
- *The Quality System Inspection Technique*
- *Design Controls*

**Instructor, Jeff. Boatman** is a recognized industry leader in the invention and implementation of medical devices, manufacturing processes, and test methodologies. Mr. Boatman has worked in virtually every aspect of Medical Device engineering, from laboratory supervisor, manufacturing engineer, R&D, and quality and compliance management.

After running his own business for three years setting up quality systems at Medical Device startups, Mr. Boatman joined CSSC in 2002 and became Director of Quality in 2003. His expertise now includes ISO 9001 and ISO 13485 auditing and pharmaceutical validation, with a specialty in applying the Quality System Regulations to drug manufacturers.

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

**Date:** October 16-17, 2008  
**Location:** Best Western Royal Plaza, Marlborough, MA  
**Course Code:** 105  
**Time:** 9:00am to 5:00pm

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North East Quality Council

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# FMEA AND RISK MANAGEMENT

Your ability to predict and evaluate potential failure modes is crucial. Whether you work in a complex engineering and manufacturing environment, or a process-oriented one, such as a hospital, laboratory or school system this course will benefit you. Utilizing FMEA to successfully determine failure mode cause and effect, will help you prevent the threat of potentially damaging failure modes.

### What you will learn:

- How to determine the right time to initiate FMEA
- How to Identify and classify potential failure modes
- How to build a cross-sectional team qualified to perform FMEA
- How to evaluate potential failure mode severity and probability.
- How to utilize "bottom-up" analysis to evaluate a failure mode effect to uncover the cause
- How to maximize FMEA as a flexible tool to meet your industry or product-specific needs

### Course Topics:

- Design and Process FMEAs: Step-by-Step Procedure
- FMEA implementation
- Identification Requirements
- Core Team
- Potential Failure Modes & failure effects
- Severity: Suggested evaluation criteria
- Occurrence: Suggested evaluation criteria
- Current design controls
- Detection: Suggested evaluation criteria
- Risk Priority Number (RPN)
- Recommended actions
- Resulting RPN
- Identifying Critical Characteristics
- Relationship between FMEA and Quality Control Plans

Instructor, **Angelo Scangas has an MBA**, a Master's degree in Manufacturing Engineering and Bachelor's degree in Chemical Engineering. He is certified in lean manufacturing and quality management. Angelo specializes in business/quality systems, lean manufacturing, engineering management as well as product development and process improvement. Course participants will find it easy to learn as Angelo shares his practical knowledge and experience. Angelo has led clients to ISO 13485, ISO 9000:2000, ISO 14000, TS 16949 and Lean Sigma certifications. Angelo is a member of the American Society of Quality and AIAG. He is a Certified AIAG, IAOB, RAB-Lead Auditor.

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

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# ***REVIEWING REQUIREMENTS AND DESIGN ADEQUACY***

## **North East Quality Council**

Most developers do not know how to test that requirements and design are accurate and complete. At best, they use one or two weak methods which are insufficient to help prevent costly rework and up to two-thirds of the errors which traditionally plague finished systems. **This unique seminar workshop shows numerous ways to test up-front, where payoffs are greatest.** Applying the techniques successively to a real case, participants discover that each technique reveals additional, otherwise-overlooked defects. Participants realize how this testing also improves meaningful customer involvement and communication.

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

- Value of Testing Up-front
- Testing Requirements Formats
- Finding Overlooked Requirements
- Assuring Accuracy/Completeness
- Testing Project Finances
- Testing Project Finances
- Reviewing Design Suitability
- Actively Testing Design Accuracy
- Managing the Testing Process

### **Participants will learn:**

- More than 21 ways to test business requirements and 15 ways to test designs.
- Finding previously overlooked problems when they are easiest and least expensive to fix.
- Evaluating the levels of quality embodied within the requirements and design.
- Testing techniques that enhance customers' involvement and communication with management.
- Preventing future difficulties related to producibility, maintainability, and usability.
- Allocating testing resources economically.

