MARCH 21-22, 2016

TRANSITION STRATEGIES FOR

ISO 9001

The ISO 9000 World Conference is the FIRST and the LONGEST RUNNING CONFERENCE to focus on the ISO 9000 Standards

Featuring the WORLD’S LEADING AUTHORITIES, including members of the U.S. Technical Advisory Group to TC 176


EARLY REGISTRATION GIFTS

Early Registration Deadline: February 12, 2016

• Fitbit Zip
• Tablet PC - RCA 7” Touchscreen
• Headphones - Sony Noise Cancelling
• Fitbit Flex - If you attend both the ISO and LSS Conferences

Please see the registration page for details.
EARLY REGISTRATION GIFTS

Early Registration Deadline: February 12, 2016

NEW! This year you will be able to receive your Early Registration Gift as soon as your registration is complete*

Your early registration gives the Conference the ability to estimate the number of attendees in advance. This results in cost savings. We pass these savings on to you in the form of an Early Registration Gift. If you register for the ISO 9000 WORLD CONFERENCE by the Early Registration deadline, you are entitled to receive one of the following:

- Fitbit Zip
- Tablet PC (RCA 7" Voyager 16GB Quad Core, Touchscreen Android Tablet)
- Sony Headphones MDRZX110NC
  ZX Series Noise Cancelling

If you register for both the ISO 9000 WORLD CONFERENCE and the LEAN & SIX SIGMA WORLD CONFERENCE by the early registration deadline, you may mix-and-match from the above and receive two gifts, or you may combine your gifts and receive a:

- Fitbit Flex

Please note that the Conference reserves the right to substitute other colors of the same product and reserves the right to substitute a similar item of equal or greater value.

* Provided that you waive the right to cancel. Otherwise, your Early Registration Gift will be shipped to you after the Conference, or you may pick up your gift at the Conference.

ISO 9000 CONFERENCE EXHIBITS

Exhibit Dates: March 21-22, 2016

Location: Buena Vista Palace Hotel & Spa Orlando, FL 32830

Exhibitor Fee:
- $1,495 until February 12, 2016
- $1,595 after February 12, 2016
- $1,695 after March 12, 2016

Exhibit Schedule:
- Freeman Move-In: Sunday, March 20, 2016; 11:30 AM - 3 PM
- Exhibitor Move-In: Sunday, March 20, 2016; 3 PM – 6 PM
- Show Days: Monday, March 21, 2016; 7:30 AM - 5 PM
  Tuesday, March 22, 2016; 7:30 AM -1 PM
- Exhibitor Move-Out: Tuesday, March 22, 2016; 1 PM - 2 PM
- Freeman Move-Out: Tuesday, March 22, 2016; 1 PM - 3 PM

What is Included:
Each 8’ x 10’ booth will be set with 8’ high blue & green back drape, 3’ high blue side dividers, one 6’ table draped blue, and:
- Two side chairs
- One wastebasket
- A 7” x 44” one-line identification sign
- The exhibit area is carpeted
- Electricity is additional

With an Exhibit Booth, you are entitled to bring two booth personnel. One booth representative will receive complimentary conference attendance. Additional Exhibit representatives must register as regular conference attendees. Exhibitors are not eligible for the Early Registration Gifts.

Conference Sponsorship:
- ISO Conference Bags: $3,000
- ISO Conference Reception: $2,500
- ISO Conference Folders: $2,000
- 1-Page Insert in Conference Bags: $1,000

Attendee Mailing List:
The Conference Mailing List will be available for purchase in an electronic format exclusively for exhibitors. The list will contain mailing information only; attendee emails and phone numbers will not be provided. The list may only be used once to promote the exhibiting company’s products and must not be entered into a database for other purposes.

ON-SITE REGISTRATION

Saturday, March 19, 2016 4 PM – 6 PM
Sunday, March 20, 2016 7 AM – 1 PM; 2 PM – 6 PM
Monday, March 21, 2016 7 AM – 1 PM; 2 PM – 6 PM
Tuesday, March 22, 2016 7 AM – 1 PM; 2 PM – 6 PM
Wednesday, March 23, 2016 7 AM – 1 PM; 2 PM – 6 PM
Thursday, March 24, 2016 7 AM – 1 PM
Friday, March 25, 2016 7 AM – 1 PM

CONFERENCE CONTACT

ISO 9000 WORLD CONFERENCE
60 Descanso Dr # 3421
San Jose, CA 95134
Phone: (408) 894-9910 or 1 (800) 875-1960
Fax: 1 (866) 500-9081

Page ISO-2
Conference Chair’s Message

The 2016 ISO 9000 WORLD CONFERENCE is set to be an exciting one with leading experts in their respective fields presenting topics that interest professionals in Management Systems. Providing a combination of workshops, in-depth sessions, and networking, this is the best opportunity to obtain knowledge for you and your organization to manage your Management System.

ISO 9001:2015 has been published and presents for the first time in fifteen years the need to plan a transition to the revised standard. Topics will be presented on managing the transition as well as case studies based on organizations who have completed the transition. This will be one of, if not the first, opportunity to hear this information. Specific topics on critical changes in the standard such as risk-based thinking, context of the organization, and auditing with less required documentation will also be presented.

Sector-specific standards such as AS9100 and TS16949 will be completing their revision process in 2016. Industry experts will explain the changes with timely and relevant information that attendees can use to plan ahead.”

This year’s conference continues its tradition of providing speakers that are the best in their field. Many of these experts actively participate in the development of international standards. This provides attendees the unique opportunity to learn from and network with these experts as well as fellow colleagues at the conference.

The goal of the ISO 9000 WORLD CONFERENCE has always been to offer conference attendees an experience that provides value. The 2016 ISO 9000 WORLD CONFERENCE will continue this time-honored tradition.

Don’t miss this opportunity to learn and network at the leading conference on ISO 9000 and related Management System Standards.

We look forward to seeing you in Orlando!

Warm Regards,

Lorri Hunt, Chair, 2016 ISO 9000 World Conference; Lead U.S. Delegate to ISO TC176/SC2

What makes the ISO 9000 World Conference a cut above the rest:

The ISO 9000 WORLD CONFERENCE is the first and the longest running conference to focus exclusively on the ISO 9000 Series and related sector Standards. The conference aims to provide a comprehensive understanding of the standards’ requirements along with real-world examples of how to put the standards to work.

The conference will feature the world’s leading authorities, including members of the U.S. Technical Advisory Group (TAG) to ISO TC176. You will learn how to use the provisions for risk-based thinking, context of the organization, and organizational knowledge retention to not only anticipate and mitigate risks, but also exploit opportunities, reduce costs, and increase profitability. In case you are trying to decide which training program or conference to attend, you may want to consider the following:

- **Longevity** - Being the longest running conference on the ISO 9000 Standards is not a coincidence. Every year, the organizing committee works diligently to assemble the best program ever

- **Focus on Standards** - The Conference focuses specifically on the ISO 9000 Management System Standards, not just on “quality”

- **TAG Leadership** - The majority of committee members serve on TAGS, and are the leading authorities on Management System Standards. Consequently, they have first-hand information on the newest advances and trends

- **Sector Leaders Involvement** - Many of the sector-specific standards leaders either serve on the organizing committee or participate as speakers

- **Independence from Professional Societies and Standards Bodies** - Therefore, no bias or conflict of interest

- **Competence of Presenters** - Diligently chosen to ensure quality of all presentations

- **Presentation Content Review** - To ensure freedom from “commercial” content, such as indirectly selling consulting or training services

- **Insight Into Going Beyond the “Minimum Requirements”** - From ISO 9001 to considerations for expanding breadth and depth of QMS processes, such as ISO 9004 and Baldrige

- **Focus on Adding Value** - The conference focuses on adding value, not merely achieving compliance

ISO 9000 Speaker Orientation Meeting
Sunday, March 20, 2016
6:00 PM – 7:00 PM
8:15 AM – 9:00 AM; Session #ISO-011

It's Déjà Vu! ISO 9001:2015 Revision Documentation vs. Auditability
Lorri Hunt, Lead U.S. Delegate to ISO TC176/SC2; President, Lorri Hunt & Associates, Inc.

ISO 9001:2015 brings a change in perspective for users by no longer requiring documented procedures. It provides organizations more flexibility in determining what documented information it requires than in past versions. This has been something users have asked for in the past; now that they have it, many are concerned about what to do. Even more stressful to the user is not knowing how the change in requirements will be audited.

This session will focus on setting the stage for an organization to own its Quality Management System's documentation and remind users that they have gone through this kind of change and survived. It will help the organization use risk-based thinking to make a determination of when documented information is necessary. Finally, it will provide tips on how the organization can audit as well as be audited with minimal documented information.

9:00 AM – 9:45 AM; Session #ISO-012

Status Update on the Role of Registrars After the ISO 9001:2015 Revision
Randy Dougherty, Vice President, ANSI-ASQ National Accreditation Board

This presentation will explain the evolution of the global accreditation system for conformity assessment, including accreditation for certification to ISO 9001. It will explain the International Laboratory Accreditation Cooperation Multi-lateral Mutual Recognition Arrangement (ILAC MRA) and International Accreditation Forum Multi-lateral Mutual Recognition Arrangement (IAF MLA), and how these help facilitate trade globally and reduce technical barriers to trade. The system uses the international standards known as the CASCO tool box, the ISO/IEC conformity assessment standards.

ISO/IEC 17011, the standard for accreditation bodies, is currently in revision; the presentation will include information on the status of the revision. ISO/IEC 17021-1, the standard for Management Systems CBs, was published in June 2015; the presentation will report on the status of transition by CBs. The latest revisions to ISO 9001 and ISO 14001 were both published in September 2015; the presentation will report on the status of the three year transition.

9:45 AM – 10:15 AM; Refreshment Break

10:15 AM – 11:00 AM; Session #ISO-021

Integrating Management Systems – A Journey
Craig Williams, The Convener for ISO/TC176/SC1/WG1; Vice President of Quality, Johnson Controls Power Solutions

This presentation will give the audience an opportunity to explore the challenges and benefits of integrating Management Systems. The speaker will be sharing the experiences of such a journey that is being taken by a large global diversified industrial company. There are many challenges along the way in going from a regionally based or decentralized company to a more centralized and standardized organization while integrating its Management Systems. However, the benefits and synergies achieved in the long run are the prize for the effort. Some of the aspects of the journey that will be discussed are:

- Addressing the need and desire to change
- Developing one operating system
- Understanding where standardization makes sense
- Impacts on a large and diversified organization
- Maturity models versus compliance alone
- The next steps along the path
Incorporating Lean & Six Sigma into Your ISO 9001 Auditing Program

Scott Smith, SWS Lean Training and Consulting, LLC

The presentation explores how you can use Lean & Six Sigma tools to both identify quality issues during the planning and execution of the quality audit and also use additional tools to remove issues after identification. The presentation also explains how a robust Lean Management System will aid in preventing issues. The attendee will learn fundamentals of Lean & Six Sigma and how to apply the tools in the planning, execution, and follow up to the ISO 9001 audit. This presentation will review the following concepts: audit planning, PDCA, identifying waste during an audit, Value Stream Mapping, SIPOC, 8 Wastes, SPC, removing waste (Corrective and Preventative Actions), Ishikawa Diagram (fishbone), FMEA, SMED, Heijunka, and Poka Yoke. This presentation is geared towards auditors from novice to lead auditors.

