

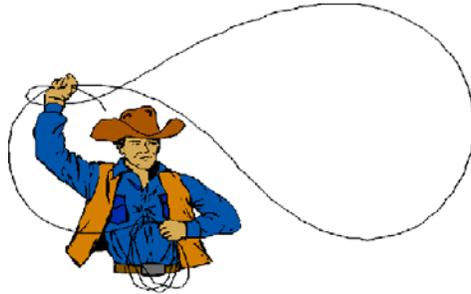
[ASQ Greater Fort Worth – Section 1416](#)

# Cowtown Quality Roundup 2018

UPDATE POSTED 03/02/18

**Registration is Open**

When you have decided on program choices below,  
[Registration Link](#) on last page...



**Date: Friday, April 20, 2018**  
**8:00 am – 5:00 pm**

**Location: Radisson Hotel**  
**Fort Worth North – Fossil Creek**  
1 mile south of I-35W and I-820 North intersection  
[MAP](#)

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**Cost: \$127 – a Great Value!**

**Includes: Continental Breakfast, Buffet Lunch, Afternoon Break**  
**AND...**

**Memory Jogger, Door Prizes, CASH Lotteries**  
Sorry... no early bird or multi-person discounts are available.  
We give equivalent back in the 2-3 Lotteries valued \$50 to \$250

**Immediate payment by credit card is the default...**  
for alternative payment methods contact [jbreckline@att.net](mailto:jbreckline@att.net)

## **1.0 RU Earned for full day participation**

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### **Learn Today – Apply Monday!**

Based on ASQ Member Satisfaction Surveys, you said you wanted skills to use in real life.

**“Theory is good, but it doesn’t help me apply it in my day-to-day work.”**

**This will be a full day of application-oriented training...**

### **Quality Focus Tracks**

**Click title to get topics & descriptions, or just browse the list.**

#### **Track: Leadership**

Engaging your teams and employees are keys to success in achieving performance in either projects and/or outstanding business results. What can you be doing to expand your leadership skills?

Presenting Companies: Simple Leadership Strategies, General Services Admin, Don Swift & Associates

#### **Track: Quality Management Systems**

Are you happy with a “basic compliance system” or are you continually working to improve you Quality Management System? This series of sessions will challenge your thinking and provide some concepts and path toward making your QMS more effective and/or efficient.

Presenting Companies: Cook Medical, Global Performance Solutions, Cogent Global Performance Solutions

#### **Track: Supplier Quality**

Supplier Quality Management is a constant challenge... Are you considering ways to assure it serves the organization in an optimum way? Are you considering the risks of you system failing to meet production schedules without interruption? This track will provide methods to drive towards maturing your SQM to ever increasing capabilities.

Presenting Companies: Superior Industries, Mary Kay

#### **Track: Quality Tools**

The basic quality tools have a much wider application, if you understand the concepts behind them. Learn additional applications of SPC, sampling and extracting key information from many types of data.

Presenting Companies: Banyan Innovation Mgt, Key Quality Consulting,

## **Track: Personal Development**

Be the best you can be! Develop personal understanding (know thyself) and skills (development) that help you move towards your best... today and tomorrow. This development process will further your career, inside your current organization, or as you seek external opportunities.

Presenting Companies: Turner Consulting, Drive Influence, BuzzPro

## **The 4th Quarter: Panel / Forums**

We're adjusting last year's plan a bit, offering two Panel/Forums and/or a choice of a 4<sup>th</sup> standard presentation ... for the fourth time-period. They are **Leadership** and **Quality Tools**.

Track Speakers will act as a SME Panel to summarize their perspectives (10 minutes each). Then we want YOU to pose questions about YOUR concerns on the application of the topic in YOUR organization.

To keep it fast paced and fully interactive, a moderator will guide the 45 minute Q&A for these sessions.

