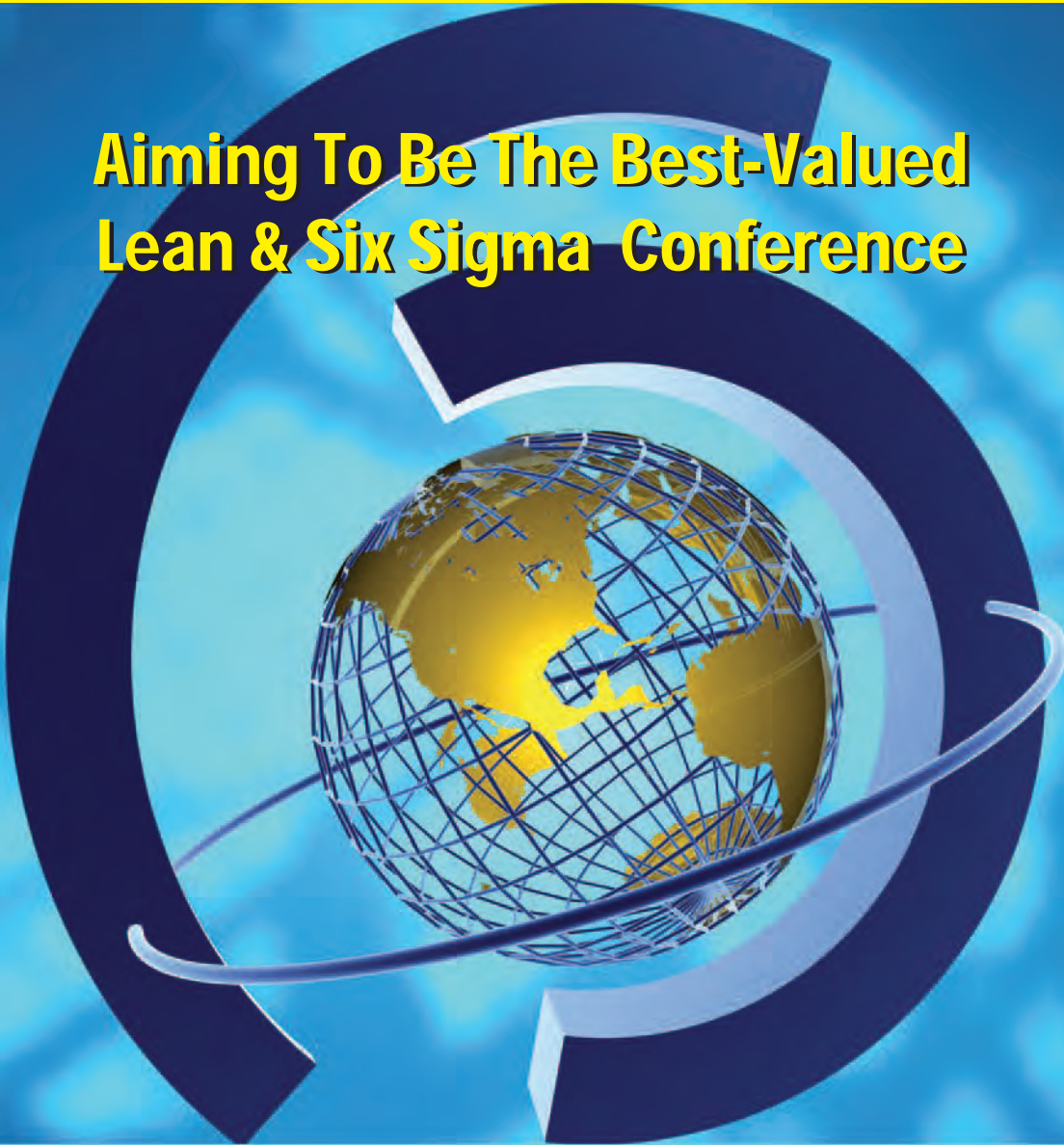


2008 INTERNATIONAL CONFERENCE ON LEAN & SIX SIGMA

CONFERENCE HIGHLIGHTS

- Seven Free Workshops
- Leading Lean & Six Sigma Experts
- Case Studies & Success Stories
- Integrating ISO 9000 with LSS
- Deploying Best Practices
- How To Get Started
- Tools & Methods
- Lean Accounting
- Innovation
- Lean Supply Chain
- Government
- Service
- Manufacturing

**Aiming To Be The Best-Valued
Lean & Six Sigma Conference**



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Message from the Conference Chairs...



"Footprints." Those things we inevitably leave behind. Have you considered the improvement footprints you and your organization leave behind? Individuals and organizations that create the biggest improvement footprints always seem

to be learning and improving. We are no different in our quest to help you and your organization leave bigger footprints.

How? "Knowledge. Application. Results." These are the themes of this year's conference. We worked hard to exceed last year's success by integrating your feedback to make this year's conference even bigger and better.

Back are more of what benefited you most – a wide variety of free training workshops, benchmarking, best practices, and case studies. We have also added a pre-conference workshop for beginners, plus emerging topics such as Accounting for the Lean Enterprise, innovation and others.

Hear from a number of well respected presenters and diverse organizations representing the military, government, education, healthcare, service and manufacturing.

To quote one of last year's participants, the conference is "well worth the time invested!"

We trust that you will find the 2008 conference again to be an excellent value. Whether a beginner or an expert, we have something for you at this conference. "Improvement Footprints." We look forward to seeing you there.

Sincerely,

Marco Luzzatti and Mercedes Bartow, Co-Chairs
2008 International Conference on Lean and Six Sigma

CONFERENCE HIGHLIGHTS

- ★ Leading Lean and Six Sigma experts
- ★ Case studies, success stories and lessons learned from
 - Air Force
 - Boeing
 - BMW
 - Bon Secours St. Francis Hospital
 - Duke Energy
 - Flint Group
 - IBM
 - Square D/Schneider Electric
 - Top-ten plant and Shingo Prize winner
- ★ Seven free workshops
- ★ Current and pertinent topics including
 - Lean accounting & Lean supply chain
 - Innovation
 - Deployment best practices and workshop
 - How to get started
 - Integrating ISO 9000 with Lean & Six Sigma
- ★ Government, service, healthcare and manufacturing implementations
- ★ Large, medium and small company applications
- ★ Tools and methods
- ★ We have it all! Leave with ideas you can immediately put to use. This conference is the best investment for your time and money! Our goal is to be the best Lean & Six Sigma forum in the U.S.