2:45 PM – 3:15 PM; Refreshment Break
ISO 9001:2015 Clause 6.1, “Actions to address risks and opportunities,” is among the biggest changes to the standard, but it is far from specific as to the scope of the risks and opportunities an organization should consider. The current paradigm is that risks relate to negative outcomes such as poor quality, and many of ISO 9001:2008’s provisions already address those risks. This paradigm can blind an organization to the far greater risk of failure to identify and exploit an opportunity to (1) exploit or adapt to a new technology or (2) remove waste or “muda” from a supply chain. What we don’t do right can therefore be far costlier than what we do wrong.

1:10 PM – 1:35 PM; Session #ISO-051
Comprehensive Risk-Based Thinking
William Levinson, P.E., Levinson Productivity Systems PC

ISO 9001:2015 requirements pertaining to preventive action would get a lot more attention if people grasped the very simple fact that this is all about managing risk—which is really about managing the consequences of change. Whenever we change something, there are consequences—ripples across the waters through which we navigate our Quality Management Systems. The new ISO 9001 standard has done away with the term “preventive action.” It has been replaced with the concept of “risk-based thinking.” While the focus on risk is a great move towards more effective activities, there are many organizations who experienced benefit from the now defunct preventive action requirements. This session will discuss how to migrate the best preventive action practices into the new risk-based thinking culture.

1:35 PM – 2:10 PM; Session #ISO-052
Struggling Against Nature - Preventing Human Error in the New ISO 9001:2015 Standard
Matt Leiphart, Cavendish Scott

"To err is human," and now the new ISO 9001:2015 requires us to take this truth head-on in section 8.5.1. Quality problems caused by human error have existed since the invention of the wheel. Now quality professionals can no longer attribute "human error" as a cause that cannot be eliminated. Methods exist to prevent human error, and many of them were present in the old version of ISO 9001, and these methods will be carried into the new version of the standard. Through an exploration of key aspects of the new ISO 9001 standard and real-life examples, this presentation will display best practices for eliminating human error using a hierarchy of controls present in other sections of the ISO 9001 standard.

2:10 PM – 2:45 PM; Session #ISO-053
Don’t Toss Out Good Preventive Action Practices
Denise Bobitaille, Robitaille Associates

The International Organization for Standardization has recently published an update to the ISO 9001 standard. The title of this publication is ISO 9001:2015 Quality Management Systems – Requirements. This Standard has been widely recognized and embraced throughout the world with over 1,000,000 organizations independently certified as compliant with its requirements.

The 2015 publication is a major update to the Standard, the first since the 2000 edition. It incorporates a new structure, old requirements are restated in new ways and others, to some organizations, will be perceived as new requirements. There are also many nuances in the current edition that organizations will need to consider when contemplating what changes, if any, are required to their Quality Management System (QMS) to ensure compliance with ISO 9001:2015 requirements.

This latest edition is very important to many organizations for several reasons. First, customers may continue to require demonstration of compliance with its requirements. More importantly, it provides a model to enhance internal process effectiveness while also enhancing customer satisfaction. And most importantly, the processes it requires have been widely recognized as value-adding to organizational achievement of its objectives. This session is focused on providing an overview of the Standard to enable quality professionals and all other personnel of the organization to understand what the Standard says and what it means. It also will provide insight into approaches for achieving effective compliance as the organization transitions processes to ensure compliance with the ISO 9001 requirements. This session will cover the following key aspects of ISO 9001:2015:

- When will migration from ISO 9001:2008 be required
- The implications of the “new” footprint for users, i.e., Annex SL
- Understanding the concepts of “the organization and its context,” “the needs and expectations of interested parties,” and how to “determine the scope of the Quality Management System”
- The change in wording from documents and records to “documented information” and the implications of this change
- Risk based thinking requirements and the interaction with corrective action and preventive action
- New requirements for top management leadership and the competence and awareness of staff
- Internal audit and certification audit implications

The session is presented by Jack West and Charlie Cianfrani, who have directly participated internationally in actually writing both ISO 9001 and ISO 9004 since 1990.
Opportunity to exchange

Getting the Context Right: Using Simple SWOT Analysis to Address ISO 9001:2015 Standard

Colin Gray, Cavendish Scott, Inc.

SWOT, which stands for Strengths, Weaknesses, Opportunities, and Threats, is an analytical framework that can help your company face its greatest challenges and find its most promising new markets. SWOT is a simple approach to address internal and external issues and it has been tried and tested millions of times and is recognized as being straightforward enough for those entering the corporate world for the first time. This presentation revisits this established technique and explains how it can be used in any organization as a method to address ISO requirement. It explains why this is important and how it will help with quality. It outlines the difficulties, constraints, and the limitations it has, and how different approaches (yes more acronyms) can be used in different situations and in different types of organizations - especially the differences between larger and smaller organizations.

3:50 PM – 4:25 PM; Session #ISO-072

4:25 PM – 5:00 PM; Session #ISO-073

ISO 9001:2015’s Lessons for Leadership

John DiMaria, CSSBB, HISP, MHISP, AMBCI, BSI

With the revised standards, there are new requirements for greater leadership involvement in the Management System, which must be evident not only in the organization’s processes, but in its policies, objectives, and overarching strategic direction. Recognizing that an effective Quality Management System cannot be achieved without the commitment of the organization’s leadership, ISO has codified this requirement into seven broad areas. Points to be discussed include: Responsibility, Policy, Objectives, Integration, Compliance, Operational Awareness, and Authorities. Participants will have an understanding of what leadership looks like through the eyes of an auditor, ways to weave quality through various levels of the organization.

AS9100:2016 Revision: The Key Changes and How to Apply Them

Alan Daniels, The Boeing Company; and Buddy Cressionnie, Lockheed Martin Aeronautics

This presentation will provide participants with an inside look into the changes in the 2016 revisions of the AS9100 aviation, space, and defense quality standard. The presentation will also offer an opportunity to look inside the International Aerospace Quality Group (IAQG), its strategy, the most current trends and developments, and discuss how a closed loop system works for a Quality Management System and the benefits it brings. This is a good time and opportunity to reinvigorate your organization’s Quality Management System and ensure that it aligns with the strategic direction of the organization.

3:50 PM – 4:25 PM; Session #ISO-082

4:30 PM – 5:30 PM; Session #ISO-091

ISO 9000 Speed Networking

Brian Clark, Praxis 8, LLC

Last year, the number one request from attendees according to our survey was networking. Space is limited so please sign up in advance. Speed networking will be in a round robin model, facilitating the meeting of individuals with similar goals, and the opportunity to exchange information in a structured environment. Each attendee is guaranteed to meet more people than they would in a traditional networking session. Sometimes individuals with a propensity for mastering the concepts of quality management, Six Sigma, and SPC may have less propensity for social interaction.

Whether you are an introvert or extrovert, starting out your career in the quality field or a seasoned professional, you will enjoy this format for meeting other professionals. Typically, participants are randomly paired and a signal is given for a three minute discussion. This is enough time for introductions and to gain a quick impression. You’ll be amazed at the results from a short confab with someone you’ve never met in this quick and simple networking setup. Meaningful conversations, clients, projects, jobs, and friendships can develop from connections started at a speed networking session!
Why You Should Care That Your Certification Body is Accredited
John J. Knappenberger, ANSI-ASQ National Accreditation Board

The ANSI-ASQ National Accreditation Board (ANAB) accredits certification bodies, testing and calibration laboratories, forensic test agencies, inspection bodies, police crime units, reference material producers, and proficiency testing providers. The presenter will explain how you wouldn't want to be treated by a doctor who isn't board certified in her specialty, or send your child to a college that isn't accredited. Like medical and educational accrediting bodies, ANAB conducts audits to make sure our customers follow international standards and are competent to do their work. The work ANAB does helps facilitate international trade, and eliminate the expense of redundant audits and tests. While the work of ANAB is important, it does not operate in a vacuum. The presenter will give examples of how they contributed to the good of a greater whole.

Leveling the Playing Field with your Certification Body
Jose Dominguez, Plexus Mexico

Understanding the rules always provides for a more level playing field. This include the rules for your certification body. This presentation will highlight specific elements of ISO/IEC 17021-1 that are relevant for a client of a Certification Body. It will help you understand the requirements that the certification bodies must follow, including certification activities such as application, quotation, contracting, establishment of the audit program, deployment of the audit program, and certification activities. This will help certified organizations understand why the certification bodies take certain approaches. Relevant information from ISO/CASCO and IAF will be discussed during the session. This session will provide a better understanding of the relevance of ISO/IEC 17021-1 during their third party audits, resulting in better management of the certification activities.

Implementation Focused on Results Rather than Pleasing Certification Body Auditors
Denise Robitaille, Robitaille Associates

With the recent release of ISO 9001:2015, organizations are asking: “What will the auditors be looking for?” They are focusing their energies on pleasing the CB auditors. The auditability question should be secondary. This session will discuss the need to implement revisions to ISO 9001:2015 with a goal of improvement and value. It's possible and highly likely that a system that is established and implemented to reach its goals, create value, and experience improvement will logically produce results that will satisfy an auditor.
Streamlining Your QMS Application and Improving the Bottom Line

Get a Grip on Suppliers – The Impact Can Be Dramatic
Alan Lund, Core Business Management Solutions

Supplier Relationship Management (SRM) is “the discipline of strategically planning for, and managing, all interactions with third party organizations that supply goods and/or services to an organization in order to maximize the value of those interactions.” The goal of SRM is to streamline processes between an enterprise and its suppliers. This presentation will provide attendees with the tools to establish a plan to determine supplier viability. Key points to be presented and discussed include: Building a case for strategic supplier development and Six Steps for a Strategic Supplier Strategy: Establishing Commodity Matrix; Ensuring a unified front; Supplier Assessments; Review & Analysis; Implementing Changes; and Tools and Methods.

The Minus Principle™ The Most Profitable Formula in Business Least Used
Myriam Ochart, ASQ CSSBB, CQA, Lean Compliance Partners

How often when you reviewed your personal checking account have you been surprised, upset, or embarrassed about what you discover? Perhaps you found a subscription you did not cancel, a charge you did not authorize, or something you forgot to return? These are not expenses; they are “waste” of your money. The same idea applies to business expenses. Not everything that businesses spend money on is actually necessary. Every business has unnecessary expenses that drain money every day: redundancies, returns, defects, and penalties. The presenter will explain how to use The Minus Principle™, and teach you how to reduce waste and increase profits.