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 and 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.

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

**Date:** October 16-17, 2008  
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**Course Code:** 107  
**Time:** 9:00am to 5:00pm

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# DESIGN FOR SIX SIGMA (DFSS)

North East Quality

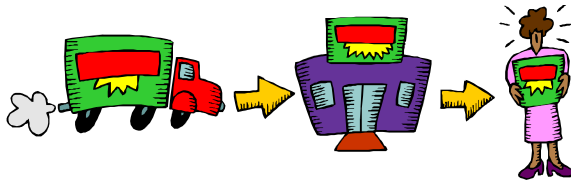
*Do you know how to design and develop new products & services to meet Six Sigma goals?  
Can you incorporate customer focus, process focus and the DMADV process?*

DMADV consists of five interconnected phases: **Define, Measure, Analyze, Design, and Verify.**

It is a data-driven quality strategy for designing products and processes, and it is an integral part of a Six Sigma Quality Initiative. This seminar provides the overview for Design Teams to implement the Six Sigma methodology using the DMADV concept.

Learn to design products, processes and services at the six sigma level! Understand what customer and process focus is for product/process design, and how it impacts design and drives process improvement.

- This Two-day session Covers:*
- *The DFSS Approach*
  - *DMADV Process*
  - *Metrics/Measurements*
  - *Voice of the Customer/QFD*
  - *Tools & Techniques*



*Don't miss this chance to get a handle on what drives Six Sigma!*

**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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**Course Code:** 108  
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**Reserve your space and let us show you how your organization can develop/implement programs to achieve breakthrough improvements!**

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North East Quality Council

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## ***HOW TO CONDUCT KAIZEN WORKSHOPS – MFG. AND SERVICE***

*This course has been designed To enable participants to understand the Gemba Kaizen process, implement key components of that process, and acquire a resource that will support their continued learning and mastery of Kaizen.*

### **Seminar Summary:**

This course teaches you to improve a work process using the Gemba Kaizen method described in the Kaizen Desk Reference Standard. **Each participant receives a free copy of the electronic version of the book and its set of tools that support the effective implementation of Kaizen.** The training begins by exploring the various meanings of Kaizen, clarifying its focus on Gemba Kaizen, and overviewing the value stream that accomplishes it. This value stream includes the pre-event milestones of describing the scope of a proposed Kaizen event, analyzing whether the event should be done, and preparing for the event. It proceeds to performing the Kaizen event including building a description of the target work process, completing a walk through of the process, and defining the event's mission, goals, and "do's and don'ts." It extends to measure waste, identify improvement opportunities, devise improvements, make and measure their effects, and follow up on events so that the benefits they produce sustain. The methodology has been proven in Kaizen events conducted in manufacturing and service sectors in the U.S., Canada, Europe, and the U.K. Prior to the training, each participant will identify a work process from his/her own business and use it during training to explore and practice how to do selected steps in the Kaizen work process. For this work process, they will describe its problems, set a focus for its improvement, build a description of its workflow, learn to identify instances of waste, and complete a mental walk through to identify the waste in that process. Each remaining operation in the Kaizen process will use these results to clarify how it is implemented. The use of a work process from one's own business will better enable participants to return to their workplaces able to make a difference. To accomplish the course's purposes, participants must complete a pre-course assignment as a condition of participation. The assignment takes approximately an hour to complete. It includes selecting a work process, documenting its key measures, and listing the problems experienced with it. Participants will also be given access to detailed descriptions of completed Kaizen events to read so they become familiar with the process.

### **WORKSHOP LEADERS:**

**Joseph P. Vitalo** is a lean manufacturing consultant and trainer with over ten years experience in planning and leading lean improvement events. Through these events, he has improved businesses in the United States, Canada, Europe, and the United Kingdom. He is the coauthor of the *Kaizen Desk Reference Standard*, and has trained and developed Kaizen leaders in automotive, pharmaceutical, electronics, machinery manufacturing, and process industries. Joseph is currently a lean consultant and trainer with Vital Enterprises.

