QUALITY MANAGEMENT SYSTEMS IN THE MODERN DIGITAL ERA

- Advanced QMS
- Sustained Success
- Integration
- Audits

A Must-Attend Conference for Every Auditor & Quality Management Professional

FINAL PROGRAM

March 23-24, 2020
Hilton Orlando
Lake Buena Vista Disney Springs
EARLY REGISTRATION GIFTS

Palm Ballroom 2
Exhibitor Fee
Early Bird price of $1,595 until January 31, 2020; after this date $1,695

Exhibit Schedule
- Decorating Company Move In: Sunday, March 22, 2020; 1:00 PM - 4:00 PM
- Exhibitor Move In: Sunday, March 22, 2020; 4:00 PM - 6:00 PM
- Show Days:
  - Monday, March 23, 2020; 7:30 AM - 5:00 PM
  - Tuesday, March 24, 2020; 7:30 AM - 1:00 PM
- Exhibitor Move Out:
  - Tuesday, March 24, 2020; 1:00 PM - 2:00 PM

ON-SITE REGISTRATION
Palm Foyer 3
Badge Pick Up
- Sunday, March 22, 2020; 1:00 PM - 6:00 PM
- Monday, March 23, 2020; 7:00 AM - 11:40 AM; 1:00 PM - 4:00 PM
- Tuesday, March 24, 2020; 7:00 AM - 11:40 AM; 1:00 PM - 3:50 PM
- Workshop badges, materials, and certificates will be distributed in class

Gift Distribution
- Sunday, March 22, 2020; 1:00 PM - 4:00 PM
- Monday, March 23, 2020; 10:00 AM - 10:30 AM; 2:45 PM - 3:15 PM
- Tuesday, March 24, 2020; 9:50 AM - 10:15 AM

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For full paying conferees only, if registered and paid by: January 31, 2020.

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 & AUDITS WORLD CONFERENCE by the early registration deadline, you are entitled to receive one of the following:
- YETI 30 oz. Stainless Steel Tumbler
- Amazon Echo Dot
- Tablet, 7” Display
- Wireless Noise Cancelling Headphones

Please register early. Quantities are in limited supply. Selected gifts will be provided while quantities last and are available on a first-come, first-served basis. 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.
I am honored to be the Chair of the 2020 ISO 9000 & Audits World Conference. We have an extraordinary program planned that you won’t want to miss!!

Do you feel like you’re out of ways to advance your career or increase your quality knowledge? Whatever your occupation or field, there is always the need for more knowledge and professional or career growth. If you have been in your career for a while it can be easy to keep things status quo and not look to grow your knowledge and advance your company. That is where the ISO 9000 & Audits World Conference comes in. After attending the conference, you will leave with many great ideas, connections, and a new sense of excitement.

The 2020 ISO 9000 & Audits World Conference is your ticket to all things ISO and auditing. We are extremely fortunate to have subject matter experts from all fields give us tips and techniques to grow our knowledge. Whether you have been in the Quality industry for years, or you’re just beginning your journey, the ISO 9000 & Audits World Conference has something for everyone!

This year we’re excited to be bringing back some of our favorite speakers and topics; I know last year’s session on Millennials was a big hit! Many, including myself, look forward every year to learn the latest news and information from Quality icons such as Lorri Hunt and Jack West - and this year will be no exception!

The conference will be held on March 23rd and 24th, 2020, at the Hilton Orlando Lake Buena Vista Disney Springs. The hotel and convention center is in a great location, walking distance from Disney Springs and a quick jump to Walt Disney World. This ideal location makes it perfect to bring along your family!

I can’t wait to see you in Orlando!

Amy Spomer, Chair, 2020 ISO 9000 & Audits World Conference

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### SUNDAY, MARCH 22, 2020

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<tr>
<th>ISO WS1</th>
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<tbody>
<tr>
<td>8:00 AM - 5:00 PM</td>
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<tr>
<td>Room: Veranda</td>
<td>Room: Lanai</td>
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<tr>
<td>Managing Change and Conformity to ISO 9001:2015</td>
<td>Moving Past the Minimum QMS Requirements for Aviation, Space and Defense</td>
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<tr>
<td>Lorri Hunt, President, Lorri Hunt &amp; Associates, Inc., Kansas City, MO, USA</td>
<td>Buddy L. Cressionnie, President, ASD Expertise, LLC, Trophy Club, TX, USA</td>
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### MONDAY MORNING, MARCH 23, 2020

**ISO TRACK 1**

**KEYNOTE - FUTURE OF QUALITY MANAGEMENT SYSTEMS**

**Palm Ballroom 3-5; Track Chair: Amy Spomer; RC: Charli Hoialmen**

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<tr>
<th>Time</th>
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<tr>
<td>8:00 AM–8:10 AM</td>
<td>Opening Remarks</td>
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<tr>
<td>Amy Spomer, Chair, 2020 ISO 9000 &amp; Audits World Conference</td>
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<tr>
<td>8:10 AM–8:50 AM</td>
<td>Unlocking the Full Potential of Quality Management Systems</td>
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<tr>
<td>Alan Daniels, Quality Strategy and Industry Standards Management, The Boeing Company, Seattle, WA, USA</td>
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<tr>
<td>8:50 AM–9:25 AM</td>
<td>“Quality Managers - Wake Up!! It Is Up to You to Lead the Journey to Organizational Sustained Success”</td>
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<tr>
<td>Dr. Isaac Sheps, Chairman, Central Committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel</td>
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<tr>
<td>9:25 AM–10:00 AM</td>
<td>Understanding the Annex L Revision</td>
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<tr>
<td>Lorri Hunt, President, Lorri Hunt &amp; Associates, Inc., Kansas City, MO, USA</td>
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<tr>
<td>10:00 AM–10:30 AM</td>
<td>Refreshment Break</td>
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**ISO TRACK 2**

**KEYNOTE - CREATING BUY-IN FOR QUALITY MANAGEMENT SYSTEMS IMPLEMENTATION**

**Palm Ballroom 3-5; Track Chair: Lorri Hunt; RC: Steve Dietzel**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>10:30 AM–11:05 AM</td>
<td>Giving Your QMS a Personality to Drive Employee Engagement</td>
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<tr>
<td>David Disney, Quality Manager, Protocast, Inc., Commerce City, CO, USA</td>
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<tr>
<td>11:05 AM–11:50 AM</td>
<td>Panel Discussion: The User’s View of ISO 9001 Implementation &amp; Integration</td>
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<tr>
<td>Lorri Hunt, President, Lorri Hunt &amp; Associates, Inc., Kansas City, MO, USA</td>
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<tr>
<td>11:50 AM–1:00 PM</td>
<td>Lunch Break</td>
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<td>Track 3</td>
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<td><strong>ISO TRACK 3</strong>&lt;br&gt;<strong>TURBO CHARGE YOUR AUDITS</strong>&lt;br&gt;Palm Ballroom 3; Track Chair: N. Pasquan; RC: W. Mizek</td>
<td><strong>ISO TRACK 4</strong>&lt;br&gt;<strong>QMS IN THE MODERN DIGITAL AGE</strong>&lt;br&gt;Palm Ballroom 4; Track Chair: C. Hoalmen; RC: S. Dietzel</td>
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<td>1:00 PM–1:35 PM; #ISO-031&lt;br&gt;Making the ISO 9001-Based System Work for Your Company, Not Your Auditor&lt;br&gt;Don McFarland, Technical Manager, Aerospace, NSF-ISIR, LTD, Ann Arbor, MI, USA</td>
<td>1:00 PM–1:35 PM; #ISO-041&lt;br&gt;Implementing &amp; Maintaining a QMS in the Electronic Age&lt;br&gt;Kyle (Douglas) Chambers, QMS Advisor, Texas Quality Assurance, Friendswood, TX, USA&lt;br&gt;Darci Chambers, The Boss Lady, Texas Quality Assurance, Friendswood, TX, USA</td>
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<td>1:35 PM–2:10 PM; #ISO-032&lt;br&gt;Using the “LAB” Method to Turbo Charge Your Audits&lt;br&gt;Wali Alam, President, Quality Institute of America, Houston, TX, USA</td>
<td>1:35 PM–2:10 PM; #ISO-042&lt;br&gt;Applying the ISO 9001 Standard to Healthcare Big Data&lt;br&gt;Joseph Laroch, Senior Manager Quality Engineering, Health Management Systems, Irving, TX, USA</td>
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<td>2:10 PM–2:45 PM; #ISO-033&lt;br&gt;How to Succeed as a 21st Century Auditor&lt;br&gt;Puthucode Rajamani, President, Rajamani Group, LLC, Milltown, NJ, USA</td>
<td>2:10 PM–2:45 PM; #ISO-043&lt;br&gt;Redefining Certification: It’s Not Your Grandfather’s QMS&lt;br&gt;Lisa Purcell, Director of Management Systems, TUV Rheinland of North America, Inc., Littleton, MA, USA</td>
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**MONDAY AFTERNOON, MARCH 23, 2020**