The QMS for a Government Agency Responsible for Highway Construction
Yuchao Chang, Taiwan National Expressway Engineering Bureau

With the responsibility of planning and construction of the freeway system in Taiwan, the Taiwan Area National Expressway Engineering Bureau (TANEEB) was constantly paying attention to the quality of the public construction projects. Starting with the setup of the standard operation procedures (SOP) for the efficient execution of the construction projects, the people in TANEEB gradually realized that management skills and standards are required for every department in the organization. For this reason, the ISO 9000 standard was chosen as a goal that the Management System would be designed or modified to attain. The presenter will share his experience regarding the QMS and finally the upcoming ISO 9001:2015.

User Group Meetings

Please join us to network with fellow practitioners who share common interests or career paths with you! Topics are grouped into two categories: (1) based on your area of interest, or (2) your career path. Note that these groups are not mutually exclusive and you may attend more than one group meeting, time permitting. Group seating is limited and will be assigned on a first-come, first-served basis.

- Group 1: Internal auditing and Corrective Action
- Group 2: Context of the Organization and Risk-Based Thinking
- Group 3: System Improvement and Monitoring & Measuring Processes
- Group 4: Documented Information and Integrated Systems
- Group 5: Leadership/Management involvement and Competence of Employees

Professionals Networking Meetings

For the following Quality Professionals, Environmental Professionals, and Safety Professionals:

- Managers
- Supervisors
- Auditors
- Engineers
- Analysts
- Trainers
- Practitioners
**API and the Quality Journey of the Oil and Natural Gas Industry**

Christopher Kinnan, American Petroleum Institute

One of the American Petroleum Institute’s (API) defining roles since its founding on March 20, 1919, is to develop standards to promote the use of safe, interchangeable equipment, and proven, sound engineering practices throughout the oil and natural gas industry. In 1924, API published the first standards for the American oil industry. This discussion will cover API’s ongoing efforts to improve quality performance within the oil and gas industry. It explores API’s Monogram program and how API’s Quality Management System standard, API Spec Q1, promotes standardization among oil and natural gas industry manufacturers. The discussion will review the adoption of the ISO 9001 requirements and what prompted the industry to develop API Spec Q1.

**The Revision of ISO/TS16949 - The Automotive Industry’s Quality Standard**

Scott Gray, AIAG

The International Automotive Task Force (IATF), the organization responsible for the automotive industry’s quality requirements standard, ISO/TS16949, has launched a project to revise the standard. This will be the first update to industry’s Quality Management System (QMS) standard since 2009. The IATF has confirmed that the new revision will incorporate the new high level structure and content of ISO 9001:2015 as boxed text. Are you interested to see how the requirements of ISO 9001:2015 will be carried over to the new requirements? Many questions with regard to the proposed revision will be addressed. Mr. Gray is directly involved with the rewrite project activities and will share the latest IATF updates and answer your questions about the revisions and the timeline.

**Healthcare and the New ISO 9001:2015 Standard**

M. M. Christensen, MSME, P.E. Retired, TQM Systems

This presentation will address how the ISO 9001:2015 can be applied in a healthcare organization. Those previously certified to ISO 9001:2008 will need to transition by September 2018 and beginning to transition soon will be helpful. Those not certified to ISO 9001, but want to be compliant or certified to ISO 9001:2015 will learn about the standard as it could be applied to a healthcare organization. Healthcare organizations could be hospitals, clinics, clinical labs, etc. The new standard has some changes that should make it more ‘readable’ to people in a service-type industry. The criteria are pretty much the same, so drastic changes should not be needed. Some examples of how the new standard’s requirements could be implemented will be discussed to be a high level guidance for healthcare.

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**Management Review: ISO 9001:2015 – Challenges and Opportunities**

Denise Robitaille, Robitaille Associates

The revision to ISO 9001 is substantial, with a new structure, added and revised requirements, and introduction of new terms and concepts. Management review has been expanded, as well as leadership responsibility as it relates to the newly introduced “Context of the Organization.” Some enhancements that permeate the entire standard are focused directly (or through inference) at top management and its responsibilities. These include, among others, requirements relating to quality objectives, planning, risk, the role of the management representative, and the management review process.
Using the Cloud to Deploy Quality Management Software Solutions
Paul Murcott, VERSE

This session will talk about the trends surrounding Cloud Computing—what it is, what to look for, and some of the benefits of deploying QMS in the cloud. We will talk about Software as a Service and how companies can leverage the latest methods of deployment for their QMS solution. We will review:

- How Quality Management Systems can be deployed to the cloud as a cost-effective dedicated environment for your organization
- Types of deployment of enterprise software
- Benefits of Cloud-based technology
- What to look for in cloud deployment
- How QMS fits into the cloud computing scheme
- How to go about selecting a solution, with cloud in mind

Jeffrey Lewis, FCQI CQP, Safety In Your Hand

A growing number of credit rating agencies and investor services, such as Moody’s and Standard & Poor’s, and Institutional Shareholder Services, are ranking organizations on their Governance, Risk and Compliance (GRC) performance. GRC performance impacts an organization’s ability to attract capital, reduce losses and allocate capital to its highest and best use. ISO 9001:2015, the Standard; through its context 4.1 & 4.2 defines Governance, Risk based thinking (Risk) and regulatory & statutory (Compliance). This presentation will show how the attributes of ISO 9001 as a Standard can serve GRC for a basis for software buying Standardization and will satisfy both ISO 9001:2015 and GRC.

Pre-Emptive Six Sigma: Risk Management and Preventing Unintended Consequences
Janet Nelson, SSBB, J. Nelson Enterprise LLC/ OQL Solutions

Pre-Empitive Six Sigma® is an approach tied best to the ‘Risk’ element of ISO 9001:2015. The session presents nine modified, and uniquely applied problem-avoidance and decision making tools. At the end of this session the participants will be able to leverage the most powerful yet non-statistical, traditional problem solving tools, in a manner which can be used to avoid the negative, unintended consequences of a bad decision, or an incomplete or ill thought-out set of actions. Additionally, attendees will be able to execute well thought out decisions that ensure they have a high probability to the uncovered unintended, negative consequences; to defend/show the considerations of a decision. Most importantly, attendees will learn how to avoid having to do after-the-fact ‘fixing.’
Avoiding Misinterpretation Quicksand
John Guzik, Impact Management

After the release of ISO 9001:2015, organizations will spend a lot of time interpreting new or revised concepts and this bringing with it the risk of misinterpretation. Because the standard’s language is written with a degree of vagueness—to allow its application to any organization—it is essential that transition plans and training for implementers and auditors consider elements beyond the requirements themselves. To properly apply the standard’s requirements to your Quality Management System (QMS), three items must be considered for an effective approach to transition planning and training: the introduction, the annexes and ISO 9000:2015—Quality Management Systems—Fundamentals, and Vocabulary.

Using ISO 9000 Quality Management System as a Basis for the Baldrige Excellence Framework

This presentation will provide the audience with a basic understanding of how the ISO 9000 Quality Management System (QMS) and ISO 14000 Environmental Management System (EMS) were used for developing a “systems approach” in creating a high performing, sustainable, and resilient organization using the Baldrige Excellence Framework. The Baldrige Excellence Framework is non-prescriptive and is a series of open-ended questions. To properly focused questions. It is designed to facilitate an understanding of organizational. The Baldrige Excellence Framework promotes a risk-based systems perspective, that includes an appreciation for the organization as a “whole.” The presenter will use a case study to demonstrate the interrelationships between the ISO QMS and EMS and the Baldrige Excellence Framework.

Corrective Action Remains a Cornerstone of the QMS in ISO 9001:2015
Charles Cianfrani, Green Lane Quality Management Services LLC

Corrective action is still a requirement of ISO 9001. It has been since 1987. It continues to be one of the most effective processes for addressing both individual nonconformities as well as nonconformities that continue to reoccur. Despite its potential, it is still poorly implemented in many organizations, especially in small and medium enterprises. This session will review the basic requirements of Clause 10.2, clarify the fundamental difference between correction and corrective action, provide an overview of the tools that can be employed and describe the importance of implementing a closed-loop process that requires training and audit subsequent to verification of corrective action effectiveness to institutionalize the corrective action.

Closing Remarks
Lorri Hunt, Chair, 2016 ISO 9000 World Conference
WORKSHOP 1

8:00 AM – 5:00 PM; 0.8 CEU
By Lorri Hunt, Chair, 2016 ISO 9000 World Conference; Lead U.S. Delegate to ISO TC176/SC2; President, Lorri Hunt & Associates, Inc.

With the publication of ISO 9001:2015, organizations now face the next steps of implementing, learning to audit, and transition to a new certification. This workshop will blend these different concepts so that organizations not only will learn how to understand the requirements so they can be implemented, but how to audit to the requirements when there is no specific documented information requirement.

The workshop will include:

✓ Tips on how to conduct gap analysis
✓ Tools for developing plans for managing the transition
✓ Clause-by-clause review of ISO 9001:2015
✓ Information on how to implement and audit ISO 9001:2015
✓ How to determine when documented information is needed
✓ How to audit when minimal documentation is available

This workshop is structured to provide the needed information for an organization to transition with confidence.

Who Should Attend
This workshop is highly recommended for anyone who is working with ISO 9001 quality management standards, QA managers, practitioners, executives, and other decision makers who are involved with continuous improvement in their organizations.

Faculty
This workshop will be presented by Lorri Hunt, who has participated as an international expert for the ISO 9001:2015 revision. Ms. Hunt has been implementing Quality Management systems in diverse organizations such as Honeywell, the Department of Energy, and small businesses since 1994. She is an active member of the U.S. Technical Advisory Group to ISO Technical Committee 176. She currently serves as the head of delegation for ISO TC176/SC2. In this role, she is responsible for overseeing the development of consensus positions for the United States related to ISO 9001 and 9004. She is a United States expert and co-convenor for the group responsible for ISO 9001:2015, TS9002, and The Small Enterprise Handbook for ISO 9001:2015. She also served as the international Deputy Task Group Leader to the ISO 9001:2008 Amendment.

Lorri frequently contributes to quality publications and journals and is a co-author to The Insiders’ Guide to ISO 9001:2008. She is also a frequent speaker at conferences all over the world and an Exemplar certified lead auditor. Lorri is most often recognized for using her experience to assist organizations in implementing ISO 9001 using a common sense approach. She is the president of Lorri Hunt and Associates, Inc.

Fee
Workshop registration fee is $645 if you register by February 12, 2016; $695 after this date. The fee includes course materials, a certificate, and lunch. Please note that space is limited.