PRE-CONFERENCE WARM-UP LSS WORKSHOP

Tuesday Evening • March 4

5:00 PM – 7:00 PM

Lean Six Sigma – Synergy Made Easy

Rai Chowdhary, TEAM 2000, Austin, TX

Many organizations struggle with which one to do. Then there are those who ask "Six What?" This mini workshop is aimed at demonstrating the relationship between Lean and Six Sigma, elucidating the dependencies, and differences. You will learn how they can be used together. The question of one or the other is rather moot; one cannot afford to be in that mindset anymore. Using hands on exercises, this interactive session will test your wits as you compete in teams to achieve excellence. It will benefit the novice and the practitioner alike. Come discover the connections, understand how you can get started, and succeed with Lean and Six Sigma. If you want practical tips from a top rated business coach, this is a "do not miss" session. Tips on how to get started even if you don't have management buy in will be offered. Participants can visit with the speaker after the session for ideas on how they can be effective with LSS in their organizations.

Mr. Chowdhary is an author and an award winning speaker. He is the President and CEO of TEAM 2000. He has worked with Fortune 500, Small and Medium-Sized Enterprises on deploying Lean and Six Sigma initiatives. He earned his degrees in Mechanical, Manufacturing, and Materials Science, and certifications in Six Sigma Black Belt, and Lean.

This workshop is **FREE**, if you register for the Lean & Six Sigma Conference by January 25, 2008. After this date, workshop registration fee is \$125. There will be no walk-ins.

EARLY REGISTRATION GIFT

If you register for the INTERNATIONAL LEAN & SIX SIGMA CONFERENCE using the registration code "ISO2008" and pay in full by **January 25, 2008**, you are entitled to one of the following Early Bird Registration gifts.

- Digital Picture Frame
- I-Pod
- A one-day, after 2 PM convention ticket to Universal Studios or Disney Parks

Please note that early registration gifts are available only by phone, fax, or mail, and are not available by online registration. Please see the registration instructions and the registration form for further details.

EXHIBITS INFORMATION

Table-top exhibits will be available for a fee of \$800 for the INTERNATIONAL LEAN & SIX SIGMA CONFERENCE on March 5-6, 2008. To reserve your exhibit space, please contact us at the address below.

CONFERENCE CONTACT INFORMATION

INTERNATIONAL LEAN & SIX SIGMA CONFERENCE
Four Camden Drive, Pittsburgh, PA 15215 USA
Tel: (412) 799-0270; Fax: (412) 799-0271
E-mail: 6sigma@iso9000conference.com
www.6sigmaconference.com

Please use the combined ISO 9000/Lean Six Sigma Conference registration form to register for the INTERNATIONAL LEAN & SIX SIGMA CONFERENCE.



Session 1

KEYNOTE: LEAN & SIX SIGMA

Wednesday Morning • March 5

8:00 AM – 8:10 AM

Opening Remarks: Marco Luzzatti, Conference Co-Chair

8:10 AM – 9:00 AM; Paper #L11

What Does it Take to Build and Manage the Lean Supply Chain?

Mandyam M. Srinivasan, Ph.D.
University of Tennessee, Knoxville, TN

In the 21st century, the battleground has shifted from competition between organizations to competition between supply chains. Whether a customer, supplier or both; every organization desires to be part of a *Lean Supply Chain* – a supply chain that responds quickly and flexibly to changing customer demands, at a low cost, and with little inventory. It is hard enough to handle your own processes, let alone try to have the power to manage and influence the different players in your supply chain. Get answers to the question “what can you do?” Hear a few simple principles that use Lean and Theory of Constraints (TOC) to improve flow across the whole supply chain rather than individual pieces. Several companies will be highlighted who have adopted these principles to improve their competitive position. “Sri” is a highly recommended speaker. Prepare to be informed and engaged. **Dr. Srinivasan** is The Ball Corporation Distinguished Professor of Business at the University of Tennessee. He is the author of the book, *Streamlined: 14 Principles for Building and Managing the Lean Supply Chain*. He has done work on behalf of GM, Honeywell, IBM, U.S. Air Force, National Science Foundation, Boeing, Sony, Delta Airlines and others. Dr. Srinivasan has won multiple awards for leadership and education.



9:00 AM – 9:45 AM; Paper #L12

Driving Quality Improvement Through Your Value Streams

Bill Waddell, Wahl Clipper Corporation, Sterling, IL

In almost every business setting, quality is the most significant cost driver, but very few managers know this. Outdated accounting practices and functional organizational structures serve to keep the effects of poor quality hidden. By adopting a flow focus, and structuring the management structure and performance metrics – especially accounting – by Value Stream, the significance of flow on financial results becomes apparent – and the adverse impact poor quality has on flow. **Mr. Waddell** will explain the transformation of Wahl Clipper from a traditional organization to an interlocking set of Value Streams, and the dramatic improvement in quality that have resulted in both manufacturing operations and in business processes. Mr. Waddell is the Vice President of Global Operations for the Wahl Clipper Corporation. He is the author of award winning book *Rebirth of American Industry*. He is perhaps best known as the provocative blogger for *Evolving Excellence*, the world's most widely read Lean manufacturing forum.



9:45 AM – 10:15 AM – REFRESHMENT BREAK

Session 2

LSS APPLICATIONS

Wednesday Morning • March 5

10:15 AM – 10:50 AM; Paper #L21

Air Force CMXG Landing Gear Lean Transformation

Dan Davis, US Air Force, Ogden, UT

Aging aircraft, higher costs to repair due to increased repair frequency, and poor service to the customers compelled CMXG to find a better way to do their business. Implementation of Lean started with the wheels and brakes shops of the Landing Gear squadron. The results were dramatic. Sustainability of strategic, group wide cultural change was challenging due to insufficient management and poor parts supportability. In 2003, CMXG launched a series of Kaikaku events to bring about large scale Lean transformation. Focused training for shop floor supervision, WIP reduction, line side markets, and POU brought about significant improvements. Efforts are still under way for cultural transition. **Mr. Davis** currently supervises implementation of Lean activities within the Commodities Group at Hill AFB. Mr. Davis received his Masters of Science Degrees in geology from Brigham Young University. He was employed for 25 years with various oil companies, after which he joined Hill AFB. He served his country in the US Navy flying the F4-J and A6-E aircraft on active duty. He retired at the rank of Commander.