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<td><strong>ISO TRACK 6</strong>&lt;br&gt;<strong>AUDITING WITH A MISSION</strong>&lt;br&gt;Palm Ballroom 3; Track Chair: D. Disney; RC: R. Freeman</td>
<td><strong>ISO TRACK 7</strong>&lt;br&gt;<strong>QUALITY MANAGEMENT SYSTEMS IN THE CLOUD</strong>&lt;br&gt;Palm Ballroom 4; Track Chair: B. Cressonnie; RC: S. Dietzel</td>
<td><strong>ISO TRACK 8</strong>&lt;br&gt;<strong>IMPLEMENTING A RISK-BASED MANAGEMENT SYSTEM</strong>&lt;br&gt;Palm Ballroom 5; Track Chair: L. Hunt; RC: W. Mizek</td>
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<td>3:15 PM–3:50 PM; #ISO-061&lt;br&gt;ISO 9001 Auditing — The Dilemma&lt;br&gt;David Auda, Reliability/Safety Engineer, Volvo/Mack Truck, Greensboro, NC, USA</td>
<td>3:15 PM–3:50 PM; #ISO-071&lt;br&gt;Usage and Validation of Cloud Technologies in a Regulated Environment&lt;br&gt;Pratima ‘anu’ Virkar, Head of Quality and Compliance IBM WHLS, IBM, Durham, NC, USA</td>
<td>3:15 PM–3:50 PM; #ISO-081&lt;br&gt;Implementing a Risk-Based Management System Using the ISO 9001 and ISO 31000&lt;br&gt;Dr. Marc Siegel, Director, Global Security and Resilience Projects, San Diego State University, Encinitas, CA, USA</td>
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<td>3:50 PM–4:25 PM; #ISO-062&lt;br&gt;Auditing With Purpose&lt;br&gt;Nora Janette Milley, Extension Specialist, NC State University - Industry Expansion Solutions, Horse Shoe, NC, USA</td>
<td>3:50 PM–4:25 PM; #ISO-072&lt;br&gt;ISO 9001 Compliance in Cloud Based Computing Systems&lt;br&gt;Norma Antunano, IT Senior Consultant/Adjunct Faculty, Consulting Firm/University, Austin, TX, USA</td>
<td>3:50 PM–4:25 PM; #ISO-082&lt;br&gt;A Common Sense Approach to Risks and Opportunities&lt;br&gt;Lori Hunt, President, Lori Hunt &amp; Associates, Inc., Kansas City, MO, USA</td>
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<td>4:25 PM–5:00 PM; #ISO-063&lt;br&gt;Internal Auditing Basics: The Do’s and Don’ts for Success!&lt;br&gt;Beth Coody, Owner, ISO Solutions Now, LLC, Splendora, TX, USA</td>
<td>4:25 PM–5:00 PM; #ISO-073&lt;br&gt;Advanced Problem Solving: A Systematic Approach to Root Cause Analysis&lt;br&gt;Jim Leonard, Sr. Consultant, Quality Support Group, Ave Maria, FL, USA</td>
<td>“You can measure opportunity with the same yardstick that measures the risk involved. They go together.”&lt;br&gt;― Earl Nightingale</td>
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2:45 PM–3:15 PM; Refreshment Break

6:00 PM–7:00 PM; Reception with Exhibitors
## TUESDAY MORNING, MARCH 24, 2020

### ISO TRACK 9
**UNLEASHING THE POWER OF PEOPLE AND ORGANIZATIONS**  
Palm Ballroom 3; Track Chair: R. Freeman; RC: W. Mizak  
8:00 AM–8:40 AM; #ISO–091

- **The Eight Weapons of a Quality Leader in a "Team Focus" Environment**  
  Dr. Tim O’Hanlon, Managing Principal, Praestare Limited, Birmingham, United Kingdom  
8:40 AM–9:15 AM; #ISO–092

- **Performance-Based Management**  
  Robert Freeman, Managing Director, ACI Assurance, LLC; Dallas, TX, USA  
9:15 AM–9:50 AM; #ISO–093

- **Excellence & Innovation Acceleration: Unleashing the Power of Great People**  
  Jose Pires, President, Global Excellence & Innovation, San Antonio, TX, USA  
9:50 AM–10:05 AM; #ISO–121

- **Integration: The Square Peg and Round Hole Conundrum**  
  Terry A. Mors, Principle Consultant, ERM, Inc., Dexter, MI, USA  
10:05 AM–11:25 AM; #ISO–122

  Dr. Roderick A. Munro, Senior Lead Assessor, Lloyd’s Register, Houston, TX, USA  
11:25 AM–12:00 PM; #ISO–123

- **The Need for a Cause and Corrective Action Report System**  
  Christian Lesesne, Senior Consultant, Park Avenue Solutions, Phoenix, AZ, USA  
12:00 PM–1:00 PM; Lunch Break

### ISO TRACK 10
**TOOLS FOR SHARPENING YOUR QUALITY MANAGEMENT SYSTEMS**  
Palm Ballroom 4; Track Chair: J. West; RC: N. Pasquan  
8:00 AM–8:40 AM; #ISO–101

- **Interaction Diagram**  
  Steve Michael Baysinger, Director of Logistics, BayMerica, LLC; Spring Branch, TX, USA  
8:40 AM–9:15 AM; #ISO–102

- **5S as a Catalyst for Change**  
  Mian Saqib Sohail, Senior Manager Organization Development, Artistic Milliners, Karachi, Pakistan  
9:15 AM–10:05 AM; #ISO–121

- **“Quality control is more than a state of mind. It requires effective tools.”**  
  — Shigeru Mizuno  
10:05 AM–11:25 AM; #ISO–122

- **Strategic Project Management for Operational Excellence**  
  Tony Belilovskiy, Director, International Institute for Customer-Centered Leadership, Sarasota, FL, USA  
11:25 AM–12:00 PM; #ISO–123

- **“If you can’t describe what you are doing as a process, you don’t know what you’re doing.”**  
  — W. Edwards Deming  
12:00 PM–1:00 PM; Lunch Break

### ISO TRACK 11
**BEYOND THE MINIMUM QMS REQUIREMENTS FOR AEROSPACE**  
Palm Ballroom 5; Track Chair: A. Daniels; RC: D. Disney  
8:00 AM–8:40 AM; #ISO–111

- **AS9100, AS9110, AS9120: Moving Past the Minimum Requirements**  
  Alan Daniels, Quality Strategy and Industry Standards Management, The Boeing Company, Seattle, WA, USA  
8:40 AM–9:15 AM; #ISO–112

- **Aerospace Adopts Automotive APQP Requirements with the New AS9145 Standard**  
  Roger Kitterbeck, Aerospace Program Manager, Bureau Veritas Certification, Houston, TX, USA  
9:15 AM–10:05 AM; #ISO–113

- **Even Earthquakes Cannot Shake an Effective QMS**  
  Kirk R. Armstrong, Program Analyst, SA-Tech, China Lake, CA, USA  
10:05 AM–11:25 AM; #ISO–121

  Nancy Pasquan, Principal, Eyes On, Inc., Escondido, CA, USA  
11:25 AM–12:00 PM; #ISO–122

- **“If you think compliance is expensive, try non-compliance”**  
  — Former U.S. Deputy Attorney General, Paul McNulty  
12:00 PM–1:00 PM; Lunch Break

### ISO TRACK 12
**ACHIEVING SIMPLIFIED QMS THROUGH INTEGRATION**  
Palm Ballroom 3; Track Chair: C. Hoialmen; RC: C. Park  
10:15 AM–10:50 AM; #ISO–121

- **Integration:**  
  **The Square Peg and Round Hole Conundrum**  
  Tony A. Mors, Principle Consultant, ERM, Inc., Dexter, MI, USA  
10:50 AM–11:25 AM; #ISO–122

  Dr. Roderick A. Munro, Senior Lead Assessor, Lloyd’s Register, Houston, TX, USA  
11:25 AM–12:00 PM; #ISO–123

- **The Need for a Cause and Corrective Action Report System**  
  Christian Lesesne, Senior Consultant, Park Avenue Solutions, Phoenix, AZ, USA  
12:00 PM–1:00 PM; Lunch Break
TUESDAY AFTERNOON, MARCH 24, 2020

ISO TRACK 15
GLOBAL SUPPLY CHAIN MANAGEMENT
Palm Ballroom 3; Track Chair: L. Hunt; RC: N. Pasquan

1:00 PM–1:35 PM; #ISO–151
Creating Mutually Beneficial Supplier Partnerships in a Global Economy
Kathryn Roberts, CEO, The BlueWater Group, Inc., Wilmington, NC, USA

ISO TRACK 16
LEARNING, WORKING, AND LEADING IN QUALITY MANAGEMENT SYSTEMS
Palm Ballroom 4; Track Chair: A. Spomer; RC: C. Park

1:00 PM–1:35 PM; #ISO–161
Awareness Training for Employees
Patsy Ball Brown, Consultant, Brown & Associates Quality Consulting, Inc., Pine Bluff, AR, USA

1:35 PM–2:10 PM; #ISO–152
Mitigate Risk Within Your Supply Chain and Control Supplier Costs
Mike Miller, Founder & CEO, TIP Technologies, Waukesha, WI, USA

1:35 PM–2:10 PM; #ISO–162
Alignment Between Learning, Working, and Leading Determines Individual and Systems Success
Dr. Alan J. Peterson, CEO, AJP & Associates, LLC, West Fargo, ND, USA

2:10 PM–2:45 PM; #ISO–153
Risk Based Thinking & Supply Chain Compliance
Andrew Cole, Principle Consultant, ARC Verification, Parrish, Fl, USA

“Learning is not attained by chance, it must be sought for with ardor and attended to with diligence.”
—Abigail Adams

2:45 PM–3:00 PM; Refreshment Break

ISO TRACK 17
SUSTAINED SUCCESS
1:00 PM–2:45 PM; #ISO–171
Palm Ballroom 5; Track Chair: J. West; RC: D. Disney

SUSTAINED SUCCESS

MINI WORKSHOP
Enhancing Your Quality Management Systems to Achieve Sustained Success
Dr. Isaac Sheps, Chairman, Central Committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel
John E. (Jack) West, Principle, John West Consulting, LLC, The Woodlands, TX, USA

2:45 PM–3:00 PM; Refreshment Break

ISO TRACK 18
ROUND TABLE DISCUSSION
Palm Ballroom 3; Track Chair: L. Hunt; RC: D. Disney

3:00 PM–3:45 PM; #ISO–181
Achieving Standards Compliance Is Not Enough to Achieve Sustained Success
Charles Cianfrani, President, Green Lane Quality Management Services, LLC, Green Lane, PA, USA
John E. (Jack) West, Principle, John West Consulting, LLC, The Woodlands, TX, USA
Dr. Isaac Sheps, Chairman, Central Committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel

WEDNESDAY, MARCH 25, 2020

ISO WS3
8:00 AM – 4:00 PM; Room: Lanai

How To Audit an ISO 9001:2015 Process-Based Quality Management System
Charles Cianfrani, President, Green Lane Quality Management Services, LLC, Green Lane, PA, USA
John E. (Jack) West, Principle, John West Consulting, LLC, The Woodlands, TX, USA
Opening Remarks
Amy Spomer, Chair, 2020 ISO 9000 & Audits World Conference
8:10 AM–8:50 AM; #ISO–011

Unlocking the Full Potential of Quality Management Systems
Alan Daniels, Quality Strategy and Industry Standards Management, The Boeing Company, Seattle, WA, USA

Keywords: AS9100, AS9110, AS9120
Industry: Aviation/Space
Level: Intermediate

Description: Imagine an organization where innovative ideas are used to make the most of management systems. In today’s competitive business environment, innovation in our Quality Management System (QMS) is fast becoming less of an option and more of a requirement, as executives look to improvements in quality and performance.