WORKSHOP 2
AS9100:2016 Series Revision for Aerospace: Understanding the Changes & How to Apply Them

8:00 AM – 5:00 PM; 0.8 CEU
Alan Daniels, Process and Systems Manager, The Boeing Company; and L.L. “Buddy” Cressionnie, Sr. Manager, Quality & Mission Success Processes, Lockheed Martin Aeronautics

This workshop will provide participants with an inside look into the changes in the 2016 revisions of AS9100, AS9110, AS9120, and AS9115 aviation, space, and defense quality standards, as well as the ISO 9001:2015 used as its foundation. The entire AS9100 standard will be reviewed and tips will be provided on how to conduct assessments and what to look for as you conduct the gap analysis. This is a good time and opportunity to reinvigorate your organization’s Quality Management System and ensure that it aligns with the strategic direction of the organization. The workshop will also offer an opportunity to look inside the International Aerospace Quality Group (IAQG), its strategy, the most current trends and developments, and discuss how a closed loop system works for a Quality Management System and the benefits it brings.

Whether you have an established Quality Management System or are just getting started, this workshop will provide you with the knowledge to confidently implement a Quality Management System, as well as those interested in the advance skill levels associated with the AS9100, AS9110 and AS9120 quality management standards.

Who Should Attend
Aviation, Space, and Defense Quality and Project Managers, and AS9100 Internal and External Quality Auditors with Introductory to advanced skill level of AS9100 knowledge.

Faculty
Alan Daniels is currently the International Aerospace Quality Group (IAQG) Requirements Team Leader representing Quality Management Systems (QMS) standards AS9100, AS9110, AS9120, and AS9101 internationally. He is also the leader of the 9100 Writing Team and is the Vice-Chair and voting member of ISO/TC 176 that writes the ISO Quality Management System.

Buddy Cressionnie is currently an International and Americas IAQG Systems (QMS) standards AS9100, AS9110, AS9120, and AS9101 internationally. He is also the leader of the 9100 Writing Team and is the Vice-Chair and voting member of ISO/TC 176 that writes the ISO Quality Management System.

Fee
Workshop registration fee is $645 if you register by February 12, 2016; $695 after this date. The fee includes course materials, a certificate, and lunch. Please note that space is limited.
2016 REGISTRATION INFORMATION

ISO 9000 CONFERENCE REGISTRATION FEES

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<thead>
<tr>
<th>Registration Type</th>
<th>Until Feb 12</th>
<th>After Feb 12</th>
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<tr>
<td>ISO Regular Attendee</td>
<td>$995</td>
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<td>ISO Government, Groups, or Educational</td>
<td>$945</td>
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<tr>
<td>ISO Co-Speaker - only one Co-Speaker per presentation</td>
<td>$445</td>
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LEAN & SIX SIGMA CONFERENCE REGISTRATION FEES

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<th>Registration Type</th>
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<tbody>
<tr>
<td>LSS Regular Attendee</td>
<td>$945</td>
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<tr>
<td>LSS Government, Groups, or Educational</td>
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<tr>
<td>LSS Co-Speaker - only one Co-Speaker per presentation</td>
<td>$445</td>
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<tr>
<td>Lean &amp; Six Sigma Yellow Belt Certification Workshop</td>
<td>$495</td>
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There will be an additional $100 late registration fee for each item after March 12, 2016.

REGISTRATION INFORMATION

What is included in the Conference Registration Fee: For both ISO 9000 WORLD CONFERENCE and the LEAN & SIX SIGMA WORLD CONFERENCE, the fee includes admission to technical sessions, exhibits, electronic copy of the proceedings, continental breakfast, and lunch. Please see the workshop descriptions to learn what is included for each workshop.

Government/Group/Educational Registrations: If you are registering as a group of five or more individuals from the same organization for either the ISO 9000 and/or the LEAN & SIX SIGMA WORLD CONFERENCE, each registrant must complete a separate registration form. When requesting the group rate, you must submit the payment information for everyone in your group at the same time.

Certificates, CEUs, and Proceedings: Attendees for either conference will receive an electronic copy of the proceedings, a certificate of attendance for 1.6 CEUs/RUs for the ISO 9000 WORLD CONFERENCE, and/or 1.6 CEUs/RUs for the LEAN & SIX SIGMA WORLD CONFERENCE. There will be additional CEU/RU and certificates for pre-conference and post-conference workshops.

Please note that you must pick up your conference or workshop certificate onsite. There will be $10 charge for shipping your certificate.

HOW TO REGISTER

For either the ISO 9000 WORLD CONFERENCE, or the LEAN & SIX SIGMA World Conference, you may register as follows:

Phone: 1-408-894-9910 or 1-800-875-1960
Fax: 1-866-500-9081
E-mail: info@aqi.org
info@leansixsigma.org
Online: www.regonline.com/aqi2016
Websites: www.iso9000conference.com
www.leansixsigma.org
Mail: ISO/SSS CONFERENCE
60 Descanso Dr, Suite 3421
San Jose, CA 95134 USA

EARLY REGISTRATION GIFTS

Early Registration Deadline: February 12, 2016

- Early Registration Gift Distribution Monday through Thursday; 2:30 PM – 3:30 PM
- NEW! This year, you will be able to receive your early registration gift as soon as your registration is complete

The Conference provides an Early Registration Gift because your early registration gives us the ability to estimate the number of attendees in advance. This results in cost savings. We pass on these savings to you in the form of an Early Registration Gift.

If you register for the ISO 9000 WORLD CONFERENCE or LEAN & SIX SIGMA WORLD CONFERENCE by the early registration deadline, you are entitled to receive one of the following:

- Fitbit Zip
- Tablet PC (RCA 7” 16 GB Quad Core, touchscreen Android Tablet)
- Sony Headphones
  MDRZX110NC ZX Series
  Noise Cancelling

If you register for both the ISO 9000 WORLD CONFERENCE and the LEAN & SIX SIGMA WORLD CONFERENCE by the early registration deadline, you may mix-and-match from the above and receive two gifts, or you may combine your gifts and receive a:

- Fitbit Flex

To qualify for the Early Registration Gift, your conference registration fee must be paid in full at the time of your registration.

Please note that the Early Registration Gift is not available for “Co-Speaker,” “Speaker, “Exhibitor,” and “Workshop only” registrations, or with any other discounted registrations.

Please note that the conference reserves the right to substitute other colors of the same product and reserves the right to substitute a similar item of equal or greater value.

S&H: Add $10 for S&H. The fee is waived for Government attendees.

Page ISO-14
## 2016 REGISTRATION FORM

### ISO 9000 WORLD CONFERENCE

- **Regular Attendee:** $995 until Feb. 12; $1095 after this date
- **Government, Groups (5+), Educational:** $945 until Feb. 12; $1045 after this date
- **Co-Speakers:** Presentation #: $445 until Feb. 12; $495 after this date

- **Standard:** Implement, Audit, and Transition; Lorn Hunt; Sunday, March 20
  - $645 until Feb. 12; $695 after this date

### ISO-WS2: AS9100:2016 Series Revision for Aerospace: Understanding the Changes & How to Apply Them; Alan Daniels & Buddy Cressonnnie; Sunday, March 20
  - $485 until Feb. 12; $535 after this date

### ISO Speed Networking: Included but you need to register in advance
- **Yes / No**

### TOTAL

### EARLY REGISTRATION GIFTS

- For full-paying conference only, if registered by: **Feb. 12, 2016**

  - **ISO 9000 Conference Gift selections (please select one)**
    - Fitbit Zip
    - Sony Headphones
    - Tablet PC

  - **LSS Conference Gift selections (please select one)**
    - Fitbit Zip
    - Sony Headphones
    - Tablet PC

  - **ISO 9000 & LSS Conference Combined Gift**
    - Fitbit Flex: If you registered to both conferences

### Cancellation Waiver:
- I want to receive my early registration gift and I waive right to cancel my registration.

### TOTAL

### PAYMENT INFORMATION

- **AMEX** □ **VISA** □ **MC** □ **Discover** □ **Check**

- **Card No:** \\

- **Expiration:** \\

- **Name on Card:** \\

- **Signature:** \\

- **Address:** \\

- **City:** \\

- **State:** \\

- **Zip:** \\

- **Country:** \\

- **Tel:** \\

- **Ext:**

- **For either the ISO 9000 World Conference and/or the Lean & Six Sigma World Conference, make checks payable to: "ISO/LENS Conference"**

### ISO 9000 CONCURRENT TRACKS

**MONDAY, MARCH 21 - EARLY AFTERNOON**
- Track 3: Auditing to the ISO 9001:2015 Standard
- Track 4: Managing the Transition to the ISO 9001:2015 Standard
- Track 5: ISO 9001:2015 and Risk

**MONDAY, MARCH 21 - LATE AFTERNOON**
- Track 6: In-Depth: ISO 9001:2015 Standard Overview
- Track 7: Using the ISO 9001:2015 for Leadership
- Track 8: 2016 Revisions of the AS9100

**TUESDAY, MARCH 22 - LATE MORNING**
- Track 11: Challenges & Opportunities in QMS
- Track 12: Streamlining Your QMS Applications
- Track 13: Professional Networking Meetings

**TUESDAY, MARCH 22 - EARLY AFTERNOON**
- Track 14: Sector Specific Applications of the ISO 9001
- Track 15: In-Depth: Management Review in ISO 9001
- Track 16: Tools and Strategies for ISO 9001:2015

**TUESDAY, MARCH 22 - LATE AFTERNOON**
- Track 17: In-Depth Session: Risk-Based Thinking
- Track 18: Avoiding Pitfalls and Maximizing Results

### LEAN & SIX SIGMA CONCURRENT TRACKS

**WEDNESDAY, MARCH 23 - EARLY AFTERNOON**
- Track LSS-3: Project Management Using LSS
- Track LSS-4: Maximizing Returns with LSS
- Track LSS-5: Using Statistical Tools in LSS

**WEDNESDAY, MARCH 23 - LATE AFTERNOON**
- Track LSS-6: How to Get Started with LSS
- Track LSS-7: Reinventing Your LSS Deployment
- Track LSS-8: New Product Innovation Using LSS

**THURSDAY, MARCH 24 - EARLY MORNING**
- Track LSS-9: Culture and People Side of LSS
- Track LSS-10: Maximizing Returns with LSS
- Track LSS-11: Process Improvement Using LSS

**THURSDAY, MARCH 24 - LATE MORNING**
- Track LSS-12: LSS in Service Industry
- Track LSS-13: Increase Efficiency in Healthcare

**THURSDAY, MARCH 24 - EARLY AFTERNOON**
- Track LSS-15: Apply LSS in Government Operations
- Track LSS-16: Achieve Long Term Success Using LSS

**THURSDAY, MARCH 24 - LATE AFTERNOON**
- Track LSS-17: Role of LSS in Social Responsibility
- Track LSS-18: Pursuit of Excellence Using LSS

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**Contact Information**

- **ISO/LENS Conference**
- **60 Descanso Dr # 3421**
- **San Jose, CA 95134**
KEYNOTE AND FEATURED SPEAKERS

Don Harrison  
President /Founder  
IMA

Kimberly Watson- 
Hemphill  
President  
Firefly Consulting

Don R. Linsenmann  
Vice President  
DuPont Company (ret.)