10:50 AM – 11:25 AM; Paper #L22

Kaizen Events for Office, Service & Technical Environments

Mike Osterling, Osterling Consulting, Inc., LaMesa, CA

Kaizen Events are a proven method to realize dramatic improvements, but executing events to improve office, service and transactional processes present many challenges. Since office processes are often more cross functional in nature, there are significant differences in how the event is coordinated and executed. Learn why Kaizen events in administrative environments need to be managed differently than in manufacturing environments; Learn the key tools used in administrative Kaizens. **Mr. Osterling** is the President of Osterling Consulting. He has played a pivotal role in leading Lean transformations in the US, Mexico, Australia and Europe. He holds an MBA in International Business, and is the co-author of a recently released book *The Kaizen Event Planner*.

11:25 AM – 12:00 PM; Paper #L23

Making Accounting Relevant to Lean Organizations

Frances Kennedy, Ph.D., Clemson University, Clemson, SC

Companies are embracing Lean strategies, as they reorganize into cells and Value Streams. Lean thinking changes an organization. Traditional accounting was designed for a traditional environment and it is now time to reconsider needs of the new Lean organization. A new management accounting system popularly referred to as “Lean Accounting” is emerging and is better suited to providing information on Lean initiatives. Too frequently, Lean results continue to hide behind the mask of traditional accounting. Find out why standard costing and variance analysis distort the real benefits of Lean, and waste valuable resources. See examples of accounting reports that actually help you identify areas for improvement. **Dr. Kennedy** is an assistant professor at Clemson University. She has 13 years experience in public accounting and industry. She was awarded the 2006 Silver Lybrand Medal from IMA and the 2006 Award of Merit from the International Federation of Accountants.

12:00 PM – 1:00 PM – LUNCH BREAK



Session 3

LSS CASE STUDIES

Wednesday Afternoon • March 5

1:00 PM – 1:35 PM; Paper #L31

Implementing Six Sigma to Improve Patient Safety, and Positively Impact the Bottom Line

Mary Jo Cagle, M.D., Bon Secours St. Francis Health System, Greenville, S.C.

The key to taking success to “the next level” is to fully integrate quality improvement philosophies and programs throughout service lines and across the organization. When a quality improvement process reflects our mission, great things are achievable. Learn how a healthcare organization applies these basic principles to impact quality, safety, satisfaction, and finances. See how this was used to lower Orthopedic surgical site infection rates by 63% and hospital acquired MRSA by 59%. This model will be examined as a way to improve safety and quality in other arenas. **Dr. Cagle** is the Chief Medical Officer and Sr. Vice President for Medical Affairs for Bon Secours St. Francis in Greenville, South Carolina; the 2007 recipient of the South Carolina Gold Medal for Quality. Dr. Cagle oversees the Medical Staff, Quality Improvement, and Patient Safety. She is a Six Sigma Black Belt.

1:35 PM – 2:10 PM; Paper #L32

Slow and Steady Wins the Race: A Case Study for an Innovative Deployment of Six Sigma in a Small/Medium Company

A. Paige Walden, DSM Chemicals, N.A., Augusta, GA

The traditional Six Sigma implementation typically looks like a full scale assault – involving significant dollars, training and resources. While significant rewards result, for many companies, the traditional Six Sigma approach just is not feasible. DSM Chemicals wants to share their slower, less costly, and innovative alternative to traditional implementation. Paige will share DSM Chemical's staged approach including their low cost start, how they gained management support, their indoctrination of Six Sigma into the existing culture, and other steps and successes. **Ms. Walden** was most recently appointed Six Sigma Leader at DSM Chemicals, N.A. She served as an Environmental Control Chemist Supervisor and certified ISO 9000 Lead Auditor. Ms. Walden is an ASQ certified Six Sigma Black Belt.

2:10 PM – 2:45 PM; Paper #L33

Designing an End to End Sales Process with DFLSS

Axel Granholm, Misys Healthcare Systems, Raleigh, NC

Learn how Misys Healthcare, a software development and delivery company, reshaped the entire sales organization and its processes in order to deliver greater than market growth. See how Misys successfully accomplished this using Design for Lean Six Sigma (DFLSS) on five projects focused on the Sales Process, Recruiting and Performance Management, Go To Market, Lead Generation and Funnel Management, and Education. **Mr. Granholm** of Misys Healthcare Systems has spent the last five years in regulatory oversight and as the process excellence, Lean Six Sigma Deployment Champion, and Master Black Belt for Misys. He has 18 years experience in Healthcare Software development and delivery.

2:45 PM – 3:15 PM – REFRESHMENT BREAK

Session 4

POWER OF LEAN & SIX SIGMA

Wednesday Afternoon • March 5

3:15 PM – 3:50 PM; Paper #L41

Multiplying the Power of Lean/Six Sigma

Dean S. Williams, Duke Energy Corporation, Huntersville, NC

Not all process improvements are equal or successful. See why applying Theory of Constraints (TOC) can multiply the effectiveness of Lean Six Sigma (LSS) activities and give significantly higher returns. TOC is laid out in a simple, easy to apply manner applicable to a wide variety of environments. Learn 3 simple measures for determining process effectiveness. See two invaluable tools: strategic objectives map, for selling process improvements to upper management; and core responsibility chart, to help individuals/ groups maintain greater focus on key goals. A case study will illustrate what not to do and will prove how you can combine the power of LSS and TOC for improved returns. **Mr. Williams** is manager of Duke Energy's Standards Laboratory; providing central services for Duke Energy's fleet of nuclear plants. His career includes leadership experiences in nuclear power, aircraft overhauls, project management, consulting, engineering and materials. He consolidated the utility's ten calibration laboratories with TOC.