In this presentation Mr. Daniels will look into using the full potential of a management system for quality and unlocking the benefits we all would all like to attain, making your Quality Management Systems successful well into the future.

Biography: Alan Daniels, currently works for Boeing Commercial Airplanes in the Regulatory and Quality Systems Organization (RQSO). His position is Senior Quality Specialist of the Boeing Enterprise QMS Strategy, Integration, and Industry Standards Management, as well as leading 9100:2016 (AS9100) support, training, and transition activities within the Boeing Company and in support of all aviation, space, and defense companies globally.

8:50 AM–9:25 AM; #ISO–012

“Quality Managers - Wake Up!! It Is Up to You to Lead the Journey to Organizational Sustained Success”

Dr. Isaac Sheps, Chairman, Central Committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel

Keywords: Organizational Sustained Success, Organizational Quality, Quality Managers
Industry: Manufacturing
Level: Advanced

Description: The primary focus of an organization should be on achieving higher satisfaction from customers by implementing processes to continually improve the quality of products and services. This effort is traditionally led by quality managers acting through others in the organization. But today organizations have to move on from traditional thinking to the next level of organizational quality. They need to have a much more robust management system.

The quality manager needs to help top management on the journey to a new system focused on achieving sustained success.

Biography: Dr. Isaac Sheps, educated in industrial engineering and management also holds an MBA degree and Ph.D. in economics. He has been the CEO of large and small businesses. He also served in the Israeli Airforce, reaching the rank of Lieutenant Colonel. Dr. Isaac Sheps is a recognized quality management expert.

9:25 AM–10:00 AM; #ISO–013

Understanding the Annex L Revision
Lorri Hunt, President, Lorri Hunt & Associates, Inc., Kansas City, MO, USA

Keywords: Annex L, MSS
Industry: All
Level: Intermediate

Description: Don’t panic!! ISO 9001 is not in the revision process. However, Annex L (previously Annex SL) that provides common text and definitions for management system standards (MSS) is in the revision process. MSS such as ISO 9001, ISO 14001, or ISO 45001 will not be required to be revised immediately. It simply means that at the time of the next revision process any changes in Annex L would be required to be incorporated. The project specification for the revision to Annex L is by design limited. This session will discuss the project specification, the timeline for its implementation, and why it is important for users to have a general understanding of Annex L.

This session will provide information about users of more than one management system standard in order to understand why the same requirement in different management system standards needs to be understood in the specific context of that standard in order to effectively implement it.

Biography: Lorri Hunt has been implementing and auditing Quality Management Systems to ISO 9001 in diverse organizations since 1994. She is an active member of the U. S. TAG to ISO TC176. She currently serves as an expert from ISO TC176/SC2 on the revision of Annex L. She was a co-convenor for ISO 9001:2015, and TS9002:2016. She is a co-author to The ISO 9001:2015 Handbook – A Practical Guide to Implementation.
10:30 AM–11:05 AM; #ISO–021

**Giving Your Quality Management System a Personality to Drive Employee Engagement**

David Disney, Quality Manager, Protocast, Inc., Commerce City, CO, USA

**Keywords:** QMS, Personality, Integration, Engagement  
**Industry:** Career Development  
**Level:** Intermediate

**Description:** Why does training include glazed eyes, the occasional snore, and an impressive lack of questions? That is because documents are boring. The session will review the concept of an “Easter Egg,” which is an unexpected joke or feature that is included as an entertainment gift or a bonus. Having hidden gems throughout your training can be a simple way of increasing engagement in the Quality Management Systems.

The presenter will bring out a few of the Easter Eggs used to help keep things fun in training, as well as a deep-seated one that only auditors will find (hopefully) that lessens the stress of an audit. The presenter will also discuss continual improvement and how color can help in improving the standards and systems you already have in place to grow into that personality you want to give to your Quality System.

**Biography:** David Disney is a Quality Management System practitioner who learned from the ground up. He brings a unique perspective of crossing generational gaps and promoting engagement with the Quality Systems. He uses this real-life knowledge to provide methods to enhance the organization’s QMS.

11:05 AM–11:50 AM; #ISO–022

**Panel Discussion: The User’s View of ISO 9001 Implementation & Integration**

Lorri Hunt, President, Lorri Hunt & Associates, Inc., Kansas City, MO, USA

**Keywords:** Integration, ISO 9001  
**Industry:** Manufacturing  
**Level:** Intermediate

**Description:** Don’t miss this year’s panel discussion where users of the standard will provide their view on issues facing organizations that implement management system standards. The panel will include representatives from various disciplines and with different experience levels to provide a unique perspective on how to meet the intent of requirements while not compromising the needs of the organization.

Topics for the panel will include:

- **Internal Auditing** – Training internal auditors and ensuring value
- **Certification** – Why is certification important to their organization?
- **Lessons Learned** – What did they wish they knew before their introduction to MSS?
- **Integration** – How do they integrate their management system with multiple standards and requirements

The session will be facilitated using a combination of prepared questions and questions from attendees.
Making the ISO 9001-Based System Work for Your Company, Not Your Auditor

Don McFarland, Technical Manager, Aerospace, NSF-ISR, LTD, Ann Arbor, MI, USA

Keywords: ISO 9001, Certification Body, Auditor, QMS
Industry: Manufacturing
Level: Basic

Description: The ISO 9001-based management system is a collection of the common attributes of a successful organization. Proper deployment of ISO 9000 based management systems will improve quality, reduce costs, and improve satisfaction from your customers and employees. In order to make this work, an organization must truly adopt, implement, and utilize the system rather than trying to run their QMS in parallel to the management’s initiatives. Through this session, we will look at the standard’s components, demystify their meaning, and show a few methods to demonstrate conformance. In addition, we will look at the “what’s in it for me?” aspects of deploying these requirements, along with how to “sell” this within your company.

Biography: Don McFarland is the Aerospace Technical Manager for NSF-ISR. He has served in a liaison/advisory capacity with industry committees (e.g., IPC-A-610 Standards Development, J-STD-001 Standards Development, the America’s Aerospace Quality Group’s Registration Management, the Americas Aerospace Quality Standards, and the US TAG 176) Mr. McFarland is an authenticated and experienced lead auditor for ISO 9001, AS9110, and AS9120.

Using the “LAB” Method to Turbo Charge Your Audits

Wali Alam, President, Quality Institute of America, Houston, TX, USA

Keywords: Management, Quality, Audits
Industry: Manufacturing
Level: Intermediate

Description: The “LAB” auditing method is for interpreting the standard. “LAB” stands for Legal, Auditor, and Business. The use of this method will help the quality professional interpret the standard at different levels according to what the organization needs, thus laying the groundwork for a pathway to business excellence and a truly mature and vibrant QMS. This presentation will show how the “LAB” method works. Attendees will be shown how to conduct the audits to help in continually improving this Management System. Furthermore, the presentation will address how to use the checklist content needs to be continually updated over the lifetime of an organization’s QMS. Finally, this presentation will show how to use the “LAB” method to design a powerful auditing system, and then how to conduct internal audits that can really improve the bottom line of any organization.

Biography: Wali Alam has a BS and a MS in Engineering, and has professional certifications in CFPIM (past), CQE, CQA, Regd. Lead Auditor. He has run Manufacturing Engineering, Manufacturing, Supply Chain Management, and Quality Systems. For the last 25 years, Wali has been running the Quality Institute of America (QIA). He has been conducting certification audits, training, and consulting on industry standards.

How to Succeed as a 21st Century Auditor

Puthucode Rajamani, President, Rajamani Group, LLC, Milltown, NJ, USA

Keywords: Effective Auditor, Soft-Skills, Communication & Cross-Cultural Effectiveness, Leadership
Industry: Food/Drug/Cosmetic
Level: Intermediate

Description: Communication is the tool you use every day to build your closest relationships, and experts (as well as common sense) tell us that the right words, spoken in the right way, can work wonders on even the testy interactions. Most of us think we are good communicators, but research shows we are surprisingly unskilled at it.

The presenter hopes the soft-skills identified here help towards a better dialogue and communication with a friend, a spouse, or a colleague at work. This presentation will provide the essentials of soft-skills and how they can result in effective audits, management, and leadership to all organizations. An understanding of cross-cultural skills will lead to an effective audit, successful organization, and positive results.

