

22A - Methods vs. Leadership; Which Matters Most?

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During a recent meeting with a client's executive team, a general manager asked me which mattered most: the effectiveness of the technical methods or the strength of the leadership. My immediate response was leadership strength. I knew we were arming the problem solvers with effective tools, but we needed continued and expanded leadership support to increase the value we could deliver. Later however, as I considered the question further, it was clear that both are required and together they create the synergy that neither can achieve alone. Treating methods and leadership as independent inputs to a full factorial experiment is one way to consider the question. Methods may be effective or ineffective, and like them, leadership may be strong or weak.

You need strong leaders with effective methods to create a problem-solving culture. Lean exposes waste. Lean organizations strive to uncover waste, find ways to reduce or eliminate the waste and then find more. The process is a journey, not a destination. Creating a disciplined problem-solving culture requires a similar journey, focusing on waste in the problem-solving processes.

This presentation will discuss the effective and ineffective technical methods used to solve business issues. With two independent inputs--methods (effective and ineffective) and leadership (strong and weak) -- there are four independent combinations and four outcomes. Three of the four outcomes produce poor to mediocre results. Only one outcome is worth pursuing. We will discuss the different leadership types and their tie to success. Together, we will look at the relationship that each leadership style and their level of effectiveness have on one another and discuss what works and why.

22B - “Changing Roles of Quality Professionals in the Next Decade”

Jay P. Patel, President
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The world is changing. The countries like China and India are growing in all aspect. The companies are outsourcing the manufacturing, IT related and other jobs to be competitive. Supply Chain is becoming very competitive and global.

Effective and appropriate skills help create and sustain organizational values, direction, customer focus, robust processes and promote performance excellence. It is critical that we realize what is needed and how to acquire these skills. We have recognized that many quality professionals have lot of experience but not right education and training for changing role in the global market.

The presentation will cover:

- Current Situation in the Global world
- What skills are needed in the businesses for the next 10 years
- Acquiring the skills necessary to champion quality improvement
- Focusing on organizational objectives and improving performance to realize the vision
- Fostering Management responsibility for Business and Quality Improvement to realize true impact on the customer and other stakeholders

Don't miss this opportunity to hone your skills vital to achieving your personal and business objectives.

Presenter:

Jay Patel is CEO of Quality & Productivity Solutions, an international consulting and training firm specializing in Six Sigma, Quality Systems, Lean and Business Improvements. He has more than 25 years of experience in management and quality and has held wide-ranging positions including Plant Manager and Corporate Director of Quality, Program Manager besides a consulting assignments at many reputed companies. Jay has 10 ASQ certifications including Certified Six Sigma Black Belt. He has taught Black Belt, Master Black Belt, and Design for Six Sigma, Lean Certifications, ISO Auditor Certifications, He has Bachelor and Master Degrees in Engineering and an MBA. Jay is a RAB-Quality System Lead Assessor. Mr. Patel served at local and regional levels for the Project Management Institute, Institute of Industrial Engineers and American Society for Quality besides recipient of many awards. He is an ASQ fellow and has been ASQ Worcester Section Chair. Jay is Chairman of North East Quality Council (NEQC) and Conference Vice Chair besides NEQC's prestigious R. Shaw award recipient.

22C - Reducing Greenhouse Gas Emissions: Saving Some Green and Getting Ahead

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Al Gore's chilling documentary "An Inconvenient Truth" probably opened some eyes beyond the glitter and extravagance of the Academy Awards last year, and was given an additional boost by the latest round of international meetings in Bali focusing on setting governmental limits of GHG emissions worldwide. All this has not gone unnoticed with the general populace, given that all things environmental are now hot topics, from LEED building certification, to e-waste a continuing hot button topic, to regular news blurbs about innovative environmental efforts from a diverse group of folks and organizations.

Through our research, we have compiled a number of such success stories dealing with innovative environmental efforts and their successes in reducing their individual carbon footprints have been just short of remarkable. While their individual carbon reduction efforts may not be as dramatic as the shutting down of a coal-fired power plant, the positive outcome of their efforts have provided their organizations considerable "bragging rights" in the environmental community. Some of their efforts have been captured in their certifying to ISO 14001, for which they can be twice proud.

In this session, we will share with our audience the top "Half Dozen" success stories of companies that have reduced their individual GHG emissions, and what that means for their companies, their employees and their local (and global) environment.

In our related seminar, we provide a cookbook approach to how an ISO 14001-designed management system can help organizations achieve their own objectives for reducing their own carbon footprint, or GHG emissions.

This session is designed to be interactive, so bring your most challenging GHG questions/issues for open discussion.

Presenter:

Gabriele Crognale, P.E., is the founder of MCG & Associates, a specialty environmental management system consultancy. He specializes in assisting regulated organizations achieve the most for their environmental regulatory compliance programs, including the implementation of ISO 14001-conforming environmental management systems (EMSs). His areas of expertise include EMS implementation, auditing and training in each of these disciplines, environmental, health and safety compliance assistance and strategic management troubleshooting assistance. He has also been widely published and has given presentations on these subjects in numerous locations in the US and Europe. He is the Editor and principal author of *Environmental Management Strategies: The 21st Century Perspective* (Prentice-Hall, 1999). He is also a columnist for BATE.