3:50 PM – 4:25 PM; Paper #L42

Applying Hard Measures to Soft Issues – Defect Reduction at BMW

Eric Hayler, Ph.D., BMW Manufacturing Co., Spartanburg, SC

Organizations often struggle with hard to measure people factors that affect performance. BMW was able to statistically measure and improve people-based performance using DMAIC tools and methods. DMAIC methodology applied at the BMW Manufacturing Plant in Spartanburg, SC showed that many of the potential root causes were related to soft issues (people factors) such as employee training, experience, frequency of job rotation and attendance. See how BMW used a regression model containing hard and soft factors to optimize resource scheduling and dramatically reduce the defect rate in the targeted processes. **Dr. Hayler** has been a Lean Six Sigma Black Belt with BMW Manufacturing Company doing projects for the last three years. He is a senior ASQ Member and Chairman of the Board of Directors of the ASQ Palmetto Section.

4:25 PM – 5:00 PM; Paper #L43

Driving Operational Innovation Using Lean Six Sigma

Sean Lafferty, IBM, New York, NY

CEOs today face mounting pressures to innovate; yet finding ways to actually enable innovation remains a challenge for many. Top companies with successful track records of innovation, however, have discovered one possible solution. Lean Six Sigma, a relatively well-known approach for achieving operational excellence, can, as it turns out, do more than simply improve processes. It can help leaders discover innovation opportunities far beyond operations, enhance financial performance and create organizations that have an inherent inclination toward innovation. **Mr. Lafferty** is the Global Leader for Growth and Innovation for IBM's Electronics Industry Leadership Team. His responsibilities in this role include identifying emerging trends in the Electronics industry and developing business consulting solutions to help IBM's clients address those trends. Mr. Lafferty authored a chapter of the book *Irresistible! Markets, Models and Meta-Value in Consumer Electronics*.



Session 5 BEST PRACTICES

Thursday Morning • March 6

8:00 AM – 8:35 AM; Paper #L51

Integrating ISO 9001 with Lean Six Sigma to Achieve Winning Process Improvement Strategy

Lynda Fox, Objectives International, Inc., San Diego, CA

In today's fast pace business environment, companies face the ongoing challenge of balancing the introduction of new products and services with competitive pricing and cost containment. Customer loyalty is no longer related to brand names alone but more often to finding market innovations at the lowest price with the highest degree of quality, reliability and performance. This presentation will outline how a company can benefit from integrating tools, methods and strategies from ISO 9001 Quality Management System and Lean Six Sigma. **Ms. Fox** will provide a systematic review and comparison of the similarities, differences, strengths and challenges facing these and will describe why integrating ISO 9001 and Lean Six Sigma can lead to cost effective results. She has over 20 years experience with commercial and government sectors including the Department of Defense, high technology, telecommunications, manufacturing, engineering, medical, and education.

8:35 AM – 9:10 AM; Paper #L52

Improving Retention of Certified Nursing Assistants at an Assisted Living Center

Drs. Daniel Rand & Kimberlee Snyder, Winona State Univ., Winona, MN

This is a case study of a Lean Six Sigma improvement project. Administration at a nursing home and assisted living center sought to improve retention of their staff. Staff members identified this issue as a Lean project in a pilot program of a Minnesota Center of Excellence. The team created a Value Stream Map of the hiring process at the assisted living center. Measures were identified using Lean and Six Sigma tools that uncovered problems in the process of hiring and retaining certified nursing assistants (CNAs). There will be emphasis on finding the right measurements to track process improvement actions. **Dr. Rand** is an Associate Professor in the Math and Statistics Department at Winona State University. He has a Master's degree from Purdue in applied statistics and a Ph.D. from the University of Minnesota in industrial engineering.

9:10 AM – 9:45 AM; Paper #L53

The Praxair Case Study: Impact of Lean Manufacturing Tools on ISO 9001

Dr. Andrea Chiarini, Chiarini & Associates
& Renato Pelati, The Praxair Surface Tech., Italy

In 2006, Praxair's Italian plants launched the Lean Enterprise project, involving mainly the operations. The Lean Project was based on the use of the classical tools as a whole (Lean strategy): SMED, TPM, 5S, Heijunka and Takt Time, Jidoca, etc. Each of the tools affected, directly or indirectly, the Quality System Processes. A dedicated Praxair team improved the process documentation after the implementation of the Lean tools. But how can the Lean Tools affect the Quality System? Which ISO 9001 processes are involved? In a deductive way, this paper aims to answer the questions above.

9:45 AM – 10:15 AM – REFRESHMENT BREAK

Session 6 DRIVING CHANGE & INNOVATION

Thursday Morning • March 6

8:00 AM – 8:35 AM; Paper #L61

Change Management & Continuous Improvement

Bertram P. Wells, Schneider Electric, Lexington, KY

Today, products alone do not determine the competitive advantage or success of a business. Companies are continuously changing production lines, services, product mix, office setups and other things to address the voice of the customer. Like it or not, change is a constant and needs to be managed. There is a tendency amidst all this change to neglect the need to communicate the change and related benefits to the workforce that are most affected by the changes. Resistance to change is a major barrier to implementation. Attendees will be introduced to the key steps to manage resistance to change and leave with ideas on how to better manage change in their organizations. **Mr. Wells** of Schneider Electric Company has developed continuous improvement training internationally for 25+ years. He holds instructor certifications in Lean, Lean Office, Change Management and Communication. He is a certified Lean Master and is experienced in leading both manufacturing and office Kaizens.

8:35 AM – 9:10 AM; Paper #L62

From Vision to Reality: The Innovation Process

Michael Stanleigh, Business Imp. Architects, Ontario, Canada

Most people have heard, read and maybe even tried to be innovative. Few would argue with its importance in business today. Yet, only a few understand exactly what innovation really is. Innovation is not the result of lone genius, rather a collaborative process where many people contribute to the creation and implementation of new ideas. Many of the world's successful innovators concede that innovation cannot be forced, but it can be developed. Participants will be introduced to the entire innovation process and how to get it started. Understand the barriers to innovation and how to overcome them. Find out how to apply innovation to work processes or team interactions. Case studies will be presented of organizations that have applied the Innovation Process. **Mr. Stanleigh** is an Innovation Management consultant, speaker and award-winning facilitator. His expertise includes Strategic Project Leadership, Strategic Quality Management and Strategic Change and Culture Management. He has been published in over 500 world-wide publications.

9:10 AM – 9:45 AM; Paper #L63

Not Another Problem Solving Method!