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### **Chair**

**Chris Hayden**

**682-351-7636**

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### **Registrar**

**John Breckline**

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**Detail Topics and Descriptions below...**

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**Topic Level Legend: (B) Basic, (M) Intermediate, (A) Advanced**

## **Leadership:**

### **L1 – (B) Positive Psychology: Thinking like a Leader (New)**

Positive Psychology is the study of the strategies that lead to the optimum functioning of individuals, teams and organizations.

It's about far more than "getting thing done through people." It's about thriving. No leader can maximize a team's potential without a firm foundation in Positive Psychology.

On Monday, you'll be able to:

- Understand how to identify your natural talents and turn them into strengths
- Begin happiness habits
- PRACTICE gratitude and appreciation

Speaker: John Wright

Company: Simple Leadership Strategies

## **L2 – (B) How and Why to Build a High Trust Culture (New)**

We, as quality professionals, have a lot at stake. We rely on the talent and competency of our workforce to help us develop, implement, maintain and improve our quality management systems. This is a central task to any well-meaning organization.

Often we feel victimized by the culture of the organization and, consequently, we feel our hands are tied when it comes to improving it.

I believe it is absolutely essential to the success of the QMS that all employees are engaged (The Human Side of Quality) and trust management, supervision, one another, and themselves in their everyday work within the framework of the QMS. I also believe, as I stated in my previous presentations, that Quality professionals can have an incredible amount of influence on engagement and trust.

This presentation will 1) present the definition of a culture of high trust; 2) define the role of the Quality professional in that culture, and 3) give practical ways in which the Quality professional can interact with the culture to bring this culture about.

Speaker: Don Swift

Company: Don Swift & Associates

## **L3 – (B) Office Politics (PDM Encore)**

This presentation will cover six concepts

1. Playing politics: Dirty or not?
2. Influence: what it is and why you need it
3. Keystone: building relationships
4. Rules of the game
5. Political strategy
6. Power and Influence

Speaker: Chris Cook

Company: General Services Administration

## **L4 – Leadership Panel / Forum & Interactive Discussion**

Change is constant... so how do we embrace it as Quality Professionals in dynamic organizations that are constantly seeking to drive costs down as a priority and often not truly being customer driven.

How can you take advantages of the sessions you participated in today to become a better business leader in your organization?

Moderator: Peter Stamps, Quality Manager, Forterra Pressure Pipe

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## Quality Management Systems:

### **Q1 – (M) Getting it Right the First Time! (New)**

How many times does it take for your external auditor to accept your responses? Learn what auditors are looking for so your responses are accepted the first time.

98% of responses are sent back to clients looking for further information wasting time and energy for both you and your auditor.

- Containment
- Root Cause
- Permanent Corrective Action
- Verification of Effectiveness

Learn how to address each of these items fully and effectively so you can get your non-conformances closed with the first response.

This will be an interactive session getting the participants involved with real examples of responses both best and worse.

Speaker: Cindy Soltis-Stroud

Company: Cogent Global Performance Solutions

### **Q2 – (M) FDA Audit Preparation and Execution (New)**

If you work for a FDA registered medical device manufacturing facility, it's a certainty that you will be inspected by the FDA. In his presentation, the speaker will discuss a proven method for a Quality Assurance Professional to lead site preparation and efficiently host a FDA inspection?

The focus of site preparation is engagement of site leadership and all other functions to identify of risks. In an audit or inspection, the greatest risk is not identifying and understanding your weaknesses. It's extremely important not to be blindsided by an inspector, or one of your own team in the front room.

The goal of hosting an inspection is to answer the inspector's questions accurately and efficiently. This means that subject matter experts must completely understand strengths and weaknesses of their processes. During an inspection, the SME is expected to clearly and concisely articulate answers to the inspector's questions. Additionally, where processes weaknesses exist, the SME must be able to present the plan to eliminate the issue.

At the end of this session, attendees should have the basis for creating their own system for inspection preparation and execution.

