

## **21A - ISO 9001:2008- Changes**

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

This seminar helps participants learn:

1. How to systematically manage the process metrics and transform their ISO compliance into business performance excellence.
2. How to integrate the process and functional performance and evaluate by scorecards and statistical methods / tools to accomplish business excellence.

If you are a General Manager, Plant Manager, Corporate Manufacturing Manager, Controller, Maintenance Manager or Quality Manager you will benefit from participating in this 90-minute program. The tools and techniques you will take away include:

- Quotation to Cash - This tool identifies all processes that require the monitoring and maintaining of Business and Environmental sustainability components
- Uses of performance tools and techniques like Six Sigma, Lean, SPS, and PDCA for realizing competitive advantage with a focus on profitability maximization
- How to execute Management Reviews, Internal Audits, and Corrective/Preventive Actions into the core business processes, and get the biggest bang for your buck.
- ISO 9001 Standards as a vehicle for improvement and a mechanism to monitor and measure risks against set business objectives and targets

**Baskar Kotte**, President of Quality Systems Enhancement. QSE was founded in 1992 and is a leading consulting and training organization dedicated to the implementation of ISO 9001, ISO 14001, Lean and bottom-line improvement activities to achieve disciplines and profit maximization. Mr. Kotte is an original and active member of US TAG TC176 (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 and ISO 14000:2004 families of revised standards. Currently, Mr. Kotte is the US delegate to develop ISO 10004 standards for monitoring and measuring customer satisfaction and is working on ISO 10019:2005; Guidelines for the selection of quality management system consultants and use of their services.

## **21B - A Practical Approach to User Friendly Documentation**

Helen Van Diver, Senior Quality Technician

Plug Power Inc.

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This is a workshop where the attendees will learn how to construct user friendly documentation. Attendees will learn:

- Documentation Background
- Levels of Documentation
- When is a Document Required
- Why is Good Documentation Needed?
- Characteristics of Good Documentation
- Documentation Styles
- Common Mistakes When Creating Documents
- Making Documents User Friendly
- Formant Elements
- Writing Process; Plan, Write, Investigate, Organize, Rewrite & Review
- Reviewing Your Document
- Rules for Using Graphics
- Creating Forms
- Focus on the Standard
- Electronic Documentation Management

### **Presenter:**

**Helen Van Diver** has over 32 years of experience in the Medical Device Industry and two years in the Fuel Cell Industry. Helen's professional quality experience includes working as a QC Inspector, Sterilization Clerk, Sr. QA Technician, Validation Technician, Manufacturing Technician, Quality Manager/Regulatory Affairs Manager, Mechanical and Calibration Technician.

Helen has been an active member and volunteer of the American Society for Quality since 1985. She is an ASQ certified Quality Auditor. Helen has been on the ASQ-Hudson Mohawk Section Executive Board since 1991 holding positions of Arrangements Chair, Secretary, Treasurer, and Chairperson. She is currently the NEQC Representative for her section as well as Historian & Secretary. Helen is Secretary for the NorthEast Quality Council and has been active in the past conferences. She also is a Certified IPC Specialist.

## **21C - The Crucial Role of Optimization in Statistical Control of Technological Processes**

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The purpose of this presentation is to review the contemporary paradigm of SPC and to provide support to the claim: to make SPC of a technological process practical it is crucial to tune up the process first by setting its controllable parameters to their optimal values.

The contemporary paradigm of SPC is based on detection of events that have low probabilities when the process is believed to be in control. Inadequacy of the paradigm is that low probability events happen all the time. Probability of occurrence of any particular value of any continuous characteristic of a process is zero. However, we strongly disapprove of some values (e.g., falling beyond  $3\sigma$  or  $6\sigma$  limits) while happily embrace others, like those falling on or close to the process' target – despite similarly low probabilities of occurrence. In essence, it is not just the probability of occurrence that matters; even more importantly, it is the acceptability of the observed values to the process owner, who is ultimately responsible not only for the product quality but also for the process productivity.

I will discuss some features that are common to all technological processes. Based on the discussion, I will show why preliminary optimization and subsequent monitoring of the optimized values of the process parameters improves efficiency of decisions regarding process performance. One immediate benefit is reduction of the false alarms rate. I will also discuss some of the available methods of process optimization, both univariate and multivariate, focusing on a method of empirical optimization known as Modified Sequential Simplex Search.

### **Presenter**

**George Zeliger** holds an MS cum laude in mathematics from Leningrad (now St. Petersburg) University, Russia. He worked on his PhD in applied statistics/quality control at the National Research Institute for Standardization in Moscow. Upon arrival to this country nearly seventeen years ago, George worked as an applied mathematician, statistician and software developer in the Greater Boston area and taught at Boston University, Suffolk University, and Emerson College. George has been an instructor for the Boston Section of the ASQ teaching various statistical courses, and served recently as the Region 1 Councilor for the ASQ Statistics Division.