Biography: Raj is the President of Rajamani Group, LLC and is a Quality Assurance and Compliance Professional with expertise and a proven record of success in the Design and Implementation of Quality Systems and Manufacturing Systems. Raj has more than 40 years of industry experience and has worked in pharmaceutical research, development, pharmaceutical and biotech production, project and process engineering, validation and process automation for pharmaceutical, biotech, cosmetics, and dietary supplements products.
Implementing & Maintaining a Quality Management System in the Electronic Age

Kyle (Douglas) Chambers, QMS Advisor, Texas Quality Assurance, Friendswood, TX, USA
Darci Chambers, The Boss Lady, Texas Quality Assurance, Friendswood, TX, USA

Keywords: Control of Documented Information, Binders, Electronic Management
Industry: Manufacturing
Level: Basic

Description: Like many Quality Managers, back in 2009 I inherited a mass of binders, loose papers, spreadsheets, tracking documents that could never be found when I needed them, and a mountain of file shares with no determinable order. However, if I could get other team members on board with a good program they could find what was useful to them and we had a central store of information with an easy to understand system, we could make it happen. Regardless of the electronic data management system you utilize, there are some basic benefits of organizing data you need to understand to find the right tool and implement properly. We can all see that rooms full of binders is a toxic mixture, but a production floor and administrative office without paper is a toxic mix for a management system. We have to find the right tool and implement those benefits of organizing data you need to understand to find the right tool and implement properly. We can all see that rooms full of binders is a toxic mixture, but a production floor and administrative office without paper is a toxic mix for the quality management system. We have to find the balance with quality forms and records.

Biography: Kyle Chambers is the Founder and QMS Advisor for Texas Quality Assurance. He has more than a decade of hands on experience in Quality Management, including Health-Safety & Environmental Management.

Applying the ISO 9001 Standard to Healthcare Big Data

Joseph Larach, Senior Manager Quality Engineering, Health Management Systems, Irving, TX, USA

Keywords: Quality, Big Data, Operational Excellence
Industry: Healthcare
Level: Basic

Description: Today ISO 9001 is a requirement to do business in most manufacturing industries to ensure a quality product, but can the ISO 9001 standard be applied to healthcare data companies? Yes. Traditionally there has been a lack of standard processes in healthcare. Health Management Systems (HMS) realized that operational excellence is paramount to delivering a quality data product, so we have implemented processes that conform to ISO 9001. With ISO certification, HMS has now pivoted to leveraging customer input to dictate our operations and help us continue to improve.

Our presentation will explain the unique world of healthcare big data and how ISO 9001 helped drive operational excellence and continuous improvement to provide the best quality data auditing product in the healthcare market.

Biography: Joe Larach is the Sr. Manager of Quality Engineering at HMS. He is a LSSBB. He graduated from Lehigh University with a B.S. in Supply Chain Management and Economics. He has lead numerous corporate quality initiatives and projects to drive operational excellence. He was responsible for the initial ISO 9001 certification of HMS in 2018.

Redefining Certification: It’s Not Your Grandfather’s Quality Management System

Lisa Purcell, Director of Management Systems, TUV Rheinland of North America, Inc., Littleton, MA, USA

Keywords: Modern Management Systems Approaches, Management Systems in a Digital World
Industry: Manufacturing

Description: The concept of quality management dates back to when craftsmen started organizing themselves into guilds. Guilds provided protection for both the craftsmen and for the consumer, by controlling things like pricing and trading hours, and other items that otherwise had no governing laws. Eventually this translated into best practices and documenting those best practices into standard practices – what you may now know as management systems! Today, management systems can be so much more than documents. Management systems in a digital world have evolved with an eye on transparency and sustainability, concepts which have become quite important to consumers.

This presentation will discuss how management systems have been redefined in today’s digital world.

Biography: Lisa Purcell is the Director of Management Systems at TUV Rheinland of North America, Inc. She has over 20 years of industry experience. She holds a BS in Environmental Science and Policy, a B.A in Interdisciplinary Natural Sciences with a concentration in Chemistry and an MBA.
Developing a Risk Based Internal Audit Plan

Laura Halleck, Sr. QMS Consultant, Quality Support Group, Westford, NH, USA

Keywords: Audit, Risk, Priorities
Industry: Manufacturing
Level: Advanced

Description: ISO 9001:2015 requires us to apply the concept of Risk-Based Thinking to setting priorities for the organization, including our internal audit approach. This allows the organization to focus more time and resources in the areas of higher risk, thereby improving the likelihood of the detection of system nonconformances that could have a significant impact on the business. This presentation provides specific tools to identify, quantify, and prioritize risks to the organization that will allow the audit manager to develop an appropriate and effective audit program that will support the needs of the business, while minimizing non-value added auditing activities.

Biography: Laura Halleck has 20 years of experience in a wide-range of industries. As a quality manager, Laura has led an automotive technology start up to ISO 9001:2015 certification and maintained AS 9100 certification for a high reliability semiconductor manufacturer. Laura specializes in guiding organizations through Quality Management Systems (ISO 9001, AS 9100, IATF 16949) certification activities, including gap assessments, systems implementation, training, and internal auditing. Laura is a PECB certified ISO 9001 Lead Auditor, IATF 16949 Lead Auditor, AS9100 Lead Auditor, and has also obtained certification as a Six Sigma Black Belt.

Audit Nonconformity Grading Using a Risk-Based Approach

Mark Allen Durivage, Managing Principal Consultant, Quality Systems Compliance LLC, Lambertville, MI, USA

Keywords: Nonconformity, Audit, Risk
Industry: Manufacturing
Level: Intermediate

Description: Minor and major audit nonconformity terminology can be somewhat subjective. The latest edition of ISO 19011 suggests that “nonconformities can be graded depending on the context of the organization and its risks.” The Global Harmonization Task Force (GHTF) Quality Management System – Medical Devices - Nonconformity Grading System for regulatory purposes and information exchange provides a model based upon a numerical scoring system which considers product impact and other pre-established criteria. The session will demonstrate how to apply the quantitative audit scoring process to comply with ISO 9001 internal audit obligations.

Biography: Mark Allen Durivage has worked as a practitioner, educator, and consultant. He has been elected to Fellowships in ASQ and SRE. Durivage holds professional certifications including; CRE, CQE, CQA, CSQP, CSSBB, RAC (Global), and CTBS. Durivage has written several books available through ASQ Quality Press. Durivage primarily works with companies in the FDA regulated industries. He assists and supports organizations with ISO 9001, ISO 14001, ISO 15378, ISO 17025, and ISO 45001 systems.
ISO 9001 Auditing — The Dilemma

David Auda, Reliability/Safety Engineer, Volvo/Mack Truck, Greensboro, NC, USA

Keywords: Bayesian Thinking, Effectiveness, Objectives, Double Loop Learning
Industry: Healthcare
Level: Intermediate

Description: Experience can be a good teacher, yet it requires a student that is prepared for and capable of learning. Even when the lesson is a hard one, it may be that the learning somehow seems to have been missed and no effective change is realized. In the case of ISO 9001 audits, this would be evident through the continued persistence of new and repeat issues in spite of the fact that audits are performed and have findings. For many this is the proverbial elephant in the room. This cycle of audits, findings, corrections, and issues encountered continues and from the viewpoint of the casual observer, seems to be a reasonably robust process in itself. This presentation focuses on the exceptions to this and examines the audit process providing some suggestions on steps that can be taken as well as changes that need to be made to realign the activity with its original intentions.

Biography: David Auda is a career Reliability Engineer with experience in a wide variety of disciplines, including aerospace, sensitized goods manufacture, instrument development, medical device design and manufacture, heavy equipment design, energy generation and currently complex systems reliability and safety as applied to commercial transport vehicles. David is an ASQ validated trainer, a frequent workshop facilitator, and presenter at international conferences and symposia.

Auditing With Purpose

Nora Janette Milley, Extension Specialist, NC State University - Industry Expansion Solutions, Horse Shoe, NC, USA

Keywords: Value of Audits, Process Approach, Quality Management System, PDCA
Industry: Manufacturing
Level: Basic

Description: Auditors are the conscience of the Quality Management System. There are many auditors out there who audit only the requirement, and although auditing the requirement is important to ensure we are in conformance with the standard, it is also important for auditors to understand the purpose of the requirement and how it fits in the big picture.

Auditors who understand the seven principles, PDCA, and the process approach are more efficient and effective at their jobs. They are not only auditing a requirement, they are auditing a management system as a whole. Auditors are instrumental in the effective implementation of a Quality Management System and that is why we need to pay more attention to how we train our auditors so they can add value and contribute to the success of the organization.

Biography: Nora Milley served as Director of Quality for a manufacturing company serving the Aerospace, Bio-Med, and Alternative Energy industries. As part of the leadership team she managed the quality and logistics groups, and ensured that the company was able to meet AS9100, customer, and regulatory requirements. Nora has a B.S. in industrial engineering (1999) from Universidad Panamericana, in Mexico City. She is an ASQ Certified Quality Improvement Associate (CQIA). Nora is a Lead auditor in ISO 9001:2015, IATF 16949:2016, and AS9100D.

Internal Auditing Basics: The Do’s and Don’ts for Success!

Beth Coody, Owner, ISO Solutions Now, LLC, Splendora, TX, USA

Keywords: Internal Audits, Internal Auditors
Industry: Manufacturing
Level: Basic

Description: Internal auditing is critical for understanding the effectiveness of the management system as a whole. In this presentation learn the fundamental requirements for internal audit planning, resource allocation, and execution. These basic principles identify the major “do’s and don’ts” you must understand before moving forward with your internal audit program. Whether you are new to management systems, or just need a fundamental refresher, this presentation will guide you through the most important aspects of internal audit planning and implementation.

Be prepared not just to learn how to be successful with your audits, but to have some fun as well! Enjoy some laughs and take some notes on how to plan and execute a successful program for your internal audits. To break up the hum-drum we’ve also added trivia questions complete with prizes!