Speaker: Joe Wesling

Company: Cook Medical (Bloomington IN)

### **Q3 – (M) If I had a QMS Do Over... (New)**

QMS Do Over is a focus on lessons learned from implementation of current QMS systems both mature and new. The session will engage all participants to gain insight from things done right and given the opportunity, what would you do differently from lessons learned approach. The session will provide immediate take-aways for implementation to help everyone improve.

To stay with the focus of the new revisions of the standards, we will also utilize risk based thinking. We will utilize this approach to prioritize lessons learned to help everyone utilize a risk focused approach to help prioritize improvement in your QMS.

Your experience and knowledge are invaluable. What better way to engage and benchmark methods for implementation, maintenance and improvement of your QMS. Come prepared to participate, share and learn from each other.

Speaker: Cindy Soltis-Stroud

Company: Cogent Global Performance Solutions

### **Q4 – (M) Top Management Requirements of Leadership for Effective Management (PDM Encore)**

ISO 9001:2015 Standard is primarily concerned with creating a management system that promotes efficiency, effectiveness and quality. Implementing the ISO 9001:2015 Standard is a strategic direction to help your company improve overall performance and provide a sound basis for sustainable development initiatives.

Key Learning:

- Understanding relevant requirements in relation to your strategic direction
- Focus on your customers and relevant stakeholders' requirements
- Alignment of your quality management system with your business strategies
- Endorsement of a process approach to achieve intended results
- Promotion of performance metrics to enhance effective and efficient processes
- Support of a risk based approach to decision making
- Encourage continual improvement Leadership for Top Management
- Understand the implication of the new changes.

Speaker: Nancy Lopez

Company: Global Performance Solutions

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# Supplier Quality Management:

## **S1 – (B) Supplier Management / Development Philosophies & Tools (New)**

Industry quality standards now require increased focus on supplier management and development. OEMs expect Tier 1 suppliers to manage sub tiers as closely as the OEMs manage the Tier 1. The speaker will share insights and tools for management of suppliers and development to the requirements of customers.

Takeaways:

- Supplier Assessment
- Supplier Scorecards
- Open Issues Logs
- RACI Chart

Speaker: Edwin Ruffing

Company: Superior Industries (Fayetteville AR)

## **S2 – (M) SCM Approach to Risk and Relationship Management (New)**

A major focus shift in ISO 9001:2015 vs 2008 and associated industry specific standards is the emphasis on risk management. The speaker will offer insights into risk management and relationship management to achieve sustained success in supply chain quality.

Takeaways:

- Supplier Risk Ranking Matrix
- Supplier audit strategy
- FMEA—not just for manufacturing processes.
- Sustainability/Corporate Ethics strategy.
- Product Qualification Strategy
- Supplier Corrective Action Process

Speaker: Edwin Ruffing

Company: Superior Industries (Fayetteville AR)

## **S3 – (M) Maturity of Your SQM Program; Get to the Next Level (PDM Encore)**

Speaker will discuss three key supplier quality activities. The extent to which these supplier quality activities are performed will allow participants to assess current maturity level of their supplier quality management program.

After acknowledging the past and embracing the present maturity level, participants can prepare for the future by prioritizing supplier activities in order to progress to the next maturity level.

Speaker: Tim Parrent

Company: Mary Kay

## **S4 – (B) Supply Chain Quality Excellence: A Model for Improvement (New)**

Journey from qualified supplier to preferred supplier and for some certified supplier.

Supplier audits and testing cost companies millions of dollars each year. The number of suppliers will most likely stay the same or increase. Many companies do not have the resources to audit all suppliers or test all goods provided by suppliers whether it is components, raw ingredients, or finished goods.

Improving supplier quality can lead to supply chain quality excellence and reduce the cost of auditing and testing, but many supplier quality management programs do not look at ways to manage risk and measure supplier performance. These systems need to be in place to determine how suppliers rank.