Mike Carnell  
President, CS  
International  
Author/Speaker

John E. Howard, II  
Vice President of  
Operations / OpX, SFI

Ronald Prince  
Vice President  
Mary’s Logistics &  
Operations

CONFERENCE HIGHLIGHTS

- Best technical program with 50+ presenters
- Best keynote speakers
- Best networking event
- Latest information on recent developments in Lean & Six Sigma
- Networking Meetings specifically for Master Black Belts, Black Belts, Green Belts, Yellow Belts, Lean & Six Sigma Executives, Consultants, and Trainers
- Organized by Master Black Belts, Black Belts, and Lean & Six Sigma Leaders

EARLY REGISTRATION GIFTS

- LSS Early Registration Gifts: Fitbit Zip, Tablet PC (RCA 7” touchscreen), or Sony Noise Cancelling Headphones
- ISO+LSS Early Registration Gift: Fitbit Flex

Please see the Registration Page for details
2016 LEAN & SIX SIGMA WORLD CONFERENCE

Networking Meetings

The Conference will feature the following networking meetings:

- Master Black Belts
- Black Belts
- Green Belts
- Yellow Belts
- Lean & Six Sigma for Executives & Leaders
- Lean & Six Sigma for Consultants & Trainers
- Lean & Six Sigma for Beginners

On-Site Registration

- Saturday, March 19, 2016
  4 PM – 6 PM
- Sunday, March 20, 2016
  7 AM – 1 PM; 2 PM – 6 PM
- Monday, March 21, 2016
  7 AM – 1 PM; 2 PM – 6 PM
- Tuesday, March 22, 2016
  7 AM – 1 PM; 2 PM – 6 PM
- Wednesday, March 23, 2016
  7 AM – 1 PM; 2 PM – 6 PM
- Thursday, March 24, 2016
  7 AM – 1 PM
- Friday, March 25, 2016
  7 AM – 1 PM

Lean & Six Sigma Speaker Orientation Meeting

Tuesday, March 22, 2016
6 PM – 7 PM

Early Registration Gifts

Early Registration Deadline:
February 12, 2016

NEW! This year, you will be able to receive your Early Registration Gift as soon as you complete your registration*

Your early registration gives the Conference the ability to estimate the number of attendees in advance. This results in cost savings. We pass these savings on to you in the form of an Early Registration Gift.

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- Sony Headphones MDRZX110NC ZX Series Noise Cancelling

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* Provided that you waive the right to cancel. Otherwise, your Early Registration Gift will be shipped to you after the Conference, or you may pick up your gift at the Conference.

LSS Exhibits

Exhibit Dates: March 23–24, 2016
Location: Buena Vista Palace Hotel & Spa
Orlando, FL 32830

Exhibitor Fee

- $995 until February 12, 2016
- $1,095 after February 12, 2016
- $1,195 after March 12, 2016

Exhibit Schedule

- Set-up: Wednesday, March 23, 2016
  6 AM – 7 AM
- Display Hours: Wednesday, March 23, 2016
  8 AM – 5 PM
- Thursday, March 24, 2016
  8 AM – 1 PM
- Move-Out: Thursday, March 24, 2016
  1 PM – 2 PM

What is Included

The Exhibitor fee includes one 6-foot table, a chair, and an exhibitor sign. The first of your exhibit personnel may attend the Conference at a discounted rate $495 (this person is not eligible for the Early Registration Gift). Additional Exhibit Personnel must register as regular conference. Conference registration is not required for Table-Top Exhibitors. Space is limited, so sign up now.

LSS Sponsorship

- LSS Conference Bags: $3,000
- LSS Conference Reception: $2,500
- LSS Conference Folders: $2,000
- 1-page insert in Conference Bags: $1,000

Attendee Mailing List

The Conference Mailing List will be available for purchase in an electronic format exclusively for exhibitors. The list will contain mailing information only; attendee emails and phone numbers will not be provided. The list may only be used once to promote exhibiting company’s Products and must not be entered into a database for other purposes.

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Conference Chair’s Message

“Attributes of Success” Entering my year as Chair, I began asking Conference attendees and prospective attendees who they wanted to hear from. The common thread in responses was “experience.”

Deployment leaders and belts enter Lean & Six Sigma with no experience in the field and want to know how their program becomes the next great success story – in an industry with plenty of low-quality training programs and deployments with little executive support, failure is too common. The need to pursue operational excellence is fortunately more common, and even in organizations where success was elusive in the past, Lean & Six Sigma is being once again pursued as an integral part of doing business.

In my career I’ve been fortunate to get to know many of the most successful Lean & Six Sigma professionals in the world – many of them will be in attendance at this year’s Conference. I’ve noticed some common attributes of success among these individuals:

- They recognize the need for a culture that embraces the pursuit of excellence and is willing to change
- They believe every problem can be solved
- They constantly seek new knowledge that will enhance their abilities
- They don’t waste time or energy on those that doubt Lean & Six Sigma methods can be effective

Some of these leaders will present at this year’s Conference. As a testament to the attributes above, they are just as interested in attending others’ talks as giving their own.

There is no replacement for the opportunity to listen to and network with not only leaders in Lean & Six Sigma but also others in a similar stage of deployment as yourself. At the 2016 Conference, I look forward to not only catching up with old friends but also making new connections and learning more about the challenges and successes being experienced by today’s deployment leaders and belts!

Joel Smith, Minitab, Inc.
2016 Conference Chair
Lean & Six Sigma World Conference

TRACK LSS-1 Keynotes: Take Your Lean & Six Sigma Deployment to the Next Level

7:30 AM – 8:00 AM Continental Breakfast
8:00 AM – 8:10 AM
Opening Remarks
Joel Smith, Chair, 2016 Lean & Six Sigma World Conference

8:10 AM – 8:50 AM; Session #LSS–011
Lean & Six Sigma: Fun and Games – Seriously?
Don R. Linsenmann, Vice President (ret.), Business Process Excellence, Corporate Six Sigma Champion, DuPont Company

Don Linsenmann has been dubbed the “Game Boy” of Lean & Six Sigma. Don has used a variety of games to teach and convey the intricacies of a Six Sigma deployment. He will review the key learnings from several games as they relate to the Lean and Six Sigma journey. He will also discuss the benefits of applying these “fun and games” approaches to the serious business objectives facing all of our organizations. As Vice President of Business Process Excellence and Corporate Six Sigma Champion at DuPont Company, Don had global responsibility for the deployment of Six Sigma into all of the DuPont businesses. He led the development of Six Sigma from a cost reduction program, and has validated over $10 billion in benefits from this initiative.

8:50 AM – 9:25 AM; Session #LSS–012
Lean & Six Sigma: It’s Not About the Product, It’s About the Process
Mike Carnell, President, CS International, Author, Entrepreneur, Speaker

Mike Carnell began his career in the Continuous Improvement disciplines in the early 1980s while employed at Motorola. This makes him one of today’s most experienced Six Sigma providers. Mike is an accomplished speaker, author, and a leading expert in the field of business excellence and sustainable improvement. He is a trainer and coach in Lean and Six Sigma, having developed and taught executive programs in leadership and organizational development at many leading companies spanning various industries around the globe.

9:25 AM – 10:00 AM; Session #LSS–013
20 Best Years in a Row – How Macy’s Logistics and Operations Transformed a Lean & Six Sigma Program
Ronald Prince, Vice President – Process Management, Macy’s Logistics and Operations

For over 150 years Macy’s has put customers at the center of all decisions and has consistently implemented strategies that solidify its position as a leader in retail. Today, it is one of the fastest growing omni-channel entities in the industry. One of the keys to our success has been our culture of customers first and a willingness to innovate and change. In 1995 Macy’s Logistics and Operations (MLO) was created and today is arguably the best in the industry at retail supply chain logistics. Lean & Six Sigma is in the DNA of the organization and has played a big part in accomplishing 20 best years in a row. This session will discuss both the strategic and tactical applications of Lean & Six Sigma and the lessons learned along the journey.

10:00 AM – 10:30 AM; Refreshment Break
10:30 AM – 11:05 AM; Session #LSS-021
What’s in Your Toolkit? Don’t Ignore the People Side of Lean & Six Sigma
Don Harrison, President and Founder, IMA

A great solution that is poorly implemented will not produce sustainable results. Each time a new process is introduced, there are potential human and cultural barriers that need to be addressed:

- Whose work will be disrupted by this process?
- How will you get the management to fully commit to the new process?
- What supporting functions like HR and IT need to be committed?
- How will you get affected individuals motivated and ready?
- How will you manage the inevitable resistance at all levels?

The fact is, there is no improvement unless people change their behavior and use the new process on a sustained basis! What’s missing too often is a repeatable process that addresses the critical “human side” of implementation. In this engaging, fast-paced presentation, Don Harrison will lead you through a thought-provoking discussion of how to integrate the people side of Lean & Six Sigma into your toolkit.

11:05 AM – 11:55 AM; Session #LSS-022
The Lean & Six Sigma Standard Moves Forward
Ken Feldman, Ph.D., Director, Rapid Continuous Improvement, Dr Pepper Snapple Group

At last year’s Conference in Houston one of the most talked about topics was whether the Lean & Six Sigma community needed some standardization of Black Belt and other training curriculum. During the panel discussion, the audience and the panel members concluded that standardization of training was critical for providing consistency. In an effort to respond to the needs of the LSS community, a Committee was formed consisting of a group of well-known experts on Lean & Six Sigma, to create a set of standards for Black Belt Training. After a great deal of work, the LSS Standards for Black Belt Training is complete. This year’s panel, consisting of members of that committee along with representatives from academia, business, and consulting, will discuss how to move the standards forward and answer questions regarding the future of the other planned Belt standards. This is a must-attend session to hear how the LSS community is moving forward and how it will benefit your organization. The audience will be encouraged to ask such questions as:

- How will the Standard be deployed?
- What are the key elements of the Standard?
- How will this Standard help my organization?
- What other Standards will be developed moving forward?

12:00 PM – 1:00 PM; Networking Luncheon
Why is Six Sigma’s focus on finance good? When looking at the reduction of waste, a financial perspective is important. Even though waste removal is important, there is a limit to how much should be done. To illustrate this point, one might consider whether to spend $500 to save a penny. But what if you saved that penny every time you did an activity and break—even was achieved? Some programs are too hot when they are financially driven. Some programs are too cold when they include little financial accountability. Providing proper balance makes Six Sigma just right. Six Sigma does this by ensuring that the projects performed are those that produce value for shareholders.