Biography: Beth Coody, belongs to a network of quality professionals providing consulting, training, and auditing services. Beth has over ten years of quality experience in the consumer packaged goods, medical device, and manufacturing environments. This included direct responsibility for internal audits and compliance to system requirements. She is experienced in ISO 9001, AS 9100, ISO 13485, ISO 14001, ISO 17025, ISO 17034 and SQF.
Usage and Validation of Cloud Technologies in a Regulated Environment

Pratima 'Anu' Virkar, Head of Quality and Compliance IBM WHLS, IBM, Durham, NC, USA

Keywords: Cloud Validation
Industry: Food/Drug/Cosmetic
Level: Advanced

Description: SaaS is now an integral method of delivery for software that gathers, stores, and manages clinical trial study data. With the advent of cloud technology SaaS deployments have grown.

Cloud technologies allow for more flexibility and better collaboration through enterprise wide systems allowing small business to provide big business service. However, this opens up risks such as unrequested and sometimes undocumented automatic updates to the regulated systems, uncontrolled vendor outage, lack of internally trained staff to deal with issues if they arise, increased dependence on a cloud provider’s IT to troubleshoot, and often loss of control of the location of data.

This presentation will review some case studies and the unique challenges faced by emerging technologies in this domain.

Biography: Pratima 'Anu' Virkar, MS, MA, PMP, is the Head of Quality and Compliance at IBM WHLS, Inc. Anu has been in the software quality assurance field for over 23 years and has focused on the clinical trial management industry for over eight years. She has been the spearhead of the efforts to obtain ISO 9001 and ISO 27001 certification for her company.

ISO 9001 Compliance in Cloud Based Computing Systems

Norma Antunano, IT Senior Consultant/Adjunct Faculty, Consulting Firm/University, Austin, TX, USA

Keywords: Compliance, ISO 9001, Business Processes, Systems, Auditing, Cloud Collaboration, Process Flows
Industry: Career Development
Level: Advanced

Description: As organizations expand their digital footprint, practices to assess ISO 9001 compliance need to adapt. Business systems and processes continue their path through digitalization. According to McKinsey research (2018), by 2020 more than 6x of the enterprise expenditure will be on cloud services. This presentation shares the advancements IEEE and NIST are making on generating standards for governance of ecosystems supporting variety of organizations in cloud based infrastructure. The framework identifies how business services and processes are structured, discovered, and maintaining in cloud based collaboration systems. In addition, how compliance auditing is performed in the cloud is presented; and how from the ISO 9001 compliance perspective cloud based systems can be audited.

Biography: Norma has worked for variety of organizations including Medtronic, Honeywell/Allied Signal, 3COM, Broadcom, Hewlett Packard, Baker Hughes, and financial and insurance institutions in the areas of product and quality engineering, global quality, business processes, and compliance. Norma holds Master in Engineering Sciences, MBA, and Ph.D. in Engineering Philosophy, is an ASQ Fellow, Master Six Sigma Black Belt, and Certified Software Product Manager.

Advanced Problem Solving: A Systematic Approach to Root Cause Analysis

Jim Leonard, Sr. Consultant, Quality Support Group, Ave Maria, FL, USA

Keywords: Quality, Problem Solving, Root Cause Analysis
Industry: Manufacturing
Level: Intermediate

Description: For decades, consultants, academicians, and practitioners have been searching for effective approaches to solving problems. Shewhart, Deming, and others developed statistical methods for analyzing problems and testing solutions. Some people, however, question whether statistical methods can effectively harness people’s creativity and intuition when searching for solutions to challenging problems.

This session introduces a technique that combines a structured methodology for Root Cause Analysis to a statistical understanding of the nature of work to yield more effective solutions to work problems.

Biography: Jim Leonard is a Senior Consultant for Quality Support Group and for 29 years taught courses for Corporate and Professional Education at the Worcester Polytechnic Institute, where he was also an Adjunct Professor for Graduate Industrial Engineering and Operations Management. Jim serves clients in China as an instructor for the China Institute for Innovation in Shanghai. He is an alumnus of the U.S. Naval Academy, George Washington University, and Clark University.
Implementing a Risk-Based Management System Using the ISO 9001 and ISO 31000

Dr. Marc Siegel, Director, Global Security and Resilience Projects, San Diego State University, Encinitas, CA, USA

Keywords: Risk Management, Integrated Management System, Quality
Industry: Service
Level: Intermediate

Description: The continuing proliferation of ISO management system standards has created a burden on many organizations and their supply chains. Is it best to create a single management system framework, compatible with all ISO management system standards, or build systems based on individual standards? This presentation focuses on a case-study of Pathfinder-SMS’s (Pakistan) approach to building a risk-based management system framework using the ISO 31000 as the common denominator for integrating management system standards into a single holistic framework using the ISO 9001:2015. The framework also allowed seamless integration of elements of the ISO standards for occupational health and safety, business continuity, supply chain security, information security, and social responsibility into Pathfinder. Pathfinder-SMS emphasized a cultural change throughout the organization. Combining the Risk-Based Thinking aspects of the ISO 9001 with the risk management process of the ISO 31000 to create a framework with the flexibility to manage a range of risks and improve overall organizational management.

Biography: Dr. Marc Siegel is President and CEO of M Siegel Associates LLC and Director of Global Security and Resilience Projects, Homeland Security Graduate Program at San Diego State University. Dr. Siegel pioneered the concept of applying a systems approach to risk, resilience, and security management.

A Common Sense Approach to Risks and Opportunities

Lorri Hunt, President, Lorri Hunt & Associates, Inc., Kansas City, MO, USA

Keywords: Risk Management, Integrated Management System, Quality
Industry: Service
Level: Intermediate

Description: It has now been almost five years since the revision of ISO 9001:2015 was released. The new concept of risks and opportunities continues to be what organizations struggle with. Most users were never aware or have forgotten that the term risk was used in the clause for corrective action. ISO 9001:1987 states “initiating preventative actions to deal with problems to a level corresponding to the risks encountered.” Subsequent revisions did not use the word risk. ISO 9001 transitioned to use the term preventive action. This requirement had a tendency to confuse users, so during the development of Annex SL (now Annex L) the drafters evolved the standard to address what the requirement was always meant to do which was to take actions to avoid a potential problem.

This session will review the requirements for risks and opportunities and provide implementation solutions based on the needs of the organization. It will demonstrate how a common sense approach to addressing risks and opportunities provides the best option for an organization meeting the requirement.

Biography: Lorri Hunt has been implementing and auditing Quality Management Systems to ISO 9001 in diverse organizations since 1994. She is an active member of the U.S. TAG to ISO TC176. She currently serves as an expert for ISO TC176/SC2 on the revision of Annex L. She was a co-convener for ISO 9001:2015 and TS9002:2016. She is a co-author to The ISO 9001:2015 Handbook – A Practical Guide to Implementation.
8:00 AM–8:40 AM; #ISO–091

The Eight Weapons of a Quality Leader in a "Team Focus" Environment

Dr. Tim O’Hanlon, Managing Principal, Praestare Limited, Birmingham, United Kingdom

Keywords: Leadership, Teamwork, Change Management
Industry: Career Development
Level: Intermediate

Description: After 40 years in leadership positions, Tim O’Hanlon discusses some of the fundamental competencies and behaviors of a quality leader. Benkei armed himself with seven weapons, and is often depicted carrying these on his back. In addition to his sword, he carried a broad axe (masakari), a rake (kumade), a sickle (nokogiri), an iron staff (tetsubo), and a Japanese glaive (naginata).

This presentation uses this legend to explore the following weapons of leadership: Focus on what and why; inspire and empower; decide and be compassionate; monitor, coach and mentor; trust, recognize and develop; balance activity and outcome; make the waves don’t ride them; and timing and luck.

Biography: Tim has worked in multiple sectors since 1977 including automotive, aerospace, telecoms, finance, chemicals, and for the last 10 years, healthcare. Tim shares his vast leadership experience, from working with international leaders and serving as an accredited coach for this presentation. Tim has served as an ISO 9001 lead auditor and a reviewing officer for the International Register of Certificated Auditors (IRCA).

8:40 AM–9:15 AM; #ISO–092

Performance-Based Management

Robert Freeman, Managing Director, ACI Assurance, LLC, Dallas, TX, USA

Keywords: Performance, Management Applied Knowledge, Integration
Industry: Career Development
Level: Advanced

Description: One of management’s concerns is the possibility that who they think the organization is and how it is doing may not match who they actually are and how they actually are doing. Attendees will be provided the insight needed to have a firm grasp of the systems that drive organizational performance and how to make sure management has the tools needed to achieve sustained success. This includes an understanding of ISO management system standards. The value to be presented is centered on understanding the difference between things like simply having management systems and it being management’s system and therefore seen as an integral part of managing the organization and its systems.

This session will provide you with insight regarding the correct way to see things like certification, the interrelation of performance measures, overcoming conflicts of interest within the organization, and its systems and making sure management reviews are business reviews.

Biography: Robert Freeman has more than 25 years experience as a management systems and transitional management consultant. He is the SC2 Chair for the US TAG to ISO TC 176, a senior member of ASQ, and an Examplar Global lead auditor. He served as an U.S. expert on the revisions to ISO 9004:2018 revision and ISO 9001.

9:15 AM–9:50 AM; #ISO–093

Excellence & Innovation Acceleration: Unleashing the Power of Great People

Jose Pires, President, Global Excellence & Innovation, San Antonio, TX, USA

Keywords: Culture, Excellence, Innovation
Industry: Energy/Oil & Gas
Level: Basic

Description: In a fast-changing world, how do you build a culture where extraordinary innovation becomes ordinary? The key ingredients to innovation acceleration are not what you see portrayed most often in the media. Great, enduring organizations know what it takes to create and, most importantly, scale innovation. We will explore how to blend disciplined innovation methods with elements of venture capitalism, crowdsourcing and collaborative leadership to deliver rapid and sustainable business improvements and innovations in any industry.