**James S. Byron** is Director, Organization Effectiveness, The Hartford Financial Services Group. He has over 25 years of experience in leading organizational improvement projects. Jim has worked with every organizational level across several industries, including the world's largest pharmaceutical, chemical and financial services organizations. Specializing in productivity improvement, Jim has expertise in accomplishing large-scale organizational performance assessment and change, leadership and employee development, employee involvement and teaming, and high performance organization development. Projects led by Jim have consistently produced an impressive range of bottom line results with ROI's of 10:1 to 21:1 in addition to dramatic improvements in morale, climate, and employee involvement.

**WHEN:** *October 16-17, 2008*  
**WHERE:** *Best Western Royal Plaza,  
Marlborough, MA*  
**Course Code:** *109*  
**TIME:** *9:00am to 5:00pm*

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# NEQC 2008 Conference Registration Form

**(Please complete a separate form for each attendee.)**

**Register on our Web-site OR Mail or fax this form, with credit card information (at the bottom), or enclose check payable to "ASQ NEQC" to:**  
 Pam Martel, ASQ NEQC Registrar  
 C/O Quality & Productivity Solutions  
 1 Sunny Hill Drive, Oxford, MA 01540  
 Phone: 508-987-3800 Fax: 508-987-1464  
[registration@neqc.org](mailto:registration@neqc.org)  
[www.neqc.org](http://www.neqc.org)

PLEASE PRINT OR TYPE INFORMATION

Name: \_\_\_\_\_ Mem. No.: \_\_\_\_\_ Section/Chapter: \_\_\_\_\_  
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 Phone (Work): \_\_\_\_\_ (Home): \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email (work): \_\_\_\_\_ Email (home): \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Job Title: \_\_\_\_\_  
 Co. Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

PLEASE NOTE THE SEMINAR(S) YOU WISH TO ATTEND:

Event Date	Title	Fee
Oct 14-15, 2008	Conference -2 days; Oct 14-15, 2008 ( 8 AM to 5 PM)	\$495
Oct 13, 2008	Seminar -Pre conference (9 AM to 5 PM) Seminar Name: _____	\$395
Oct 16-17, 2008	Seminar -Post conference (9 AM to 5 PM) Seminar Name: _____	\$695

Payment Information:  Check  Credit Card

Note: ASQ NEQC Tax ID No. 39-0912502 (Corporation)

**Total Fee: \$** \_\_\_\_\_

**\*Discount: \$** \_\_\_\_\_

**Net Fees: \$** \_\_\_\_\_

**HOTEL ACCOMMODATIONS**

You are responsible for making your own reservations. Please contact hotels directly for directions and special hotel rates for registration. You may also log onto our website; [www.neqc.org](http://www.neqc.org) for hotel directions.

**PAYMENT INFORMATION (NOTE: Confirmations will be made by email only)**

Advance registration must be accompanied by payment in full for all desired events. Make checks payable to ASQ NEQC (ASQ North East Quality Council).

**Credit Card Information**

Check One: Visa \_\_\_\_\_ M/C \_\_\_\_\_ AmEx \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
 \_\_\_\_\_

Card No. \_\_\_\_\_

Expires: \_\_\_\_\_

Security Code on Back of Card: \_\_\_\_\_

Signature: \_\_\_\_\_

**NOTE:** Only cancellations made 7 days in advance of the event can be refunded. A 10% cancellation processing fee will be charged for all cancellations. Substitutions can be made at any time.

**Discount Information:**

- \* Register Before July 15 – 20% discount
- \* Register Between July 16-Sept 30 – 10% discount
- \* **3** or **4** registered from the same organization for the same program – 10% discount
- \* **5** or more attendees from the same company for the same events - 15%