Rick Ring, Purdue University, Indianapolis, IN

There are many approaches to problem solving. What if you were to combine the best of different approaches in one method? This presentation will illustrate an integrated problem solving approach that borrows from the best aspects of Lean, Six Sigma and other disciplines. The problem solving method is based on Six Sigma's DMAIC (Define-Measure-Analyze-Improve-Control) and incorporates problem solving tools associated with Lean. Learn the basic steps of this process and the tools to use with each step, such as a Project Charter, Control Charts, FMEA, 5S, Value Stream Mapping, and the 5 Whys. **Mr. Ring** is an Advanced Manufacturing Specialist with the Purdue University. He is a certified Six Sigma Black Belt and Lead Auditor of Quality and Environmental Management Systems. He has 20 years experience with Pillsbury and fourteen years consulting experience in manufacturing, government and service.

9:45 AM – 10:15 AM – REFRESHMENT BREAK



Session 7 STRATEGIZE, PLAN & SUCCEED

Thursday Morning • March 6

10:15 AM – 10:50 AM; Paper #L71

Better Lean and Six Sigma Project Management Marshall T. Wood, Boeing Company, Macon, GA

Lean and Six Sigma both depend heavily on the ability to manage projects. DMAIC itself is considered a form of project management and often uses basic project management tools. Still many in the field struggle to combine Lean and Six Sigma with project management. The leading project management authority and certification organization in the country is The Project Management Institute (PMI). This presentation will show us how we can use best practices in project management from the PMI "Body of Knowledge" to improve the use of Lean Six Sigma Tools. **Mr. Wood** is a certified Project Management Professional and Six Sigma Master Black Belt. As a Quality Systems Specialist for The Boeing Company, he provides expertise in Lean, Six Sigma and project management across Boeing, Macon, GA and other Boeing sites. He is a board member of The Boeing Enterprise Six-Sigma Steering Committee.

10:50 AM – 11:25 AM; Paper #L72

Lean Strategy Deployment: A Practical and Proven Methodology for Hoshin Kanri

Philip Kirby, Organization Thoughtware International, Inc.,
Ontario, Canada

Although successful, Lean has been limited in its financial and operational performance impact, particularly where an enterprise wide strategy is missing. Forty to eighty percent of improvement initiatives don't contribute to the bottom line. Hoshin Kanri (policy or strategy deployment) is a necessary and often missing element to Lean success to translate Lean intent into Lean action into financial results. A mature Lean company like Toyota lives and breathes daily through Hoshin Kanri. Learn the three essential elements to linking Lean initiatives to ensure bottom line results. See the power of how Hoshin Kanri can help you make strategy everyone's job, create accountability, and allow you to get an instant read on the impact of daily actions on the bottom-line. **Mr. Kirby** is the founder of Organization Thoughtware International, Inc. He has extensive international experience in strategic deployment, operational and financial performance initiatives. He is the author of two books and a former Plant, Product and General Manager.

11:25 AM – 12:00 PM; Paper #L73

The Art of Lean Program Management

Robert Spector, Kanbay – A Capgemini Company, Atlanta, GA

Despite the increasing popularity of Six Sigma and Lean, many projects fail to deliver the expected results. Many implementers find themselves faced with too many projects that take too much time with too little benefit. See how to apply Lean and other improvement principles to project selection and execution to lead the way to high return on investment, sustained leadership commitment and long-term success. Effective project strategy, selection and execution will all be covered. Several examples from successful companies such as Bank of America, Seagate, and Johnson and Johnson will be presented. **Mr. Spector** is Senior Manager at Kanbay Consulting, a Capgemini Company. He is a certified enterprise Lean Six Sigma Black Belt with 14 years consulting experience serving in both manufacturing and service. He has published several articles and is considered an expert in Lean project management.

Session 8 MINI-WORKSHOPS

Thursday Morning • March 6

10:15 AM – 11:05 AM; Workshop #W81

Using the Toyota Way Fieldbook as a Guide to Culture and Leading in a Lean Environment

Dean R. Davidson, Adopt Lean Group LLC, Simpsonville, SC

Impact of leadership and culture are often overlooked and underestimated as essential components to successful or failed Lean transformations. Attend this thought-provoking and eye-opening discussion to learn how you can create a sustainable Lean environment and culture of learning, improving, and lifetime employment in your organization. Hear an experienced practitioner share lessons from personal experience and the Toyota Way Field Book you can use to improve your Lean journey. Leave with 10 key questions you can use to benchmark your current Lean culture. Discuss effective and ineffective leadership behaviors, tips for establishing a true continuous improvement culture, relevant business metrics for Lean and valuable references.

Dean Davidson is President of Adopt Lean Group providing training and consulting. He has over 20 years of international leadership experience and a demonstrated track record, involving business start-ups, turnarounds, acquisitions, and growing companies toward profitability. Davidson is known for his experience in strategic planning and deployment as well as business and organizational development using world-class methods and Lean enterprise principles. As a former Vice-President of Operations, he led a plant with a national reputation, through its Lean efforts. He is nationally recognized and often sought after for his knowledge and experience in Lean principles and methods.

11:05 AM – 12:00 PM; Workshop #W82

Value Stream Mapping – Basics and Beyond

Tony Manos, Profero, Inc., Chicago, IL

Attend a workshop designed for both new and experienced practitioners of Value Stream Mapping (VSM). VSM started in manufacturing, but can be applied to any service such as healthcare, government or banking. It also applies to accounting, human resources, purchasing and other support and administrative areas. This session will walk you through basic steps of Value Stream Mapping and give you valuable insight into successful VSM including:

- ★ How to gather data and information
- ★ Developing Current and Future State Maps,
- ★ Creating a Future State Action Plan
- ★ How VSM can help your organization
- ★ Tips for practitioners
- ★ Recognizing and avoiding common VSM pitfalls

See how VSM is applied to manufacturing and adapted to service, administrative, office and support areas. A simple case study will help illustrate key points and how the VSM process develops.

Mr. Manos with Profero, Inc. provides consulting services to organizations in Lean. He has extensive Lean and quality experience in manufacturing, office, support functions, service, and healthcare. Tony is a popular, internationally recognized speaker conducting "standing room only" talks on Lean, including Value Stream Mapping and other topics. Tony is the co-author of the book "*Lean Kaizen: A Simplified Approach to Process Improvement*" and a Shingo Prize Examiner.



