

IQC and ASQ Section 1303

Spring Conference 2006

Thursday, April 27, 8 a.m. - 4 p.m.

Location Iowa Quality Center
3375 Armar Drive
Marion, Iowa 52302

Cost \$125 IQC and ASQ
members
\$150 Non-members

To Register Call (319) 398-7101
OR
Email info@iowaqc.org

Session Topics

The 5 Forces that Convert Success to Failure

In this session we will explore the 5 forces that convert competitive advantage and success to failure. It has often been said that "success breeds success" and while certainly true, success can also be the devil – working to convert winning strategies, approaches and products into losers. Learn about these forces and how your organization can utilize systems thinking to avoid these pitfalls

Presenter: Trace Pickering, Grant Wood AEA

Operational Improvement in the Healthcare Environment

Using examples from the University of Iowa Hospitals and Clinics this session will explore why operational improvement is so important in a healthcare environment as well as what kind of results are possible using Lean methodology.

Presenter: Sarabdeep Singh, University of Iowa Hospitals and Clinics

Leadership Tools: Communication Direction and Measuring Progress

Category 1 of the Baldrige Criteria for Performance Excellence asks how leaders set and communicate direction within their organization. This session will focus on tools that can help leaders execute the mission, vision, goals and core values of the organizations. Learn how these tools can focus efforts on accomplishing the strategic plan of the organization. Presenters will share how these tools are being implemented in the Cedar Rapids Community School District and participants will have opportunities to begin planning to apply these techniques and tools into their work setting.

Presenters: J. Jay Marino and Becky Martin, Cedar Rapids Community School District

Critical Chain Project Management

Organizations or groups who are managing projects are continually challenged to meet the three core requirements of a successful project 1) On-time, 2) On-budget and 3) On-scope. A common belief is that you can have any two. By understanding that there is a new and different way to manage projects using the Theory of Constraints Based - Critical Chain Project Management concept, a project manager can meet all three core requirements with a high degree of certainty. Learn the basic concepts in this dynamic, fast-paced one-hour session.

Presenter: Mark Stanley, WHY! Company

Featuring

Keynote Addresses by:

Tom Evans, President of the
Iowa Healthcare Collaborative

Norman Bodek, Lean Expert
and President of PCS Press

Visit www.iowaqc.org for more information.

Session Topics (continued)

Developing a Balanced Scorecard

In this session you will earn the steps necessary to develop a balanced scorecard. Such a scorecard helps provide alignment of goals and can help provide accountability down to the individual contributor level. In addition, an example of how such a scorecard was developed and implemented at a local company will be reviewed.

Presenter: Michael Geurtsen, Alliant Energy

Leadership

Leaders are not born as leaders, there is no genetic disposition to leadership. Leaders are, quite simply, made. Leaders emerge when organizations or businesses or groups of people face new problems and complexities that cannot easily be solved. Leaders assume responsibility for reshaping the way in which things are done, they direct changes and empower others to seek new ways of doing things. What will it take for YOU to be a leader?

Presenters: Lee Clancey, Cedar Rapids Area Chamber of Commerce and Nancy Quelhorst, Iowa City Chamber of Commerce

How to Deliver a Quality Presentation to Senior Management

This session will show you how to craft your message in order to present it to upper management. Using personal experiences at Toastmasters International as well as research involving top executives in both local and national companies the presenters will share their tips and ideas on presenting to senior management.

Presenters: Jeff Christiaansen, Maytag and Mark Latta, Pearson

Client/Consultant Partnerships the Work

Does your organization employ people as internal and/or external consultants? If you do, this session will explore that relationship. How can consultants be utilized appropriately to provide the most value for your organization? What is your role as the client in this partnership? Exactly what are the responsibilities of the consultant? Plan to attend this session to increase the ROI of your consulting dollars.

Presenter: Deb Oliver, Iowa Quality Center

Zero Defects

Zero Defects is not a myth. It is attainable. The Panasonic Washing Machine plant in Japan claims that not a single defect leaves the plant. Learn the simple steps to get all employees involved in a process to identify the causes of defects, to then reduce defects, to insure that not a single defect goes to the customer and finally to eliminate them. It is well worth the effort.

Presenter: Norman Bodek, PCS Press

Saving 37 Miles – Reducing Inefficiency in the Center for Women's and Children's Health Room

Come learn what St. Luke's Hospital discovered about performance improvement opportunities in their Women's and Children's Health Room. The project involved analyzing the admission and triage process for expectant mothers and resulted in a reconfigured workspace and other process improvements.

Presenter: Dean Bliss, St. Luke's Hospital

Don't Start Over – Getting Past the Plateau

Frustrated with your improvement approach? Working just as hard as ever, but not getting closer to the goal? You don't need to start over; you need to look at your system. The Performance Excellence framework is a way of assessing your organization from a systems perspective and using that assessment to align and integrate activities throughout the organization. This model for sustainability can transform your organization (or department) from good to great!

