



ASQ Buffalo 2011 Annual Quality Conference

“Process Improvement - Quality Tools”

Dates: Wednesday, October 19 and Thursday, October 20, 2011

Place: Millennium Hotel, 2040 Walden Avenue, Buffalo, NY 14225

This year's ASQ Buffalo's Annual Quality Conference will prove to be exciting and important for every organization in Western New York. The theme of the conference is “Process Improvement – Quality Tools.” Each workshop is designed to give the participants hands on information and tools to aid in the improvement of the various processes and functions of their organizations. While the roots of ASQ have been in manufacturing, this year's conference has something for all types of organizations (Healthcare, Insurance, Government, Education, Banking, Non-profits, Manufacturing). And whether your organization is made-up of 1 or 5,000 people these tools have applicability to all.

The conference day on Wednesday will be filled with additional features to help in making your organization the best in Western New York. Exhibitors will be present to demonstrate their products and services that are of value to you in pursuit of excellence for your organization.

Throughout the day the ASQ Buffalo bookstore will be open for you to purchase literature that is designed to support your growing knowledge or process improvement / quality tools. In addition to the bookstore you will be able to take advantage of networking with other improvement and quality minded professionals. For those that are unemployed or possible seeking a career change this networking can be of significant advantage. One of our exhibitors AP Professionals will be on hand to help guide you in this process.

The Keynote Address will be "**Baldrige Criteria for Performance Excellence: The Ultimate User-Friendly Toolkit for Organizational Success.**" Nancy Askins, a former Baldrige examiner will deliver this address. She will follow-up the Keynote with an all day seminar on "**Achieving Performance Excellence: Tips, Tools, and Techniques to Apply the Baldrige Criteria in Your Organization.**"

In addition to the Workshops on Wednesday, there will be four seminars on Thursday that will give additional knowledge to your quality improvement efforts.

Cost: The cost per day is \$99. You may attend just one day if that is your preference. The conference will be run on a first come sign-up basis. There is a limitation of 200 people per day. There will be no discounts. Retired and Unemployed Quality Professionals and students will pay only \$50. **Register now by going to <http://a3.acteva.com/orderbooking/bookEvent/A311646> or www.asqbuffalo.org.** Don't wait registration is limited.

Exhibitors: Below is a list of the current exhibitors. There are still two slots open for someone to be an exhibitor at this conference. Contact Thom Marra at thommarra@verizon.net.

Minitab
A2LA
Insyte
Erie Community College
University of Buffalo – TCIE
Straight Forward Consulting
AP Technical Services
ASQ
Baldrige – National Institute of Standards

Don't let this opportunity slip you by. This conference is designed to help your organization make Western New York the best place to live and work.

Thom Marra
ASQ Conference Chair
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October 19 - Workshops

7:30-9:00	Registration, Exhibits, Bookstore & Networking								
Track	Organizational Systems		Quality Tools		Analysis		Methodologies / Training		
<u>Session</u>	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>	
9:15-10:15	Using Six Sigma Students to Drive Continuous Improvement	Students - UB TCIE	Process Mapping	Mike Maute - University of Buffalo	Sample Size	Ira Johnson - Moog	Integrated Problem Solving	John Hogg - Straight-Forward Consulting	
10-15-11:45	Break, Exhibits, Bookstore & Networking								
10:45-11:45	Process Maturity Model - Taking Your Organization to the Next Level	Brian Pettit - 3P Associates	Pareto Analysis - The 80/20 Rule in Series	Ken Kumiega - World Class Business	Data Analysis	Tammy Serensits - Minitab	"Humans" Key Factor for Successful Project Execution and Implementation	Dave During	
11:45-12:45	Break, Exhibits, Bookstore, Lunch								
12:45 - 1:15	Keynote Address "Baldrige Criteria for Performance Excellence: The Ultimate User-Friendly Toolkit for Organizational Success" Nancy P. Askins, CMQ/OE								
1:30-2:30	Supporting Continuous Improvement through a Learning Organization	Sandra DiPasquale - UB TCIE	PDSA - Run Charts	Community Health Foundation	Measurement Systems Analysis	Carrie Warszawski - Greatbatch Inc.	Training for the New Workforce	Insyte	
2:30-3:00	Breaks, Exhibits, Bookstore & Networking								
3:00-4:00	Quality Systems	Drew Campbell - GM Powertrain	Creative Problem Solving	Bruce Baum - Buffalo State	5 Why - Drill Deep & Wide	Rich Schinas - GM Powertrain	Effective Training & Using PowerPoint	Charles Hartke	
4:00-5:00	Conference wrap-up, Motivational talk, Bookstore, Exhibits, Networking								

October 20 - Seminars

7:30 - 8:30	Registration							
	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>	<u>Topic</u>	<u>Presenter</u>
8:30 - 4:00	"Achieving Performance Excellence: Tips, Tools, and Techniques to Apply the Baldrige Criteria in Your Organization"	Nancy P. Askins, CMQ/OE	Innovation: How to Incorporate it into Your Business to Drive Growth	Insyte	Data Manipulation	Tammy Serensits - Minitab	High Performance Teams	Mike Cardus - Create Learning
12:00 - 12:45 Lunch								