Six Sigma as a Business Philosophy: Data, Decisions, and Leadership
Cheryl Hild, Ph.D., Aegis Sciences Corporation

In this age, many organizations are in the business of providing data to improve one or more outcomes for a client – for healthcare, laboratory data is used to improve patient care; for a financial institution, investment performance data is used to improve client financial security. Given a single piece of information, decisions are often made that significantly impact outcomes. However, organizations add great complexities and inefficiency to processes as the systems are often managed without the use of data to drive day-to-day and strategic decisions. There are several fundamental principles that must be in place to fill a critical gap in effectively managing with data: 1) Time-Dependency of Data; 2) A Process View; 3) Questions Lead; 4) Language, Observation, Numbers and Insight; 5) Focus on the Differences; 6) Visual and Graphical.

Selecting Projects to Maximize Results: The Key to LSS Program Longevity
Russ Aikman, TMAC/The University of Texas at Arlington

The DMAIC methodology provides a structured, rigorous approach to solving business problems. But many companies find that while the DMAIC process works, they sometimes find the outcomes to be less than desired. Some firms find that projects chosen are not the ones that drive the most value to the business. Other firms discover they can find good projects relatively easily early in their LSS Program deployment, but they tend to struggle over time once all the ‘low hanging fruit’ is gone. The most successful Lean & Six Sigma programs use a structured approach to selecting ‘good projects’. This presentation will include a discussion of common issues with less structured approaches to project selection.

The Longest Drive: Design of Experiments to Improve Your Golf Game
Eduardo Santiago, Minitab, Inc.

I overheard two avid golfers debate, and finally fight over a fundamental task in golf—how to drive the ball the farthest off the tee. Even though I know very little about golf, I thought the problem could be easily solved with a Design of Experiments (DOE). However, initial research revealed that the problem was not as simple as it appeared. I talked to statisticians who had attempted to determine how to drive the longest ball from the tee, but they told me they had failed due to high process variation. Clearly, this was not going to be an easy puzzle to solve, making the DOE approach even more appropriate. The game of golf and solving process engineering problems have many characteristics in common: both include a complex process with many variables. This session will draw an analogy between the golf experiment and problem solving in typical manufacturing and process engineering scenarios.

What You Can’t Do with a t-Test
Marilyn Monda, Monda Consulting, LLC

How can quality professionals become better business leaders? One way is to lead through data-based decision-making and to apply today’s data to predict tomorrow’s business performance. This requires more than just expertise in statistical analysis, although this is a necessary prerequisite. It means being confident in the proper use of information from sampling and hypothesis tests (like a t-test) to make critical business decisions. This presentation will provide relatable scenarios that will ground the practitioner in the differences between an enumerative study and an analytical study. In doing so it will differentiate between conditions in which using sample data for prediction is possible and when it could be costly.

Understanding Variation in Subjective Measuring Systems
Sam Windsor, Charlotte Process Improvement

This session will focus on simple yet powerful ways to apply subjective measurement system evaluation techniques to any process with real examples from many industries. The session will begin with an overview of basic measuring systems used when measurement instruments are not available, such as screening job candidates, reviewing reports, resumes and travel vouchers, reviewing insurance claims, financial applications, and categorizing help desk tickets or job codes for time reporting. Participants will a) learn that any point in a process where a decision must be made is an opportunity for an error in that decision, and b) will develop an understanding of how these errors relate to effectiveness, false alarms and risk in subjective measuring systems.
This presentation will show you how you can overcome such barriers and move forward with the change.

At most workplaces in this part of the world, so what do you do? How do you know. Lots of emotions, relationships, trust and loyalty still prevail of all of the above? How many people should you train?

There is no single right answer. You can’t buy the right design on the internet. The direction you should take relies on several questions, some of which you may have answered when deciding to pursue continuous improvement. Some you will need to consider as you design the deployment. The four big questions are Why? How? What? Who? The “why” should come from your organization’s strategy. Do you want to align your culture, become more competitive or increase customer satisfaction? The “why” will shape the deployment decisions you will be making going forward. The “what” focusses on what problems or opportunities will be addressed in your Lean & Six Sigma program. In order to meet the challenge set out in the “why,” what do you need to do differently? Identifying these opportunities will drive the answers to the third question and fourth questions, “how,” and “who.”

This presentation will ask you to consider your organization’s answers to the first two questions and, based on those answers, present a guide for the “how” and the “who”. It will give you suggestions on how to structure your operational excellence deployment to best meet your organization’s needs and generate the anticipated results.

3:50 PM – 4:25 PM; Session #LSS–062
Overcoming the Cultural Barriers to Lean & Six Sigma Deployment
Tony Riachi, Ritcom Management Consulting

Lean & Six Sigma has in some developing and third world countries become a fad simply because it’s a buzz word among successful companies in the west and some Asian countries. In cultures such as the Middle East, local companies tend to follow the footsteps of companies of the developed nations, namely Americans or Europeans. However, when it comes to LSS deployment, top management’s commitment is key to its success. The implementation of such methodology requires dedication, long-term vision, commitment, and hard work.

At a lower level, change management is a key issue. In some companies, you get the job because of who you know rather than what you know. Lots of emotions, relationships, trust and loyalty still prevail at most workplaces in this part of the world. So what do you do? How can you overcome such barriers and move forward with the change? This presentation will show you how.

In 2015 HSBC took the unusual step of partnering with Warwick University (Times and Sunday Times UK University of the Year 2014/5) to revitalize their approach to Lean & Six Sigma. The result is a cutting-edge blend of traditional Lean & Six Sigma training and broader developmental approach to create a more rounded community of change agents. This session will describe how the initiative was born of a recognition of the limitations of the traditional Lean & Six Sigma training model focused on technical and process-related aspects. Participants in this presentation will receive an overview of how to rejuvenate their Lean & Six Sigma initiative by:

- Refocusing the training to have a much stronger focus on change management and associated ‘softer’ aspects.
- Modernizing the training approach and adding an academic output to give a different feel to the program.
- Encouraging participants to take an active reflective stance in understanding not just what worked, but why it worked (or didn’t), and requiring them to demonstrate that learning approach as a necessary element of certification.

In the spirit of reflective practice, the participants will be invited to consider what our journey might mean for them.

3:50 PM – 4:25 PM; Session #LSS–072
How to Gain and Sustain Support for LEAN Six Sigma Efforts
Scott Kaeppel, Founder & President, Kaeppel Consulting

Organizations have found themselves investing in programs around continuous improvement only to later find they are divesting from the same programs. Many organizations do not execute the necessary strategies to ensure long term sustainment of a continuous improvement culture. A continuous improvement program is more than just tools and training, it often takes a larger orchestrated effort to gain real sustainment and create an improvement culture.

To start, organizational leadership often finds itself faced with a mix of stakeholders’ opinions and level of support. There is also a mix of opinions on how to go about executing continuous improvement and where to organize resources to support the efforts. For this reason programs should start off with a great stakeholder management plan. Stakeholder management is one strategy of five to ensure successful deployment of a continuous improvement culture.

Scott Kaeppel will be sharing best practices for how to win over the naysayers, how to re-inforce your champions and how to make LEAN Six Sigma a culture that sustains for generations to come. This session will leave you with Five easy strategies to ensure long term success with your LEAN Six Sigma programs. The five key strategies are simple enough that every organization can apply them and find greater success with the deployment of their program.
Introduction of new products swiftly and effectively is a requirement for survival that becomes more important all the time. Integrating new products into existing production platforms is mostly science with a little art and luck. Drawing from new product integration in multiple industries, this presentation is a how-to for the science and suggestions to exploit the art with the goal of maximizing the probability of the luck working for you. This presentation addresses the initiation period of the product life cycle from the “gleam in the eye” to “product delivery”. What must be done, when it must be done and how it can be managed to minimize risk at all the points of the work. Practical and straightforward, the participants in the session will leave with a half dozen key thoughts that can be applied immediately in their work environment.

3:50 PM – 4:25 PM; Session #LSS–082

Practical Sustainable and Lean Design in Product Development

William Ingram, III, Interface

Interface, Inc. is the world’s largest manufacturer of modular carpet, with manufacturing sites in six countries worldwide. The company’s business strategy shifted in the mid-1990s when Interface’s Chairman and CEO, Ray C. Anderson, aimed to redirect its industrial practices to include a focus on sustainability without sacrificing its business goals. Anderson described the initial inspiration as “a spear in the chest” and an awakening to the responsibility of corporate citizens and their role in a sustainable business future.

With the expectations for sustainable solutions well established, Lean thinking has been particularly useful in the custom design studio, which works on engineer-to-order flooring solutions. The department leveraged Lean best practices to improve the design process. Through Kaizen events, the team initiated a continuous improvement process in the custom design studio where it is crucial that customer needs are understood and their wishes are translated to the “designers’ language” correctly. The administrative front end of the design process was analyzed through value stream mapping and re-engineered. The new process includes a Kanban planning system that allows an administrative person to allocate work according to complexity and the designers’ skill level. The results of these changes have been dramatic: digital project cycle time has been reduced by 82% and physical samples project cycle time by 40%. The presentation will take you through the journey of the implementation process.

4:25 PM – 5:00 PM; Session #LSS–083

Lean & Six Sigma World Excellence Awards

For the first time, the Lean and Six Sigma World Conference will be awarding “Deployment of the Year”, “Project of the Year”, and “Innovation of the Year” awards at the 2016 LEAN & SIX SIGMA WORLD CONFERENCE. We want to hear from you about why your team should win! To apply please visit the conference web site at: http://www.leanandsixsigma.org/excellence-awards

Lean Six Sigma DEPLOYMENT of the Year Award

Are you part of an outstanding Lean & Six Sigma deployment? We want to hear from you about why your deployment should win! To enter your deployment, you will be asked to answer a few questions, and also submit a Power Point or a PDF presentation summarizing your deployment and results.

Lean Six Sigma PROJECT of the Year Award

Were you a part of an outstanding Lean & Six Sigma project? Did the project make a meaningful difference for your company? We want to learn more about it! To enter your project, you will need to answer a few questions and upload a presentation about your project. A committee member may follow up with you to ask clarifying questions. Finalists will present their project at the Conference.

Lean Six Sigma INNOVATION of the Year Award

Has your team done something new and innovative with the Lean & Six Sigma methodology? Or, have you designed and developed a particularly interesting new product, process, or service? To enter, you will need to answer a few questions and upload a presentation about your innovation. A committee member may follow up with you to ask clarifying questions. Finalists will present their project at the Conference. The committee will evaluate the projects at the Conference to select the winner.

To be eligible for consideration of these awards, a representative from the deployment must attend the Conference to accept the award in person.
A Practical Technique for Influencing People Who Resist Improvement and Change

Ken Feldman, Ph.D., Dr Pepper Snapple Group

As most Black Belts (BBs) and Master Black Belts (MBBs) know, one of their biggest frustrations in implementing the improvement changes of the projects they facilitate is the resistance they encounter from Team Members, Process Owners, and those on the receiving end of improvement recommendations. Since most BBs and MBBs have little authority to mandate change, they must often rely on their influencing skills to get others to do what is needed. Unfortunately, few practical approaches are available and the theoretical and conceptual literature doesn’t provide much of a structured method for analysis of behavioral change. Towards this end, I have developed the Behavioral Failure Modes and Effects Analysis (BFMEA) which uses change management techniques in the context of a traditional FMEA.