This high energy session will engage the audience in powerful collaborative leadership principles applied to business improvement and innovation. In the “Need for Speed” challenge, participants will collaborate to innovate in real time and “make the impossible, possible,” and learn the key aspects or customizations of selected session building for a culture of innovation that lasts.

Biography: Jose Pires serves as Excellence & Innovation (E&I) Executive Leader and Advisor for companies ranging from startups to Fortune 50, where he oversees the global identification, prioritization, and execution of high value business improvements and innovations for the companies, business partners, and customers in multiple markets.
**Auditor Tool Box - Process Interaction Diagram**

*Steve Michael Baysinger*, Director of Logistics, BayMerica, LLC, Spring Branch, TX, USA

**Keywords:** Process, Clause 4.4, Interaction  
**Industry:** Manufacturing  
**Level:** Intermediate

**Description:** Clause 4.4.1 of the ISO 9001:2015 Standard states what the client must do to identify the core processes within the organization and more importantly the interaction between those processes. Experience has shown that organizations don’t always understand interrelationships between processes nor do organizations comprehend the basics of process interaction diagrams: input, activities (to include the fixed variables that affect process activities: resources, expertise, risks and opportunities, measures of effectiveness), and output.

The speaker has developed a one-page process interaction diagram tool that has proven itself ideal for recording all the basic elements of the client’s process interactions and supporting information.

Due to the success of the auditor process interaction tool with ISO 9001 client, the speaker feels the need to share this tool for all to use or adapt to their own auditing needs or requirements.

**Biography:** Steve Baysinger has twenty-years’ experience in aerospace quality. He started his quality career in the U.S. Air Force as officer-in-charge of the largest aircraft maintenance Quality Assurance organization supporting F-15 and F-16 fighter pilot training. After retiring from the U.S. Air Force as a Lieutenant Colonel, Baysinger ultimately went to work for the Boeing Company. There he served as Supplier Quality Manager supporting the International Space Station.

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**5S as a Catalyst for Change**

*Mian Saqib Sohail*, Senior Manager Organization Development, Artistic Milliners, Karachi, Pakistan

**Keywords:** Change Management, 5S, Standardization  
**Industry:** Manufacturing  
**Level:** Intermediate

**Description:** True, sustainable improvement can only be achieved if only those tools that are used can be engrained in the memory of the personnel. 5S is one of those tools that, if applied effectively, can help bring or escalate change in the organization. It focuses on the little things that everyone can work on and things that can't be blocked or delayed by red tape of the system. It also helps in empowering the employees, giving them a belief that they are in control of their part of the organization and that their efforts will be recognized. The feeling to be in control of the process gives them ownership of the organization. The ideas for change should be shared at all levels and they should be involved in decision making as well. This sort of ownership brings in increased loyalty and pride to the employees. Another part of 5S that is a real change maker is ‘Standardize.’ This helps in implementing change by locking up SOP’s and work instructions for employee training.

**Biography:** Mian Saqib Sohail has been working in the textile and education industry for more than 15 years. He has a graduate degree in Textile & Apparel Management from North Carolina State University and an undergraduate degree in Textile Sciences from Textile Institute of Pakistan. He is a published author on productivity management, QMS implementation and fashion design.
**Beyond the Minimum QMS Requirements for Aerospace**

**Palm Ballroom 5; Track Chair: Alan Daniels; RG: David Disney**

**8:00 AM–8:40 AM; #ISO–111**

**AS9100, AS9110, AS9120: Moving Past the Minimum Requirements for Greater Benefits**

**Alan Daniels**, Quality Strategy and Industry Standards Management, The Boeing Company, Seattle, WA, USA  
**Buddy Cressionnne**, President, ASD Expertise, Trophy Club, TX, USA  

**Keywords:** AS9100, AS9110, AS9120, QMS  
**Industry:** Aviation/Space  
**Level:** Intermediate

**Description:** In this session, we will cover the understanding of key requirements though lessons learned and clarifications, while providing tips, tools, and techniques for developing effective processes at the appropriate level. You will take away from the presentation knowledge of current trends and clarifications of requirements that have had potential for misinterpretation and understanding of how to do self-assessment to target improvements for your organization.

**Biography:** Alan Daniels works for Boeing Commercial Airlines in the Regulatoy and Quality Systems Organization (RQSO). He is Senior Quality Specialist of the Boeing Enterprise QMS Strategy, Integration, and Industry Standards Management. He also leads the 9100:2016 (AS9100) support, training and transition activities within the Boeing Company and in support of all aviation, space, and defense companies globally.

**9:00 AM–9:40 AM; #ISO–112**

**Aerospace Adopts Automotive APQP Requirements With the New AS9145 Standard**

**Roger Ritterbeck**, Aerospace Program Manager, Bureau Veritas Certification, Houston, TX, USA

**Keywords:** Advance Product Quality Planning, Production Approval Process  
**Industry:** Aviation/Space  
**Level:** Intermediate

**Description:** The aerospace industry has adopted the automotive methodology for Advance Product Quality Planning (APQP) and Production Approval Process (PPAP). The requirements are defined in the new AS9145 standard. The standard is broken into two key sections. The first is the requirements for Advanced Product Quality Planning. It starts with defining the general requirements for APQP and how the process shall be managed. It then goes into detail on the five phases of APQP deployment and execution. The first phase is the planning phase which sets the ground work for a successful APQP process. The second phase is the Product Design and Development phase. This phase may or may not apply depending on the organizations product design responsibility. The third phase is the process design and development. This phase is critical to a successful APQP program. It will define how processes are developed that will consistently produce acceptable product. The fourth phase is the Product and Process Validation phase.

**Biography:** Roger Ritterbeck is the Aerospace Program Manager for Bureau Veritas Certification North America. He sits on the Global Aerospace Steering Committee for Bureau Veritas. He manages about 30 aerospace auditors in North America. He has over 20 years in the certification industry. He represents Bureau Veritas at the Americas Aerospace Quality Group.

**9:40 AM–10:20 AM; #ISO–113**

**Even Earthquakes Cannot Shake an Effective Quality Management System**

**Kirk R. Armstrong**, Program Analyst, SA-Tech, China Lake, CA, USA

**Keywords:** Sustainment, Flexibility, Innovation, Adaptability  
**Industry:** Defense/Military  
**Level:** Intermediate

**Description:** The implementation of ISO 9001 and AS9100 principles has solidified the Airborne Instrumentation Systems Division (AISD) position as the premier weapons and aircraft instrumentation and telemetry development organization in the Department of Defense. As the organization adopts through innovation to keep pace with the advancements in weapons technology, the needs of a growing customer base remains focused on rapid prototyping, emphasizing speed to the fleet. No one could have foreseen the devastating impact of a 7.1 magnitude earthquake unleashed. The destruction to NAWCWD facilities which AISD depends on daily for design and development, has impacted every aspect of the AISD business model. As a result of AISD's Business Management System (BMS), AISD was positioned to recover quicker than other organizations at NAWCWD. While ISO and AS are built on compliance-based methodology, they provide a greater focus on opportunities for improvement, while allowing flexibility in how to demonstrate conformance.

**Biography:** Kirk Armstrong has over 30 years of experience serving NAVAIR’s Continual Process Improvement initiatives including AIRSPEED, CMMI, TPM, TQM, Quality Circles, JIT, 5S, Kaizen, Lean, Six Sigma, CIP, ISO and AS9100. He has 10 years of ISO 9000 and AS9100 implementation and administration experience for NAVAIR, including acting as an ISO/AS certified lead auditor performing ISO and AS audits for NAVAIR organizations at Patuxent River, MD.

9:50 AM–10:15 AM; Refreshment Break
Integration: The Square Peg and Round Hole Conundrum

Terry A. Mors, Principle Consultant, ERM, Inc., Dexter, MI, USA

Keywords: Management Systems, Integration, Quality, Environmental, Health & Safety
Industry: Manufacturing
Level: Intermediate

Description: A key theme within the revised ISO standards is integration. The degree to which any organization can achieve integration depends on several considerations. Some of these requirements are “convergent,” meaning integration is more natural and easier to achieve; this is the square peg in the square hole. Some of these requirements are “divergent,” meaning the integration is less natural, requirements are dissimilar, and integration can be more difficult; this is the square peg in the round hole. This presentation will discuss the process each organization can go through when considering integrating management systems, those requirements that are convergent and those that are divergent, and the achievable goals that they can set when integrating management system requirements.

Biography: Mr. Mors is a Principal Consultant with ERM, with more than 39 years of experience. His audit experience includes internal audits as well as conducting third party audits. His management systems experience includes ISO 14001, RC14001, OHSAS 18001, ISO 45001, ISO 9001 and IATF 16949. He has participated in the ISO 14001 development process, as a member of the US Technical Advisory Group (TAG) to TC 207.


Dr. Roderick A. Munro, Senior Lead Assessor, Lloyd’s Register, Houston, TX, USA

Keywords: Internal Audit, Risk Industry: Manufacturing
Level: Intermediate

Description: Organizations should be utilizing the internal audit process as a tool for management versus a check off point to meet management System requirements. Instead of using simple check sheets in daily or monthly department auditing process, changing up the internal audit process to be process approach based on the business model will be reviewed. This presentation should be a good starting point for any organization to rethink how and why they are conducting internal audits and how to improve the auditing process to achieve better results.