Session 9 MINI-WORKSHOPS

Thursday Afternoon • March 6

1:00 PM – 2:00 PM; Workshop #W91

MSA on Attribute Data

Shrikant Kulkarni, Precision Castparts Corp., Portland, OR

There are many situations in manufacturing and service industries that require the evaluation of attribute characteristics. The MSA in such situations is often ignored. The attribute data can be classified in two categories - binary and ordinal. The binary data has only two possible outcomes such as pass/fail, good/bad, etc. The ordinal data has more than two categories with some kind of implied hierarchy. Many service industries collect data on customer satisfaction where the ratings are usually classified in five or more categories in the increasing order of satisfaction. This workshop will go in depth about the procedures and statistics used to evaluate the effectiveness of measurement systems. Examples from both manufacturing and service industries will be used to gain understanding of the measurement system.

Mr. Kulkarni is a Master Black Belt at Precision Castparts Corporation, an aerospace company. He has over 36 years of experience covering automotive, power tools, and metal processing industries. He is a graduate of Indian Institute of Technology, and has worked for companies such as Sandvik, and Emerson Electric.

2:00 PM – 3:30 PM; Workshop #W92

Development of a Practical Implementation Plan to Secure More Value from Improvement Processes

Mike Robinson, Markus Schmidt & Jeff Gilbert;
Flint Group, Plymouth, MI

The Flint Group team will facilitate a workshop where participants will share experiences in developing a generic Implementation and Deployment Plan to formalize an organization's Continuous Improvement Process. The Plan will have applications for public, private and not-for-profit organizations, not just for manufacturing. A brief introduction will be provided followed by the formation of three facilitated groups each creating their own Implementation Plan based on experience of participants. The output of benchmarks, ideas and concerns from these group-based activities will then be consolidated to produce a generic Plan. The finalized output from the workshop will be documented and a copy distributed to the participants. In addition, a 'storyboard' will be shared with the attendees at the end of the workshop using real-life content from Flint Group's actual implementation. Take the ideas used to enhance your own deployment of continuous improvement in your organization.

Mr. Robinson, Mr. Markus Schmidt and Mr. Jeff Gilbert are all certified Lean Six Sigma Black Belts or Master Black Belts responsible for development and execution of the Flint Group's global deployment of Lean Six Sigma. They have more than 60 years of combined experience in a variety of operational roles in a variety of companies including Motorola and BASF.

3:30 PM – 3:40 PM; Closing Remarks

Please turn the flyer over to view the program for the International Conference on ISO 9000.

Session 10 MINI-WORKSHOPS

Thursday Afternoon • March 6

1:00 PM – 2:00 PM; Workshop #W101

Better Project Selection = More Success

Sharyn Mlinar, Boeing Company, Philadelphia, PA

Working on the right projects, rather than every project is a key to success. Pursuing the wrong project or projects with little impact is a guarantee for failure. Many organizations select pet "management projects" or overly simplified project selection methods. Ultimately organizations fail to work on the best and highest impact projects. Hear the equation for successful projects and gain hands-on experience using a prioritization matrix tool for making a well thought out and reasoned selection based on criteria for success. Participants will practice making a selection using the matrix. Learn from Sharyn typical criteria organizations use for picking the right projects.

Ms. Mlinar, a Boeing Company Technical Fellow in Statistics and Numerical Methods, is a well known expert for training and using process improvement tools and techniques in over 30+ years of successful project work. Sharyn is often called upon to coach, train, or conduct improvement efforts throughout the Boeing Company. Sharyn is a popular speaker on both Quality and Organizational Development topics.

2:00 PM – 3:00 PM; Workshop # W102

Integrating Lean and Six Sigma Tools and Methods within the Organization and on Projects

Dan Blakely, Greenville Technical College, Greenville, SC

Despite knowing Lean and Six Sigma integration is the way to go; many companies are still struggling with how to integrate their Lean and Six Sigma methods within the business and on projects. There is also a struggle between Six Sigma's data driven approach and Lean's action driven approach. There are solutions. Learn how can we build on the strengths and minimize the weaknesses of Lean and Six Sigma. Understand how and when you can use Six Sigma tools/methods to enhance traditionally Lean projects and vice versa. See how to integrate Lean and Six Sigma into one approach.

Mr. Blakely is a program coordinator with the Buck Mickel Center Continuing Education Division of Greenville Technical College. He is a certified Lean Six Sigma Black Belt. He currently trains and coaches Lean Six Sigma Black Belts, Green Belts, and executives in partnership with the internationally renowned George Group. He has 25+ years manufacturing experience. He has extensive experience in the implementation of Lean and Six Sigma in both manufacturing and service applications.

3:00 PM – 3:10 PM; Closing Remarks

EXECUTIVE ORGANIZING COMMITTEE

Conference Co-Chair: Mercedes Bartow, 370 Consulting Group

Conference Co-Chair: Marco Luzzatti, Greenville Technical College

Vice Chair: John E. Gray, U.S. Air Force

Technical Chairman: Bill Waddell, Wall Clipper Corporation

Technical Committee: Dan Blakely, Greenville Technical College;

Mike Chambers, Abidian, Inc.; Rai Chowdhary, Team 2000; Dean

Davidson, The Adopt Lean Group; Sharyn Mlinar, Boeing; Mike

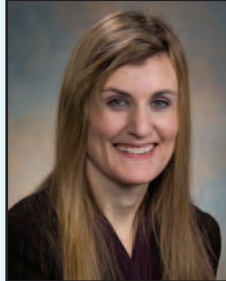
Robinson, Flint Group

Workshop 1 ISO 9001:2008 = AN IN-DEPTH LOOK AT THE AMENDMENT

Sunday, March 2, 2008

1:00 PM - 5:00 PM • 0.4 CEUs/RUs

Faculty: Lorri Hunt, Lorri Hunt & Associates, Inc., Kansas City, MO



The amendment to ISO 9001 is scheduled for release in October 2008. This workshop is focused on giving attendees the inside information regarding upcoming changes from an instructor that has participated on the editing team. Learn about the reason and scope for the amendment and how drafters controlled this scope by using a risk matrix applied to each change. The workshop will review the actual proposed text changes of the Draft International Standard. It will also provide a high level review of the standards development process and how you as a user can provide comments. After this workshop, organizations should have confidence in knowing the impact of ISO 9001:2008 to their organization.