Presenter: Mike Langridge, Iowa Quality Center

Using the DMAIC Process and DOE in the Food Industry

This presentation will discuss how General Mills uses the Six Sigma/DMAIC process to solve productivity and quality issues. A specific General Mills product, Fruit By the Foot, will be used as an example.

Gregg Tallman, General Mills

Three Organizational Models and Their Implications for Continued Viability

In this session, participants will explore three organizational models and the implications of each on how an organization manages: decision-making, the engagement of employees, conflict management, and the creation and distribution of wealth and knowledge/information. Participants will exit with a stronger understanding of how each model impacts the work of an organization.

Presenter: Trace Pickering, Grant Wood AEA

Making Quality Real

Participants in this session will discuss making quality real within the organization. Using examples from Van Meter Industrial, a 100% employee-owned electrical wholesale company, the session look at the path, including trials and tribulations, on the way to improving business and the approach Van Meter took to eliminating waste and improving life at work.

"If you capture the heart, the mind follows"

Presenter: Barry Boyer, Van Meter Industrial

Six Sigma Project Selection and Project Team Training

This session will take a look at how Rockwell Collins is deploying Six Sigma through strategic project selection and targeted training sessions. Participants will be introduced to the project selection template used to make deployment decisions in Rockwell Collins' Operations environment, and will be provided a brief overview of the curricula used to bring project teams, project Champions, and executive leadership to working levels of understanding of Lean Six Sigma tools and methodology.

Presenter: Mark Novak, Rockwell Collins

What's the Skinny on Lean?

Introducing concepts from Lean Manufacturing in the Toyota Production System has provided many manufacturers and service suppliers with cost savings and other improvements. Eaton Corporation focuses on eight specific tools to drive the culture-change at the core of Lean. This presentation will look at these tools and how they fit together to provide an opportunity for quality (and quality-system) improvement.

Presenter: Eric Korsedal, Eaton Corporation

REGISTER TODAY! Call (319) 398-7101 or email info@iowaqc.org

Quick and Easy Kaizen and Human Aspects of Continuous Improvement

Friday, April 28, 8 a.m. - 5 p.m.

VERY LIMITED SEATING AVAILABLE

The **Iowa Quality Center** is very pleased to announce that Norman Bodek, who is an international Lean expert, and his colleague Chuck Yorke are coming to Iowa to lead a full day interactive workshop. If your organization is involved in Lean implementation or considering Lean as part of your continuous improvement strategy, you won't want to miss your opportunity to see and hear Mr. Bodek. This is not a typical large conference session where you are one attendee of 100's. Norman insists on limiting the session to 40 participants so he is able to interact with the attendees. Norman has been voted the outstanding speaker at his last two conferences.

This workshop, which is priced at \$249, will include a FREE book for participants usually sold for just under \$50... The Idea Generator: Quick and Easy Kaizen.

Norman Bodek is president of PCS Press, a publishing, training, and consulting company. He discovered and published the works of Dr. Shigeo Shingo and Taiichi Ohno, the inventors of the Toyota Production System. He introduced the west to Kaizen Blitz, SMED, TPM, Poka-Yoke, Visual Factory, Hoshin, and QFD and other methodologies. In 1988 he initiated the Shingo Prize for Manufacturing Excellence with Professor Vern Buehler at Utah State University. He has been to Japan 60 times visiting more than 250 plants and offices and has translated and popularized many of the Japanese quality tools, techniques, and technologies that transformed American industry in the mid-1980s and 1990s. Most recently he has written articles published by IIE, *Quality Digest*, HR.com – Timely Tips for Teams, ASTD, AME, SME and was interviewed in *Quality Progress* magazine. Norman has been a frequent instructor and speaker for organizations including

the American Management Association, President Reagan's Productivity Conference, Institute of Industrial Engineers, American Society for Quality, as well as at hundreds of conferences, seminars, and in plant training events.

Chuck Yorke, co-authored the book All You Gotta Do is Ask!, with Norman Bodek. Chuck, as Manager of Organizational Development at Technicolor, led the effort to involve all employees in improvement activities. Technicolor employees are now submitting nine times as many ideas (25,000 per year) for process, safety and cost-saving improvements as they did just 2 years ago. In the workshop he will demonstrate how individual and team creativity can be enlisted to analyze problems, respond to new demands, make jobs easier and more interesting, improve quality, decrease costs and increase profits.

Norman will also be delivering the Keynote address and leading a breakout session on Zero Defects after lunch at the ASQ-IQC Conference on Thursday, April 27th which will also be held at the Iowa Quality Center. For more details of the schedule and registration details for the conference, go to our website at www.iowaqc.org under the Conferences heading.

Location	Iowa Quality Center 3375 Armar Drive Marion, Iowa 52302
Cost	\$249
To Register	Call (319) 398-7101 or Email info@iowaqc.org