Takeaways for this presentation will include:
- Internal Audit Risk Matrix
- High Potential personnel as internal auditors
- Rice & Munro Evaluation system model – training effectiveness ROI

Biography: Dr. Munro is a Consultant; Systems Evaluator; SHEQ Advisor; and Project Manager. He is a Chartered Quality Institute and ASQ Fellow, CMQ/OE, CQE, CQA. He is an IRCA QMS Lead Auditor. Rod’s most recent publication is the 2nd Edition of the ASQ Certified Six Sigma Green Belt Handbook for which he was recognized as the 2017 ASQ Crosby Medal recipient.

12:00 PM–1:00 PM; Lunch Break
10:15 AM–10:50 AM; #ISO–131

ISO 9001 and Lean Six Sigma Comparison and Optimization of Synergies

Maria Achilleoudes, Operational Excellence Consultant and Trainer, Fit Business, Egkomi, Cyprus

Keywords: Efficiency, Effectiveness, Synergy
Industry: Service
Level: Intermediate

Description: The methodologies of Lean Six Sigma and ISO 9001 have been utilized by all types of industries in order to improve their operations. The two methodologies have many common characteristics as well as some distinct differences.

This presentation outlines the history and objectives of each approach; a summary of the principles of each methodology; and the different roles and responsibilities required for the implementation of each. It then proceeds to compare the two methodologies, highlighting similarities and differences. The advantages of each methodology and their synergies are outlined. An implementation strategy of the two methodologies is then suggested with different scenarios, taking into consideration the optimization of their synergies.

Biography: Maria Achilleoudes has a Master of Science (Magna Cum Laude Honors) from Columbia University School of Engineering and Applied Science and a Bachelor of Science (Magna Cum Laude Honors) from Queens College of the City University of New York. For four years she worked for IBM USA in the Quality and Marketing divisions. She is a certified Lean Six Sigma Master Black Belt.

10:50 AM–11:25 AM; #ISO–132

Strategic Project Management for Operational Excellence

Tony Belilovskiy, Director, International Institute for Customer-Centered Leadership, Sarasota, FL, USA
Robin Lawton, Leadership Strategist, C3 Excellence, Inc, Sarasota, FL, USA

Keywords: Quality, Integration, Strategy
Industry: High Tech
Level: Advanced

Description: Traditional project management assumes the solution is known and your job is just to execute it. Your task is to manage the time, budget, resources, and risks to achieve a defined result. Unfortunately, change leaders and LSS practitioners rarely have such a clear path and must create WOW results out of ambiguity.

This session equips you to turn uncertainty into a compelling, evidence-supported, unimpeachable solution leadership will approve, support, and deploy. Projects related to continuous improvement, strategic initiatives, Lean, Six Sigma, customer satisfaction, new product, or service innovation, fall into this category. Tony provides the tools and steps from creating a crystal clear charter through construction of a final presentation that is compelling, based on unimpeachable data and supported by qualitative customer input.

Biography: Tony Belilovskiy joined the C3 Excellence team following a very successful career in healthcare and business. Tony holds both Bachelors in Cardiopulmonary Sciences and Masters in Healthcare Management and Administration from Northeastern University in Boston, MA; and an Associates Degree in Metallurgy from Odessa Polytechnical Institute in Odessa, Ukraine.
Integrating Regulatory Affairs Into the Quality Management System

Christine Park, Consultant, Christine Park & Associates, Villa Rica, GA, USA

Keywords: Medical Devices, Integration, Regulatory Affairs, Quality Management Systems

Industry: Healthcare

Level: Intermediate

Description: As regulations around the world continue to change, there are more and more requirements for documentation. Each standard and or country regulation identifies documentation requirements as appropriate for the business/industry and/or product. Many of these requirements can be met with documents created to support regulatory submissions such as 510k. With the changes in ISO 13485:2016 and the introduction of the MDSAP (Medical Device Single Audit Program) and MDR (European Medical Device Regulations) there is an expectation that key regulatory activities and documents are now included in the QMS. This session provides guidance for implementation and adherence to the new requirements with minimal complexity.

This interactive session provides the participant with the opportunity to begin developing plans and tools to address these changes and organize information most effectively to ensure compliance with the new regulatory and quality system requirements.

Biography: Christine is a solution-focused and result-oriented business executive with extensive Business Development/Quality Systems/Regulatory Affairs experience. Proven success and business acumen to integrate quality into daily business activities while reducing costs.


Nancy Pasquan, Principal, Eyes On, Inc., Escondido, CA, USA

Keywords: Objectives, Measures, Metrics, Process Control

Industry: Food/Drug/Cosmetic

Level: Intermediate

Description: Objectives and Measures are both required for Quality Management Systems under ISO 9001:2015 and related standards. The two requirements are often treated as the same thing, and confusion exists about the differences and relationship between the two. This presentation will define the terms and describe how, when used correctly, they can guide an organization to desired achievements while simplifying management decisions. Examples of good and less than good measures and their usage are provided.

These lessons learned come from ISO certification audits and supplier assessments over the past 10 years. Measuring processes allows management to focus on the important things, having confidence that the measure will let us know when there is trouble brewing.

This presentation provides definitions for measures and objectives and through example and story demonstrates how they can provide focus and improvement across an organization.

Biography: Nancy holds a BS in Computer Science and has over 30 years’ experience in software systems development, maintenance, and management on pharmaceutical, medical device, clinical, military, and commercial projects. She is currently performing ISO 13485:2016 certification audits, and supplier assessments across a wide range of manufacturers and service providers.
Creating Mutually Beneficial Supplier Partnerships in a Global Economy

Kathryn Roberts, CEO, The BlueWater Group, Inc., Wilmington, NC, USA

Keywords: Supplier Qualification, Supplier Ongoing Performance/Audits, Supplier Corrective Action, Supplier Preventive Action
Industry: Manufacturing
Level: Intermediate

Description: In order for organizations to improve their supplier relationships and create long-term partnerships, the focus must shift from the “beat them up” mentality to the “sustained partnership” mentality. The goal must be for both organizations to create value for the end customer by promoting proper communications. Through auditing suppliers effectively, handling supplier nonconformances in a timely manner, and instituting supplier partnership programs, organizations and their suppliers will create the “win-win” environment that is critical to maintain competitiveness in the global economy. Attendees will learn the key steps in creating long term partnerships with their suppliers.

Biography: Kathryn Roberts holds a BS in Industrial Engineering and has 29 years of experience working with domestic and global organizations spanning a variety of industries and sizes in the areas of Operational and Quality Management Excellence. Kathryn is an international speaker on the topics of Business and Quality Management. She is an international best-selling author of three books related to Quality Management, Problem-Solving, and Improvement.

Mitigate Risk Within Your Supply Chain and Control Supplier Costs

Mike Miller, Founder & CEO, TIP Technologies, Waukesha, WI, USA

Keywords: Quality Management, Supplier Quality Management, Supplier Performance
Industry: Manufacturing
Level: Basic

Description: Success for today’s manufacturer requires efficient communication with suppliers and the ability to effectively track supplier performance. An effective supplier management solution can help you deliver higher quality products. Real-time supplier quality data enables you to spot defects before they become an issue and avoid costly rework.

This presentation will discuss supplier performance, supplier corrective actions, supplier scorecards, and supplier audits. We will also identify the risks facing today’s manufacturers and provide strategies for improved supplier collaboration.

Biography: Mike Miller, Founder of TIP Technologies, has over 30 years of Quality Assurance and Quality Management System development experience. He began his career as a Quality Engineer with Johnson Controls in Milwaukee after graduating with a BSEE degree from Devry University in 1979. Mike has led TIP Technologies as its Founder and Innovation Leader, providing the leadership, vision, and execution to bring TIP Technologies to the forefront of Quality Management Solutions.

Risk-Based Thinking & Supply Chain Compliance

Andrew Cole, Principle Consultant, ARC Verification, Parrish, FL, USA

Keywords: Quality, Compliance, Supply Chain, Risk
Industry: Manufacturing
Level: Basic

Description: The increase in outsourcing and emphasis on risk has become a central part of many organizations’ strategies. This has proven invaluable for increasing gross net margins, due to the key advantages of available labor and logistics. However, it is becoming more and more apparent that with these advantages come risks. Though not always financial, these risks - associated with quality, social, ethical, environment, health and safety, and product safety factors - can rapidly affect margin gains and brand and reputation. Proactively mitigating these risk factors is critical and feasible through a consistent and disciplined approach of identification, assessing and planning.

This presentation covers a three-step solution that enables organizations to identify risk both internally and externally, assessing the risks against the severity and likelihood of occurrence, and finally planning and scheduling risk actions.

Biography: Andrew Cole has 20+ years of experience in Manufacturing Process Controls (IQ, OQ, PQ, and Protocols), Records, and Reports for objective evidence of compliance to QMS requirements. He has also been responsible for Development and Implementation of Quality Management Systems.
**Awareness Training for Employees**

Patsy Ball Brown, Consultant, Brown & Associates Quality Consulting, Inc., Pine Bluff, AR, USA

**Keywords:** Employee Awareness, Training, Management Systems  
**Industry:** Manufacturing  
**Level:** Basic

**Description:** The ISO standards for management systems in quality, safety, and the environment have a clause with requirements for “awareness.” This presentation will demonstrate employee training that is prepared for shop floor employees and first line supervision. This training can be provided to all employees and can be added to the new employee orientation training curriculum. Each clause of the relevant standard will be addressed so that employees understand how these requirements impact them and their individual jobs. Tips for customizing the training to include the organization’s own policy and objectives will be provided. As a part of the training, each employee group will be prepared to answer questions for the inevitable management system audit. Feedback can be provided to supervisors and managers so that reinforcement can be provided to the employees. At the end of the session, conference participants will be provided copies of sample employee training handouts for ISO 9001, ISO 14001, and ISO 45001.