Treat Employees with Dignity Using Lean & Six Sigma Techniques

Grace Duffy, MBA, LSSMBB, Management & Performance Systems
Swami Reyes, SRA

Treating employees with respect is a core tenant of Lean. Both Lean & Six Sigma initiatives achieve greater sustainable results when front line employees are empowered to deliver on project improvements. Respect is the foundation of the Eighth Lean Waste. Lean & Six Sigma projects benefit the organization, from executive to entry level. Using corporate as well as workforce culture to design daily processes goes a long way toward improved and sustainable results. Respect for the individual is shown universally, although there are cultural differences that must be understood among populations. The Lean considerations incorporated into this session are: respect for people and community, clear, consistent, visual communication, empowering ideas, and creating partnerships.

Change: Wrong Approach = Wrong Results

Sumeet Kumar, MBA, LSSBB, North Bay Regional Health Centre

‘Transformation’ is currently the buzz word. These days. We see phrases such as ‘Business Transformation’, ‘Culture Transformation’ ‘System Transformation’, Lean Transformation’, Quality Transformation, ‘Transformational Change’, and many more. ‘Transformation’ is often being misused, sold, and marketed to reflect any change that may be incrementally bigger than average. This has led to a lot of confusion in the minds of people as they struggle to differentiate whether ‘Transformation’ is for ‘Real’ or a sales pitch. Lessons learned at a hospital and manufacturing industry will be shared to clarify the misconception around ‘Transformation’.
Presentation will discuss challenges faced while implementing change.

When is Six Sigma Not Six Sigma?

William Levinson, P.E., Levinson Productivity Systems PC

“Six Sigma” refers to six process standard deviations (Sigmas) between the nominal and each specification limit. When the process is centered on the nominal (halfway between the specification limits), we expect 1 nonconformance or defect per billion opportunities at each limit. All of this assumes, however, that the process follows a normal or bell curve distribution. If it does not, the estimated nonconforming fraction (DPMO) can be off by several orders of magnitude. The best way to avoid embarrassing situations of this nature is to (1) fit the data to an appropriate distribution, (2) test the data for goodness of fit to the selected distribution, and (3) report process performance indices that are based on that distribution. Come and find out the implications of non-normal distributions.
The Crayola Company began the Lean & Six Sigma journey in 2000. Peter Ruggiero, Executive Vice President of Worldwide Operations has championed Crayola’s Lean & Six Sigma efforts, resulting in significant financial savings and improved operating results. Mr. Ruggiero challenged his team to focus on inventory reduction without sacrificing customer service. A number of projects have focused on inventory management. Improvements from these projects included cycle time reductions, material variance reductions, and the determination of crayon hold time via DOE. A Black Belt project was initiated to reduce crayon inventory levels via optimum Kanban level. Attend this session and learn how this unconventional use of DOE led to reducing inventory levels.

Pull System Deployment Kaizen for a Discrete Process
Alberto Yanez-Moreno, Ph.D., MBB, TMAC/The University of Texas at Arlington

Deploying a Pull System in a week by means of a Kaizen event can be intimidating and nerve-racking. The presenter will share the lessons learned to control both Work-In-Process (WIP) and finished goods inventory. The challenge during this case study deployment was that the process had a seasonal demand and inventory levels needed to be adjusted to take this into account. No two pull systems are alike and the person who is creating the conceptual design needs to understand the ins-and-outs of the process. The presenter will review the basic formulas used to determine the inventory levels, and will share how to select parts in the pull system.

Downtime Reduction and Process Improvement: A Six Sigma Case Study
Raid Al-Aomar, Abu Dhabi University in the UAE

This session will describe a case study of downtime reduction in a business process at a local company. The local establishment is a renowned multi-dimensional business with entities ranging from aviation machinery and equipment to travel agencies, tour operation, and transportation products. The presentation will analyze the need for improvement and what can be done using the Six-Sigma approach. The session will also discuss significant tools and techniques and their appropriate application for defect reduction and meeting the specifications set as standards.

Agile Process Design: Faster, Better, and Cheaper
Bill Hathaway, MoreSteam.com, LLC

The study of Agile Process Design (APD) incorporates proven techniques to achieve superior results in designing and deploying processes of all types. Beginning with techniques and tools for learning and defining process specifications, APD entails developing proposed solutions and rapidly prototyping them, which in turn creates opportunities for further innovation and experimentation. Once a possible solution is developed, piloting and testing against specifications (validation) provides a feedback loop for further innovation, development, piloting, and testing. At the core of ADP is a highly iterative approach which provides a useful toolbox to Lean & Six Sigma practitioners.

THURSDAY March 24, 2016

Track LSS-11 Process Improvement Using Lean & Six Sigma

 Concurrent Session
8:00 AM – 8:05 AM Opening Remarks
8:05 AM – 8:40 AM; Session #LSS–111
Crayola: Doing a DOE Where You Can’t? Richard Titus, Crayola

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Track LSS-12 Lean & Six Sigma in Service Industry

 Concurrent Session
10:15 AM – 10:50 AM; Session #LSS–121
Think Outside the Black Belt Box - Specialized Tools for Transactional Applications
Kimberly Watson-Hemphill, Firefly Consulting

Due to time constraints, traditional Lean & Six Sigma Green Belt and Black Belt programs focus on a standard group of data analysis tools that require normal, continuous data, along with basic Lean. Did you know that there is a much wider range of tools available to you and these tools aren’t any more difficult than the ones you already know? This presentation will focus on specialized tools for transactional applications. The goal of the presentation is not to be detailed and technical, but rather to broaden the attendee's awareness of the toolset available to them by presenting examples from multiple industries. Case studies include financial processes, sales processes, and marketing processes.

Deploying Overall Equipment Effectiveness in Service
Stefan Shekells, CSMBB, Prudential Financial; and Subhro Gupta, Cognizant Technology Solutions

Overall Equipment Effectiveness (OEE) is a concept used in manufacturing industries to simplify performance measurement, and enhance systems thinking and optimization efforts, but is less commonly implemented in service industries. The Prudential Continuous Improvement team remodeled the concept of OEE so it would be accepted within service functions and applied it to measure associate, process, and functional performance. Then, linking all three measures to the cost of operations, enhanced business management’s ability to identify and respond to non-standard conditions. The speakers will share lessons learned in deploying OEE in service functions and how using the metric and an OEE program did improve expense management, augment employee engagement and enhance customer experience.

Agile Process Design: Faster, Better, and Cheaper
Bill Hathaway, MoreSteam.com, LLC

The study of Agile Process Design (APD) incorporates proven techniques to achieve superior results in designing and deploying processes of all types. Beginning with techniques and tools for learning and defining process specifications, APD entails developing proposed solutions and rapidly prototyping them, which in turn creates opportunities for further innovation and experimentation. Once a possible solution is developed, piloting and testing against specifications (validation) provides a feedback loop for further innovation, development, piloting, and testing. At the core of ADP is a highly iterative approach which provides a useful toolbox to Lean & Six Sigma practitioners.
In the JPS Hospital Oncology Infusion clinic, lack of a standardized workflow for obtaining authorized referrals prior to providing Infusion and Chemo services led to claims denials and significant financial impact in terms of reimbursement. Application of the Lean & Six Sigma principles and the DMAIC methodology has resulted in a cumulative 32% increase in authorized referrals from 19% to 51%. This in turn led to a 47% decrease in the number of accounts denied due to access-related reasons. It equates to a 53% decrease in reimbursement dollars denied due to access-related reasons. The operational success is boosted by the fact that this attainment of revenue cycle efficiency was FTE neutral and we have sustained the gain in the Control phase of the LSSBB project lifecycle. Come and learn the strategies used and lessons learned in this application.

Safer, Smarter, Smaller: Using Lean Driven Planning to Create Efficient Healthcare
Barry Kowalsky, MAAA, Stantec

Using a Business Intelligence Model based on Lean concepts to analyze variables including clinical activity, demographics, cycle times, utilization, availability, and treatment spaces, participants learn how to use Lean planning to improve management of healthcare facilities. Optimizing the relationships of all the variables will result in a functional plan that is appropriately sized (smaller), operationally efficient (smarter) and allows for more time for clinician and patient interaction (safer) over traditional functional planning processes that do not recognize the impact of Lean process improvement and may simply be based on historical anecdote.

Apply Lean & Six Sigma Tools to Reduce Preventable Readmissions
Brian Galli, Ph.D., PMP, PE, LSSBB, Long Island University

Hospitals are driven to reduce unwarranted readmissions for patients with advanced illness while also improving utilization of resources and alignment of practices with the preferences of the patient and family. The Model for Improvement methodology can be utilized to develop and implement sustainable improvement strategies that not only support a hospital’s effort to reduce unwarranted readmissions for this population, but also improve the alignment of care resources with the preferences of the patient and family.
City of Titusville, Florida, Expands Its Lean & Six Sigma Commitment to All Departments
Christine McGraw and Richard Stillwagon, City of Titusville

Titusville, FL, a city of 44,000 with a staff of 485, implemented "pathfinder" process improvement projects in two of its departments. Led by two LSS Green Belts, significant improvements were realized in the utility billing and payroll departments. Based on this success, the City Manager directed expansion of continuous improvement to all departments. Eight projects were completed across multiple departments, from reducing the time to get a citizen's water turned on to fire truck repairs. The two original Green Belts coordinated this newly named "Lean Team". This presentation will explore the challenges the city overcame during the deployment. The presenters will discuss the steps taken toward developing a culture of continuous improvement, and overcoming "because we've always done it that way" attitudes.

NASA Lean & Six Sigma: Improving the Federal Government from the Space Station and Back
Michael Moxley, NASA Glenn Research Center
Mark Adrian, Evoke Research and Consulting

NASA has been using Lean & Six Sigma since 2005 with great success in improving a variety of processes. The presenters will explain how NASA began this journey as a grass roots effort at Marshall Space Flight Center. During that time they focused primarily on Kaizen events using NASA trained Belts as facilitators. Since then NASA has gotten more senior leader support and also opened up the LSS toolkit to include DMAIC projects, 6S events, and Design for Six Sigma. One of the unique aspects of the program is the low cost of implementation. NASA spent considerably less per year for equal results. This presentation will focus on the history of NASA LSS and lessons learned.