22D - The Continuous Development of People Process

Wally Hauck, President & CEO
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This highly interactive presentation will challenge the way members think about the typical performance appraisal. Wally Hauck utilizes accelerated learning methods, games, and video to involve the members in examining their underlying beliefs and practices concerning performance appraisals.

Is conducting employee performance appraisals the most effective policy for increasing organizational performance? Does this policy languish and damage trust, motivation, learning, quality initiatives, and creativity? What is the alternative? The belief that an entire organization can improve by improving each of its parts is the genesis of such a practice. This belief is shared by 80-90% of all organizations today.

This session demonstrates why such a belief undermines the optimal flexibility and adaptation to constant change essential in successful organizations today. Quality and rapid results depend on the full engagement of employees. Embracing their hearts and minds requires a high level of trust. Current performance appraisals impose a barrier to these organizational needs. We will discuss how you can help your employees with policies and practices that enhance intrinsic motivation, morale, learning, productivity and quality.

Presenter:

Wally Hauck helps leaders dissolve people problems. People problems cost time and money and create drama. Drama is a barrier for learning, optimal productivity and effective relationships.

Wally has created leadership training that help managers and leaders reduce drama, increase learning and increase trust. Relationships, trust and loyalty are more important now than ever before because the real value of an organization lies in the minds of the employees and their ability to solve problems. The faster an organization can learn, adapt to change and develop relationships (both internally and externally) the more money everyone will make.

Wally has a Bachelor of Arts degree in Philosophy from the University of Pennsylvania; an MBA in Finance from Iona College; and is currently working on his PhD in Organizational Leadership from Warren National University. He is co-author of the book *"Blueprint for Success: The Power of Influence"*. Wally has worked with dozens of firms and government agencies in the last decade. He is past President for the Fairfield County, CT Chapter of the American Society for Training and Development and on the Board of Directors for the ASTD in Fairfield County, CT. Wally is on the Board of Directors for several area nonprofit organizations and is President Elect for the CT National Speakers Association. He has been a speaker for The American Society of Quality and The International W. Edwards Deming Institute.

22E - Common Sense: Does it Exist?

David B. Levy, Principal of Levy Quality Consulting, LLC
Aimee Siegler is the Global Compliance Manager for Benchmark Electronics

When a child reaches out to touch an open flame or a heated stove burner a parent's instinct is to pull the child's hand back to prevent the burn and the lesson is lost. Feeling the heat will deter the child and build the common sense, however, our culture had stopped this learning process. On a similar note, our children today are not learning to win or lose due to parent intervention. Are these actions a breakdown of our cultural common sense or are we building a new set of rule and alternate reality? The current generation of children is being denied the lessons we learned as children.

Similarly, at a professional level we are missing the things we could learn through education and training because of slashed training budgets. Our cube farm e-mail-voice-mail-internet-post-it note culture prevents us from connecting the dots and sharing what should be common sense. Profound knowledge, which could be interpreted as Common Business Sense is being lost as one generation retires and another enters the workforce. Defined, documented processes provide a starting point for dissemination of tribal knowledge within an organization whereas word of mouth, typically shared as On The Job training, does not successfully transfer tribal or communal sense (or the combination of these known as collective sense). Improving our means of communication can only strengthen our ability to build collective sense within an organization. Documentation of a process enhanced by an solid education or training system is our best defense against lost collective sense.

Like most people, you probably believe that common sense does exist. We do not. We believe that organization, companies and communities have a means to develop collective sense. Through exercises and storytelling, Aimee and David will explore the topic of common sense vs. collective sense. We believe that a combination of US cultural changes enhanced by today's fast paced electronic environment have led to the demise of common sense. This interactive presentation will help spark your creativity and blow the lid off the common sense box. The outcome will be ideas that you can take back to your company, organization or even your home to help further build the already present collective sense.

Presenters:

David B. Levy has been involved in the quality profession for over twenty years. He is currently a Quality Consultant and principal of Levy Quality Consulting, LLC. David holds an M.S. in Operations Management from Polytechnic University and a B.S. in Ceramic Engineering from Alfred University. David also holds four ASQ Certifications (CMQ/OE, CQE, CQA & CQIA), is certified as an RABQSA Provisional Auditor.

David is an ASQ Senior member currently serving on the Board of Directors and as Region 3 Director. David is a member ASQ Nominating Committee, is Vice Chair of Section Affair Council (SAC) and Chair of Section Management Process (SMP).

Aimee Siegler is the Global Compliance Manager for Benchmark Electronics. Aimee holds a B.S. in Technology Management from Herzing College an A.S. in Mechanical and Electronics Drafting from Herzing, and a B.A. in Communication and Expression from The Pennsylvania State University.

Aimee is an ASQ Senior member currently serving on the Board of Directors as a Director at Large. Aimee was involved in launching the Women in Quality Network, and serves as Newsletter Editor. She holds ASQ CQA, CQIA and CMI certifications, and is certified as an RABQSA Provisional Auditor.