**Biography:** Patsy Ball Brown is the principle consultant for Brown & Associates Quality Consulting, Inc. She has experience in quality engineering and quality management with AT&T, Lucent Technologies, Lennox Industries, and as an independent trainer and consultant.

**Alignment Between Learning, Working, and Leading Determines Individual and Systems Success**

Dr. Alan J. Peterson, CEO, AJP & Associates, LLC, West Fargo, ND, USA

**Keywords:** Performance, Alignment, Systems  
**Industry:** Education/Training  
**Level:** Intermediate

**Description:** Individual and systems success are determined by how well learning, working and leading are aligned. This is especially critical for education systems but applies to all management systems. Aligned in this application means that critical system dynamics are compatible, are recognized, and are mutually supportive, and to the degree possible, performance expectations are inherent. The critical system dynamics include Structure, Self-recognition, Measurement, Information Transformation, Governance, Participation, Communication, and Purpose. By contrast, a typical education system can be defined by the following description: Hierarchical, Job Definitions, Assumed Dynamics, Failure to Learn, Failure to Improve. The critical system dynamics provided in a cause and effect sequence with brief insights for each.

**Biography:** Dr. Peterson is the State Director, North Dakota Center for Distance Education, President, AJP & Associates, LLC Leadership in Education and Business/Industry. He is a consultant to large organizations and their supply chains to assist in performance improvement.

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**ENHANCING YOUR QMS TO ACHIEVE SUSTAINED SUCCESS**

**Mini Workshop**

1:00 PM–2:45 PM; #ISO–171

Dr. Isaac Sheps, Chairman, Central Committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel  
John E. (Jack) West, Principle, John West Consulting, LLC, The Woodlands, TX, USA

**Keywords:** Sustained Success, Management, QMS  
**Industry:** Service  
**Level:** Advanced

**Description:** This workshop will cover the actions needed to achieve organizational sustained success. Organizations must move beyond product quality to the next level of organizational quality by implementing an effective and efficient management system. It must be led by top management and focused on the organization’s ability to meet the needs and expectations of its customers and other relevant interested parties to sustain organizational success. An organization that decides to take this journey towards organizational sustained success should follow the Quality Management System principles and establish and maintain a number of fundamental management processes supported by a set of behaviors and competences. These processes, behaviors, competencies, and their links to QMS will be discussed.

**Biography:** Dr. Isaac Sheps is educated in industrial engineering and management. He has an MBA and a Ph.D. in economics. He has been CEO of large businesses and small. He also served in the Israel Air Force, reaching the rank of Lieutenant Colonel. Dr. Sheps is a recognized quality management expert.
CONFERENCE POLICY

Admission: The Conference admits attendees of any race, color, and national or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to its attendees and does not discriminate in administration of its education policies, admission policies in any of the Conference administered programs.

Cancellations: If your cancellation notice is received in writing, on or before January 31, 2020, there will be a $150 processing fee for each conference, and a $100 processing fee for each workshop. Any cancellation notice received after this date will result in forfeiture of the full registration fee. Substitutions may be made any time until January 31, 2020.

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Hilton Orlando Disney Springs, Lake Buena Vista, Orlando, FL USA

Hilton Orlando Lake Buena Vista - Disney Springs™ area, an Official Walt Disney World® Hotel, is located within easy walking distance to Disney Springs™ - a truly amazing place. This eclectic mix of unique boutiques, one-of-a-kind eateries and jaw-dropping entertainment will have you wandering where the day went. To make your getaway even more convenient, shuttle transportation is also available for all guests to/from Disney Springs™.

Hotel Reservation Cut-Off Date: February 24, 2020
Check in: 4 PM; Check out: 11 AM

Group Room Rate
Single/Double: $199+$20 Discounted resort fee+applicable taxes. Room rates are valid 3 days before and 3 days after the event dates.

Resort fee covers the following
• Guestroom High Speed Internet Access
• Disney Bus transportation
• Local 1-800 Calls up to 60 minutes
• DVDNow Movie Rentals
• Two (2) 16 oz. Starbucks Coffees daily at Mainstreet Market
• Two (2) 16.9 oz bottled water (Nestle Pure Life) daily, redeemable at Mainstreet Market
• $5.00 discount on one attraction ticket sold at the concierge desk (coupons cannot be combined)
• 10% off coupon to Accents Gift Shop with $30.00 purchase

Early Departure Fee
If a guest who has requested a room within your Room Block cancels out prior to the guest’s reserved checkout date, the Hotel will add an early checkout fee to that guest’s account (one night’s room and tax).

Guests wishing to avoid an early checkout fee should advise the Hotel at or before check-in of any change in planned length of stay.

Achieving Standards Compliance Is Not Enough to Achieve Sustained Success

John E. West, Principle, John West Consulting, LLC, The Woodlands, TX, USA

Panelists:
• Charles Cianfrani, President, Green Lane Quality Management Services, LLC, Green Lane, PA, USA
• Dr. Isaac Sheps, Chairman, Central committee for MSS, Standards Institution of Israel, Ramat Hasharon, Israel

Session will include the following topics:
• Why is conformity not enough
• What is needed
• Why is it worthwhile
• How do you get top management to get started

Track 18
Palm Ballroom 3; Track Chair: Lorri Hunt; RC: David Disney

3:00 PM–3:45 PM; #ISO–181

TUESDAY AFTERNOON, MARCH 24, 2020
ISO WS1: Managing Change and Conformity to ISO 9001:2015

Lorri Hunt, President, Lorri Hunt & Associates, Inc., Kansas City, MO, USA

Description: In today’s business environment, the one thing most organizations must deal with is change. Changes in expectations and requirements from customers, changes in statutory and regulatory requirements, changes in suppliers, changes in the availability of resources, and even changes to the standards they implement.

Organizations must also deal with how the change is implemented. Changes might be made permanently, or a change might be needed temporarily to manage a deviation to an existing process. Regardless of the length of time for the change, the change must be controlled.

Organizations must establish a Quality Management System that is flexible to manage the needed changes while at the same time allowing them to keep meeting requirement. At times, users of ISO 9001:2015 can become frustrated with understanding the different types of change. This workshop will review the requirements in ISO 9001:2015 that are related to change and how to best implement them.

This workshop will discuss how these requirements can actually be used when an organization is in transition by demonstrating that the integrity of the Quality Management System is being maintained even though a change is not fully implemented.

Biography: Lorri Hunt has been implementing and auditing Quality Management Systems to ISO 9001 in diverse organizations since 1994. She is an active member of the U.S. TAG to ISO TC176. She currently serves as an expert from ISO TC176/SC2 on the revision of Annex L. She was a co-convener for ISO 9001:2015 and TS9002:2016. She is a co-author to The ISO 9001:2015 Handbook – A Practical Guide to Implementation.

ISO WS2: Moving Past the Minimum QMS Requirements for Aviation, Space and Defense

Buddy L. Cressionnie, President, ASD Expertise, LLC, Trophy Club, TX, USA
Alan W. Daniels, Senior Quality Specialist, Boeing, Seattle, WA, USA

Description: Aviation, Space, and Defense are trend setters in the world of standards. You will find that many new requirements and concepts in ISO 9001:2015’s lineage can be traced back to the AS9100 Series of standards. The new AS9100 series of standards has continued its evolution from a purely compliance oriented standard to one whose basis is still compliance but also provides a greater focus on measures and opportunities for improvement. In this workshop Buddy Cressionnie and Alan Daniels, two of the world’s foremost experts in aerospace Quality Management Systems, will take a look at the premier aviation, space, and defense standards developer the International Aerospace Quality Group (IAQG). They will delve into the ISO 9100, ISO 9110, and ISO 9120 requirements and how the requirements meet the needs of an entire industry and its supply chain. Something for everyone, not just aviation, space, and defense. The ISO 9100 Series uses ISO 9001 as its baseline and is often looked at for future concepts, so it is safe to say there is something of interest for everyone.

Biography: Buddy Cressionnie is the President of ASD Expertise that provides training, consulting, and auditing services to the AS&D industry. International standards activities include Americas Aerospace Quality System Committee (AAQSCh) Chair, and AAQSC Americas Leader of the IAQG “Requirements Strategy Stream” and AAQG Projects Chair.
Alan Daniels, currently works for Boeing Commercial Airplanes in the Regulatory and Quality Systems Organization (RQSO). His position is Senior Quality Specialist of the Boeing Enterprise QMS Strategy.


Charles Cianfrani, President, Green Lane Quality Management Services, LLC, Green Lane, PA, USA
John E. (Jack) West, Principle, John West Consulting, LLC, The Woodlands, TX, USA

Description: This highly interactive workshop will cover the requirements for internal auditing as found in ISO 9001:2015, clause 9.2, Internal Audit. The workshop will enhance auditors’ ability to find opportunities for significant improvement in both organizational performance, product, and service quality. The workshop will help attendees understand what is needed to establish a viable audit program and to conduct effective audits. Learning objectives include understanding how to manage and execute all aspects of auditing from design and implementation of an effective audit program based on the process approach and ISO 9001:2015 requirements all the way through completion of corrective action on findings.

Biography: Charles Cianfrani is the principal consultant for and CEO of Green Lane Quality Management Services LLC. He has participated in writing ISO 9001 and ISO 9004 and has implemented ISO 9001-compliant processes on six continents. He is an ASQ fellow, holds BS, MS, and M&A degrees, is a CQE, CRE, and CQA, and has co-authored several ASQ Quality Press books.

Jack West is an internationally recognized author and authority on quality management. He is a Fellow of ASQ. He is a recipient of the ASQ’s Freund Marquardt Award for his work related to standards. Charlie and Jack are co-authors of ISO 9001:2015 Explained, 4th Edition, How to Audit the Process Based QMS, and with Isaac Sheps, The Journey, Achieving Sustained Organizational Success.