Learning Objectives and Outline:

- I) Reason for Amendment
 - a. ISO Revision Process
 - b. User Inputs
 - c. Current Trends
- II) Scope of Amendment
 - a. Main objectives of ISO 9001:2008
 - b. Amendment vs. Revision
- III) Impacts and Benefits
 - a. Impacts Considered
 - b. Benefits Considered
- IV) Key Inputs for the Amendment
- V) ISO Standards Development Process
- VI) Schedule for the Amendment of ISO 9001:2008.
- VII) In-Depth Review of Changes to ISO 9001
- VIII) How to Make Comments

Who Should Attend: This workshop is highly recommended for Quality Managers, Project Managers, Internal and External Quality Auditors needing to ensure continued relevance of their Management System, and deal with top management concerns about the Management System.

Faculty: Ms. Hunt is an active member of the U. S. Technical Advisory Group to ISO Technical Committee 176. She currently serves in the key position of Chair of Task Group 9001/4, the United States group responsible for developing consensus positions related to ISO 9001 and 9004. Recognized internationally as someone who gets the job done, she has held several international positions on ISO/TC 176. Most recently she was appointed as the Deputy Task Group Leader to the current amendment to ISO 9001.

Fee: The fee is \$395 for the International Conference on ISO 9000 attendees; \$425 for non-conference attendees. The fee includes course materials and a copy of the DIS, valued at \$50, will be included in your registration.

ROSEN PLAZA HOTEL ORLANDO, FLORIDA



Both the INTERNATIONAL CONFERENCE ON ISO 9000 and the INTERNATIONAL LEAN & SIX SIGMA CONFERENCE will be held at the Rosen Plaza Hotel, in Orlando, Florida. The Rosen Plaza Hotel is on International Drive, located in the heart of all the excitement and minutes from Orlando's world famous attractions. A block of rooms at a specially reduced rate has been reserved for conference attendees.

Group Rate: For single or double occupancy until **January 25, 2008** the group rate is \$172 per night plus applicable taxes. After this date the room rate will increase significantly. There is an additional \$20 fee per night for each additional person over the age of 18.

For group reservations, other than for government rate rooms, please contact the hotel as follows and ask for the group rate for "ISO 9000/Six Sigma Conference".

Rosen Plaza Hotel
9700 International Drive
Orlando, Florida 32819-8114
Tel: (407) 996-9700; Fax: (407) 996-9111
Reservations: 1-800-627-8258 (toll free)

To take a virtual tour of the hotel, please click on the following link:
www.rosenplaza.com

Government Per Diem Rate: There are ten (10) rooms available for government employees at the per diem rate until January 25, 2008. If the hotel has run out of government rate rooms, you may select \$50 discount per night for a maximum of two nights, based on the regular room rate in place of your early registration gift. However, this option is applicable only to group rate rooms, \$172 per night, at the Rosen Plaza Hotel. It is not applicable at any hotel other than the Rosen Plaza Hotel.

For government rate rooms, please either call the Conference Registration Office at (412) 782-3383 for further information, or the group coordinator at the Rosen Plaza Hotel, Ms. Jessica L. Cirami. You may contact her at (407) 996-1746 direct line; (407) 996-9119 fax, or by e-mail at jcirami@rosenplaza.com.

**PLEASE MAKE YOUR HOTEL RESERVATION EARLY!
DEADLINE TO TAKE ADVANTAGE OF THE SPECIAL
RATE IS JANUARY 25, 2008.**

Please turn the flyer over to view the program for the 2008 International Conference on Lean & Six Sigma



CONFERENCE REGISTRATION INFORMATION

16th Annual International Conference on ISO 9000 • March 3 – 4, 2008
2008 Lean & Six Sigma Conference • March 5 – 6, 2008
Rosen Plaza Hotel, Orlando, FL



**INTERNATIONAL
CONFERENCE
ON ISO 9000
is Organized in
Association with ASQ**

CONFERENCE REGISTRATION FEE

INTERNATIONAL CONFERENCE ON ISO 9000: The registration fee is \$995.00 per attendee. This fee includes admission to technical sessions, exhibits, continental breakfast, lunch for Monday and Tuesday, an electronic copy of the proceedings, and a certificate of attendance for 1.6 CEUs/RUs. If you pay in full by January 25, 2008, you will be entitled to an early registration gift. There will be an extra \$100 fee for on-site registrations.

INTERNATIONAL LEAN & SIX SIGMA CONFERENCE: The registration fee is \$695 if you are also attending the INTERNATIONAL CONFERENCE ON ISO 9000 using the "ISO2008" registration code. If you are attending only the LEAN & SIX SIGMA CONFERENCE, the registration fee is \$795. Discount is not applicable with any other registration codes. The fee includes admission to technical sessions, continental breakfast and an electronic copy of the proceedings and a certificate of attendance for 1.6 CEUs/RUs. There will be an extra \$100 fee for on-site conference registrations. On Wednesday and Thursday, there will be Networking Luncheons for \$60 per person.

This year, for the first time, if you register for the INTERNATIONAL LEAN & SIX SIGMA CONFERENCE and pay by January 25, 2008, you are entitled to one early registration gift. Please select from the list on the Conference registration page.

GROUP OR GOVERNMENT DISCOUNT

If three or more individuals from the same organization register at the same time for the International Conference on ISO 9000, there is a group discount of \$50 per person. Each registrant must complete a separate registration form. However, when requesting the group rate, you must submit the names of all other individuals in your group. Government employees will receive a \$50 discount, even if they register individually. Only one type of discount per person is applicable.

CANCELLATION POLICY

There will be a \$100 cancellation fee for each Conference or for any of the workshops if the cancellation notice is postmarked by January 25, 2008. Only substitutions are accepted after this date. If you cannot attend, you may send a substitute. All cancellations must be in writing. No refunds if cancellations are postmarked after January 25, 2008. All refunds will be processed by March 31, 2008.

EARLY REGISTRATION GIFT

If you register for the **INTERNATIONAL CONFERENCE ON ISO 9000** using the registration code "ISO2008" from this flyer or for the **INTERNATIONAL LEAN & SIX SIGMA CONFERENCE**, and pay in full by January 25, 2008, you are entitled to one of the following Early Bird Registration gifts. If you register for both conferences, then you are entitled to two gifts. Choice of Early Registration Gifts:

- Digital Picture Frame (7")
- I-Pod
- A one-day, after 2 PM convention ticket to Universal Studios or Disney Parks
- A \$50 Gift Certificate to be used at the ASQ Booth



Early registration gifts are available only by phone, fax, or mail, and not available by online registration. You may pay by credit card, check, or money order.