This session will look at the key steps involved in the supplier quality improvement journey including risk management, performance measurement systems, reduced sampling and testing, and for some certification.

Speaker: Tim Parrent

Company: Mary Kay

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## Quality Tools:

### **T1 – (M) How to Calculate a Statistically-Valid Sample Size (Roundup Encore)**

You need to collect data for a survey, audit, or process improvement project, but don't want to analyze the entire population. You want to examine only a sample, but don't know how to select the appropriate sample size to support a valid conclusion. What do you do?

This workshop will explain how to calculate a statistically-valid sample size from a data set, depending on the type of data (e.g. counted or measured variables) and other considerations. It will cover important concepts, such as confidence levels, precision, and sample-to-population size factors.

Participants will learn calculation formulae for attribute (count) and variables (measured) data, using step-by-step illustrative examples. They will also have the opportunity to practice calculating sample sizes using an Excel-based tool developed by the presenter and provided to each participant for free.

Speaker: Kateri Brunell

Company: Banyan Innovation Management

### **T2 – (M) Can you Trust your Process Capability Studies (New)**

Presentation will first address the basic concepts of Process Capability Studies (PCS) and then continue with many of the errors encountered in studies that make for bad decisions. Until you can assure all the steps in a PCS are validated, you may blindly trust the outcome (the Cpk/Ppk values) as a true indication of the process.

Presentation will address:

- Measurement error impact

- Sample collection
- Length of study
- Stability of process
- Normality of data
- Interpretation of indices
- Action based on indices' value

Speaker: John Breckline

Company: Key Quality Consulting

### **T3 – (M) Understanding Categorical Relationships with Chi-Square Analysis (New)**

Not all process improvement problems are characterized by continuous, linear data. Sometimes the data required to answer these questions are categorical or discrete. Chi-Square analysis is a useful tool in these cases.

Chi-Square analysis can be used to answer questions regarding frequency, such as: “If a sample of buyers is given a choice of product colors, will each color be selected with the same frequency?” Or it can be used to test whether two variables are independent: “Is product performance (e.g. failure in the field) independent of component supplier?” Chi-Square Analysis can also be used to answer questions about different proportions, such as “Is the proportion of data coding errors the same across the different company regions?”

In this workshop, participants will learn how to recognize when to use Chi-Square analysis, and how to solve these problems through manual calculation. The presenter will also touch briefly on how statistical software, such as Minitab, can be used.

Speaker: Kateri Brunell

Company: Banyan Innovation Management

### **T4 – Panel / Forum – Everything is Not a Nail**

We have access to several quality improvement methods (PDCA, 8D, Lean, Six Sigma, CAPA) and scores of tools (SPC, FMEA, Pareto, DOE, ANOVA, Fishbone, etc.). Are we using them correctly and effectively in resolving issues and maintaining processes?

Unfortunately, we select a method and try to use it universally, even if it's not the best fit. We also tend to have some favorite tools and use them even when they do not provide the desired outcome... because we know them and/or because we have no alternatives in our tool kit.

In a Q&A format and interaction with the Track presenters, let's explore how we become more effective by learning and selecting the best methods and tools to meet our quality objectives.

Moderator: Ted Ditch – experienced Quality Engineer and Certification Class Instructor

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## **Personal Development: (New Track)**

### **X1 – (B) The Art of Influencing Others (New)**

Lay the foundation for more effective communication in this highly interactive workshop. Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of nonverbal communication.

Learn how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situations.

Takeaways:

- 3 Steps to building Common Ground
- List of how to discern someone else's position
- Checklist for 5 Methods of Self-Disclosure
- 5 Successful Dialogue Methods
- 7 Factor Active Listening Assessment

Speaker: Gary Turner

Company: Turner Consulting (Fayetteville AR)

### **X2 – (B) Developing Emotional Intelligence (New)**

People with high Emotional Intelligence (EI) are poised, outgoing and cheerful, have empathy for others, express their feelings directly but appropriately, and have a capacity for developing meaningful relationships. All of these traits are very important aspects of a collaborative, high achieving workplace.