How Lean & Six Sigma Helped the City of El Paso, Texas, Improve Pot Hole Patching Operations
Richard Bristol, City of El Paso, Texas

The city of El Paso has engaged the principles of Lean & Six Sigma into many of its services and operations with amazing results, specifically in the area of pot hole patching. For the five years prior to adopting Lean & Six Sigma, the city on average spent around $2.5 million per year repairing 1.3 million square feet of potholes. Included in this process were excessive travelling times, non-value added processes, and antiquated methods of data collection. Through the use of LSS, the city has saved over $200,000 on its patching program, increased its pothole repair production by 18%, implemented an automated data management process for tracking information, and gone from patching an average of 40 sites a week to an average of 56 sites a week.

Have You LEANed Your cLEANing?
Michael Parks, LSSGB, Lean Expert, CIMS, AMS, Veritiv Corporation

Today many industries are applying Lean Principles to their businesses including: manufacturing, healthcare, construction, commercial printing, restaurant management, hotels, government, commercial office buildings, and more. This session will uncover that many Lean efforts today are overlooking a critical area of application — cleaning! Cleaning is embedded in Lean by way of sorting, setting in order, shining, and standardizing. However, most often these concepts are only applied to 7 recognized waste categories in production. As companies undertake Lean they will do some level of cleaning simply by virtue of the Lean process — Shining. What is often overlooked is the on-going act of cleaning the facility itself, holistically. Focusing on production efficiency is critical, but applying Lean to the actual activity known as “cleaning” is another opportunity to apply Lean principles.
**THURSDAY March 24, 2016**

**TRACK LSS-17 Role of Lean & Six Sigma in Social Responsibility**

*Concurrent Session*
3:15 PM – 3:50 PM; Session #LSS–171

**Continual Improvement for Social Responsibility: Applying Six Sigma for Sustainability**

Holly Duckworth, Ph.D., Kaiser Aluminum; and Andrea Hoffmeier, Sherpa, Inc.

This presentation will allow attendees to participate in discovering common causal factors for excellence in Quality and in Social Responsibility, with Social Responsibility as a pathway to sustainability. Root cause analysis for corrective action and risk assessment preventive action are common tools for both Quality and Social Responsibility. The presenter will demonstrate the use of tools that can accomplish both. Attendees will walk away from this presentation as equipped advocates for sustainability and social responsibility in their organizations.

3:50 PM – 4:25 PM; Session #LSS–172

**Rebuilding Lives through Lean Applications**

Brian DeVries & Nicole Meens, Haworth

This program will center on the story of the adoption of Lean at the Holland Rescue Mission, a not-for-profit organization, and how it has been supported by Haworth, an office furniture manufacturer. The story will focus on the challenges, learning and results at both organizations in this partnership. The presenter will cover the importance of the following:

- How they all came together, and the importance of leadership support and living your organization’s values
- Working together and determining the next step
- The Kaizen (spoiler alert, it was a great success)
- Preparation and planning
- Customer focus: students/staff as well as end user
- Execution: develop a delivery of the tailored training
- Lessons learned and validating results of changes.
- Going forward, what’s next (for both organizations)
- Summary of lessons learned and a video of the work complete

**CONFERENCE ORGANIZING COMMITTEE**

Joel Smith, Conference Chair, Minitab, Inc.
Sermin Vanderbilt, Ph.D., Conference Co-Founder & President, AQI
Marco Luzzatti, Conference Co-Founder, Greenville Technical College
Darren Flynn, Immediate Past Chair, UNC Healthcare
Bonnie Stone, Vice-Chair, CAS Adaptive Solutions
Beth Galt, Vice-Chair, Change Healthcare
Kimberly Watson-Hemphill, Technical Program Chair, Firefly Consulting

**TECHNICAL COMMITTEE**

Russ Aikman, TMAC/The University of Texas at Arlington
Brian Clark, Praxis 8, LLC
Grace Duffy, Management and Performance Systems
Krishnan Krishnaiyer, Pearson
Tanya Pistawka, Prudential
Ashley Stroud-LoVerde, Change Healthcare
Pervin Uren, American Quality Institute
Alberto A. Yanez-Moreno, Ph.D., TMAC/The University of Texas at Arlington

**TRACK LSS-18 Pursuit of Excellence Using Lean & Six Sigma**

*Concurrent Session*
3:15 PM – 4:25 PM; Session #LSS–181

**Really! This is Lean & Six Sigma Jeopardy!**

Grace Duffy, MBA, LSSMBB, Management & Performance Systems

Have fun and test your knowledge in this interactive, modified version of Jeopardy. Participants will be grouped into teams that will compete on category topics and related questions related to Lean & Six Sigma. Each topic category will progress from basic to advanced with something for all belt levels. Participate in this interactive game of Jeopardy with topics focusing on Lean & Six Sigma that include “Identify the Waste”, “Things That Sound Funny”, and “Go With The Flow”. Your hosts will pit contestants against each other in a match where even the audience gets a chance to win wonderful prizes. This session will provide you with an entertaining look at a tool that can be used to educate or reinforce training on any type of topic to any target audience. This presentation will include:

- Introduction to a training tool – Lean & Six Sigma Jeopardy
- Lean manufacturing topics
- Six Sigma/DMAIC topics
- Audience participation
- Question and Answer period

4:25 PM – 5:00 PM End Keynote; Session #LSS–182

**The Relentless Pursuit of Operational Excellence**

John E. Howard, II, MBB, Vice President of Operations / OpX, SFI

Operational excellence is a mindset to continuously find ways to improve performance and profitability. It means turning over every stone to find money and boost performance. The concept of operational excellence in manufacturing started with Lean and Six Sigma. Technology has allowed manufacturing to go faster. Quality must be built into each step of the process or the organization will be left behind. Mr. Howard will explore the pursuit of excellence at Olympic Steel, nationally and locally in Chambersburg, PA. Discover the ups and downs and the current results of the never-ending journey.

John Howard joined Olympic Steel in 2013 as the Director of Operational Excellence for Zeus Executives. He is responsible for Olympic Steel’s company-wide strategic development, tactical program management, facility deployment, systems integration and financial results consistent with Operational Excellence. His duties also include the corporate functions of safety, quality, operations, maintenance, asset management, and Lean & Six Sigma Black Belt training, certification and performance turnaround deployments. Mr. Howard’s career includes positions at General Motors, Allied Signal, Amazon, and Ingersoll. He received his Master Black Belt in 2005.

5:00 PM – 5:10 PM

**Closing Remarks**

Joel Smith, Chair, 2016 Lean & Six Sigma World Conference
FRIDAY March 25, 2016

Lean & Six Sigma Yellow Belt Certification Workshop

8:00 AM – 4:00 PM; 0.7 CEU
Presented by Don Johnston & Bonnie Stone, CAS Adaptive Solutions

Note that this special workshop price is made possible by our sponsor CAS Adaptive Solutions. Upon successful completion of this workshop, participants will be Lean & Six Sigma Yellow Belt Certified and will receive 0.7 CEU for attendance.

Workshop Description:
An ideal introduction to Lean & Six Sigma for those not yet trained as a Belt. The workshop received such rave reviews last year that we brought it back! This interactive workshop combines instruction with hands-on application of Lean & Six Sigma concepts. With this workshop you will learn:

- The fundamental Lean principles, Six Sigma principles, and the overwhelming benefits of blending the two in a unified approach
- Project execution based on the DMAIC (Define, Measure, Analyze, Improve, Control) methodology
- Project targeting criteria and what makes a great LSS project
- Lean & Six Sigma concepts and tools
- Key elements of successful Lean Transformation
- Project Selection
- Team Roles
- Voice of the Customer (VoC)
- Value Stream Mapping
- Value-Add versus Non-Value-Add
- Root Cause Analysis
- Fishbone Diagrams
- Lean Flow & Work Cells
- 5S
- Visual Tools
- Capacity & Bottlenecks

Faculty:
Don Johnston is CEO of CAS Adaptive Solutions, a business excellence consulting firm. Don has trained people at all levels in a variety of enterprises, from small businesses to Ford Motor Company and the Space Shuttle Program. Don received his Bachelor’s Degree in Mechanical Engineering from MIT and his Masters in Engineering Management from the Florida Institute of Technology.

Bonnie Stone has over 20 years of experience in the aerospace and healthcare industries in Quality, Engineering and Organizational Excellence. Bonnie received her undergraduate degrees from Memphis State University, an MBA from Florida Institute of Technology and a Masters in Industrial Optimization from Embry Riddle Aeronautical University. She is a certified LSS Master Black Belt.

Who Should Attend:
This is an outstanding workshop for beginners, practitioners, and executives wanting to better understand Lean & Six Sigma and who are seeking a Yellow Belt Certification.

Fee:
$495 if registered by February 12, 2016; $595 after this date. The fee includes course materials and a certificate.

Hotel & Location
Buena Vista Palace Hotel & Spa

Deadline to take advantage of the special group rate is:
February 12, 2016
(Please note that the Buena Vista Palace Hotel & Spa was recently purchased by the Hilton Hotels).

This year’s location is the Buena Vista Palace, Lake Buena Vista, FL, USA. The property is located 1.2 miles from Walt Disney World®, 4.2 miles from Epcot, and is a 5-minute walk from Downtown Disney. Buena Vista Palace sprawls across 27 acres and gets kudos as much for its on-site amenities as for its location. It is surrounded by lakes, waterways and lush greenery. The property offers three massive pools, a children’s playground, copious sport courts, and a 10,000-square-foot spa and fitness center. The hotel offers a complimentary shuttle to the surrounding parks.

Room Reservation:
A block of rooms at a group rate has been reserved for the Conference attendees. The group rate is $185 for single/double occupancy for regular attendees. The group rate for government attendees (Single/Double) is $127 plus applicable taxes.

- Hotel Reservation Group Code: ISOLOSS
- Reservations: 1 (800) 774-1500; General: 1 (407) 827-2727
- Hotel Address: Buena Vista Palace Hotel & Spa 1900 E Buena Vista Dr., Orlando, FL 32830 USA
- Hotel website: www.buenavistapalace.com

On-Line Reservation:
Please note that the entire URL must be copied for the links to work properly.

Regular (Non-Government) Group Rate:
=HOTEL&ctyhocn=MCtabpanel&spec_plan=0315EG&arrival=20160318
&departure=20160326&cid=OM.WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT

Government Group Rate:
Government rate rooms are limited. Please call the Conference office at 1 (408) 894-9901 if you need assistance with the government rate.

=HOTEL&ctyhocn=MCtabpanel&spec_plan=0315EG&arrival=20160318
&departure=20160326&cid=OM.WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT

IMPORTANT NOTE: It has come to our attention that there is a company or companies calling attendees and exhibitors indicating they are with AQI and that the Buena Vista Palace Hotel & Spa is sold out. They then proceed to ask you to make your hotel reservation directly through them. AQI is not calling exhibitors and/or attendees nor is the hotel sold out. We strongly suggest you do not use these companies—referred to as hotel poachers—or any other similar company. Please book your hotel using the links above. For more information on the hotel and travel options, please visit the Conference webpages at the following links: http://www.iso9000conference.com/hotel or http://www.leanandsixsigma.org/hotel