A presenter at numerous national and international conferences on quality and industrial applications of statistics and mathematics, his own business research focuses on methods of sequential experimental optimization of processes and products. Currently, George works at the Massachusetts Department of Environmental Protection as a trainer for the Bureau of Administrative Services.

## **21D - Leveraging Supplier Value Through Performance Evaluation**

Sherry Gordon, President  
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This session is a practical overview about how to develop a good supplier evaluation process and performance metrics that are meaningful to your organization with the goal of improving the performance of key suppliers. What is the value of a high-performing supply base? Instead of focusing only on reducing the price of goods and services, companies who can optimize the customer-supplier relationship and achieve performance excellence can also help reduce cost and risk, two of the biggest concerns of companies today. The extent to which firms can develop productive relationships with their suppliers can help enable suppliers to go beyond cost reduction and add value. Measuring suppliers and understanding their performance is the first step.

A supplier performance management business process should be developed and not just happen. The process begins with a strategy, supplier performance expectations and evaluation criteria in order to create metrics that are relevant and useful to your organization and give insights that help your suppliers improve their performance. Challenges include gathering the most useful information for scorecards and getting from metrics collection to action and supplier performance improvement. The session will focus on the following:

- Supplier evaluation value proposition
- Process for developing a supplier evaluation process
- Success factors for a good supplier evaluation process

### **Presenter:**

**Sherry Gordon** is President of the Value Chain Group, a supply management and performance excellence consultancy. She was previously VP of Supplier Performance at Emptoris, a leading provider of enterprise supply management software solutions and owner of Valuedge; supplier evaluation, certification, and performance management software she developed and sold to Emptoris. Prior to software development, she founded New England Suppliers Institute (NESI), a non-profit organization that focused on improving the business relationships between customers and their suppliers and on improving supplier performance via lean enterprise practices. In addition to supply chain management, Sherry has a functional background and expertise in quality, materials management and lean enterprise and spent two years as an examiner for the Baldrige-based Mass Excellence Award.

A published author, sought after for her knowledge and skills in presenting on topics in lean enterprise, supply chain management and quality management, Sherry was chosen by *Supply and Demand Chain Executive* magazine as a "Pro to Know". Her article, "Seven Steps to Measure Supplier Performance" appeared in the August 2005 issue of *Quality Progress* and her recent book, *Supplier Evaluation and Performance Excellence: A Guide to Meaningful Metrics and Successful Results*, was published in March 2008.

## **21E - Business Process Management Workshop**

Michael Seeger, President  
Optimal Business Solutions  
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### **Summary of Presentation:**

This presentation led by BPM industry veteran and President of Optimal Business Solutions, Michael Seeger, provides a hands-on opportunity to learn how a business can utilize Business Process Management (i.e., as part of their overall Quality Management initiative) to help solve a company's most pressing business problems, exploit its lost opportunities, and facilitate Continual Improvement with BPM.

### **Topics to be covered:**

- Key drivers for Business Process Management initiatives
- 3 reasons why they fail – and what you can do to assure success
- How to identify the areas of greatest pains and opportunities across your customer's life-cycle
- How to facilitate cross functional meetings that generate concise, prioritized action plans and buy-in of senior management and the functional managers who have to implement them
- How to establish "Outcome-driven" metrics that will guide your business process optimization (continual improvement) effort
- How to ensure that your customers' experiences with your company are rational, consistent, and above all, meet their desired outcomes

### **Benefits:**

- Identify and correct gaps between strategic objectives and tactical implementations that will help your company:
  - Improve customer acquisition and retention
  - Get to market quicker
  - Reduce operating costs
  - Manage, evaluate, and continually improve operational effectiveness
- Solve business problems NOW by leveraging optimized processes (with or without technology)

### **If you attend this session, you will:**

- Learn how to set your company on the path to long term BPM and continual improvement success...a small bite at a time (or how eating the elephant in one meal can give you indigestion)
- Learn how to balance your company's needs with those of your customers (and other key stakeholders)

Presenter:

### **Michael Seeger**

Michael's track record includes more than 2 decades of experience as a Senior Executive and Consultant with an outstanding record for helping companies accelerate enterprise goal achievement through business process optimization.

Throughout his career, Michael has been recognized for his leadership in driving breakthrough improvements in productivity, customer acquisition, retention, and satisfaction across a broad range of business verticals, including: DIRECTV and Sirius Satellite Radio, Ricoh Corporation, Albert Einstein Healthcare Network, to name a few.