This session will offer you techniques to increase and develop your emotional intelligence. It guides you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Takeaways:

- Checklist of EI "Problem Cues"
- 5 Steps to Empathy
- 3 Methods of Assertiveness
- Checklist to develop Flexibility

Speaker: Gary Turner

Company: Turner Consulting (Fayetteville AR)

### **X3 – (B) Why Should You Use LinkedIn (PDM Encore)**

LinkedIn is the proven #1 ranked on-line business-networking tool that gives business professionals and companies the ability to connect, demonstrate their skills, services and products, and develop meaningful business relationships. With more than 646 million users worldwide, LinkedIn provides unlimited networking and business-building opportunities.

In his presentation, Terry will walk you through the key branding and Social Selling strategies, tips and secrets you need to create a well-branded LinkedIn profile that gets results. Are you using LinkedIn to "Sell Yourself"?

In the presentation, you will learn how to harness the power of Social Selling with LinkedIn...

- Connect with the right people
- Build a great reputation
- Manage your contacts more efficiently
- Build better leads faster

Speaker: Terry Sullivan

Company: BuzzPro

## **X4 – (B) Managing Your Career in Changing Times (PDM Encore)**

Do you have the desire to grow your career at an accelerated rate, but you are frustrated with the changing rules required to attain the roles you desire? The main challenge in today's business and career model is the fact that the career ladder model we have been taught over the years has not only changed but it is now obsolete. The model has changed due to several reasons such as technology advances, economic challenges, and current corporate management.

To have the career of your dreams your approach to managing your career must also change. In this interactive presentation, we will outline the steps to creating the career experiences you desire.

Expected Takeaways:

- How to maximize your leadership skills to drive your career forward
- Techniques for managing your manager
- How to build career momentum

Speaker: Melerick Mitchell

Company: Drive Influence LLC

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**END**

Click: [REGISTER NOW](#)

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# ASQ Greater Ft. Worth

## Cowtown Quality Roundup

### Quick Registration Checklist

Print this page as a resource for [selecting the choices for each time as asked for on the registration page.](#)

Your registration choices help schedule the right-sized room and provides the Speaker with copy-counts for handouts.

#### Concurrent Sessions Time 1:

- L1 Basic – Leader: Thinking like a Leader
- Q1 Inter – QMS/Audit: Getting it Right the First Time!
- S1 Basic – Supplier: Develop Supplier Philosophies & Tools
- T1 Inter – Tools: Statistically-Valid Sample Size
- X1 Basic – Personal: The Art of Influencing Others

#### Concurrent Sessions Time 2:

- L2 Basic – Leader: Why Build a High Trust Culture
- Q2 Inter – QMS/Audit: FDA Audit Preparation and Execution
- S2 Inter – Supplier: Approach to Risk/Relationship Management
- T2 Inter – Tools: Trust your Process Capability Studies?
- X2 Basic – Personal: Developing Emotional Intelligence

#### Concurrent Sessions Time 3:

- L3 Basic – Leader: Office Politics
- Q3 Inter – QMS/Audit: If I had a QMS Do Over...
- S3 Inter – Supplier: SQM Maturity – Get to the Next Level
- T3 Inter – Tools: Relationships with Chi-Square Analysis
- X3 Basic – Personal: Why Should You Use LinkedIn

#### Concurrent Sessions Time 4:

- L4 Forum – Leader: Leadership Panel & Interactive Discussion
- Q4 Inter – QMS/Audit: Leadership for Effective Management
- S4 Basic – Supplier: Excellence: A Model for Improvement
- T4 Forum – Tools: Tools Panel – Everything is Not a Nail
- X4 Basic – Personal: Manage Your Career in Changing Times

Click: [REGISTER NOW](#)

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