The Conference provides an early registration gift because early registration gives us the ability to estimate the number of attendees in advance. This results in cost savings. Additionally, registration by phone or mail does not carry the high transaction fees applicable to on-line registrations over the web. We pass on these savings to you in the form of an early registration gift. There is a \$15 shipping & handling fee for the Digital Picture Frame or the iPod Shuffle.

CONFERENCE POLICY

The European Quality Institute, a nonprofit organization based in Pennsylvania, organizes INTERNATIONAL CONFERENCE ON ISO 9000, hereby referred to as "The Conference."

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.

The Conference prohibits tape recording of any session, the use of our logo, copying information from either our website, or from presentations, without express written consent. The Conference reserves the right to rearrange workshop content/instructors and is not responsible for any typographical errors. Workshops may be cancelled, or instructors may be changed at the discretion of the Conference.

The Conference cannot assume responsibility for penalties, loss arising from cancelled travel plans, tickets and any other type of arrangements, for loss of any articles during the Conference, the exhibits, or any associated program.

We reserve the right to substitute the early registration gift, with another item with a list price of \$50, if an item becomes unavailable. Actual early registration gifts may look different in color and size than those in this printed in the brochure or the website.



CONFERENCE REGISTRATION FORM

16th Annual International Conference on ISO 9000 • March 3 – 4, 2008

2008 Lean & Six Sigma Conference • March 5 – 6, 2008

Rosen Plaza Hotel, Orlando, FL



This form may be duplicated. Please fill out a separate form for each attendee.

Prefix: _____ First Name: _____ MI: _____ Last Name: _____

Title: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Tel: _____ Ext.: _____ Fax: _____

E-mail: _____

How did you hear about us? Direct Mail E-mail Magazine Ad Word-of-Mouth Other: _____

ISO 9000 CONFERENCE REGISTRATION

ISO 9000 CONFERENCE REGISTRATION FEE \$995 per person (includes lunch on Monday & Tuesday). \$

Add \$15 for S&H of the early Registration Gift \$

GROUP/GOVERNMENT DISCOUNT: If three or more attendees are registering from your organization, or if you work for the Federal government, subtract \$50 from your registration fee. Only one discount per person. \$

WORKSHOP 1: Management Systems for Sustainable Success; Sunday, March 2, 2008, 8 AM-5 PM; \$595 for conferees; \$645 for non-conferees. \$

WORKSHOP 2: AS9100: Aviation, Aerospace & Defense; Sunday, March 2, 2008, 8 AM-5 PM; \$595 for conferees; \$645 for non-conferees. \$

WORKSHOP 3: ISO 9001:2008 – An In-Depth Look at the Amendment; Sunday, March 2, 2008, 1 PM-5 PM; \$395 for conferees; \$425 for non-conferees. \$

LEAN & SIX SIGMA CONFERENCE

LEAN & SIX SIGMA CONFERENCE: The registration fee is \$695 if you are also attending the ISO 9000 Conference using the "ISO2008" registration code. If you are attending only the Lean & Six Sigma Conference, the registration fee is \$795. Discount is not applicable with any other registration codes. \$

Add \$15 for S&H of the early Registration Gift \$

LEAN & SIX SIGMA NETWORKING LUNCHEONS: Wednesday & Thursday, \$60 per person. \$

PRE-CONFERENCE WORKSHOP: Lean Six Sigma – Synergy Made Easy; Tuesday, March 4, 2008, 5 PM-7 PM. This workshop is **FREE** if you register by January 25, 2008. After this date, workshop registration fee is \$125. \$

TOTAL FEES DUE (U. S. CURRENCY ONLY) \$

PAYMENT INFORMATION

You may pay by credit card, check, or money order.

AMEX VISA MC CHECK PO PO # _____

Credit Card#: _____

Exp. ____ / ____ Process my credit card on: _____

If you register early, you may postpone the processing until January 25, 2008

Name on Credit Card: _____

Street Address on the Card: _____ Zip Code _____

Signature: _____

For both conferences, make checks payable to: "ISO 9000 CONFERENCE".

REGISTRATION INFORMATION

EARLY REGISTRATION GIFTS: If you register for the ISO 9000 CONFERENCE using the registration code "ISO2008" from this flyer and pay in full by January 25, 2008, or if you register for the LEAN & SIX SIGMA CONFERENCE, you are entitled to one of the following Early Bird Registration gifts for each conference. Early registration gifts are available only by phone, fax, or mail, and not available by online registration.

- Digital Picture Frame
- I-Pod
- An after 2 PM ticket to Universal Studios or Disney Parks
- A \$50 Gift Certificate to be used at the ASQ Booth.

Please write your selection for each conference below:

ISO Conference Gift: _____

Lean & Six Sigma Conference Gift: _____

ISO 9000 CONFERENCE CONCURRENT SESSIONS: Please indicate the concurrent sessions you are most likely to attend.

MON-AM: SESSION 2: ISO 9000 Business Performance

SESSION 3: Innovation for Excellence

MON-PM: SESSION 4: Customer Satisfaction

SESSION 5: Systems Integration

MON-PM: SESSION 6: Expanding the Horizon of ISO 9000

SESSION 7: Tools & Tricks of the Trade

TUE-AM: SESSION 8: Next Generation of Auditing

SESSION 9: Preventing System Headaches

TUE-PM: SESSION 10: Certification: Only the Beginning

SESSION 11: Deploy Your QMS Electronically

TUE-PM: SESSION 12: ISO, Six Sigma & Lean as a Team

SESSION 13: Process & Supply Chain Mgmt.

Please tell us your hotel _____

Registration Code
ISO2008

REGISTER BY PHONE, FAX OR MAIL

By Mail:

CONFERENCE REGISTRATION

Four Camden Drive, Pittsburgh, PA 15215 USA

For ISO 9000:

Tel: (412) 782-3383; Toll free: (866) 500-3383

Fax: (412) 782-3384

E-mail: info@iso9000conference.com

www.iso9000conference.com

For Lean & Six Sigma:

Tel: (412) 799-0270; Fax: (412) 799-0271

E-mail: 6sigma@iso9000conference.com

www.6sigmaconference.com