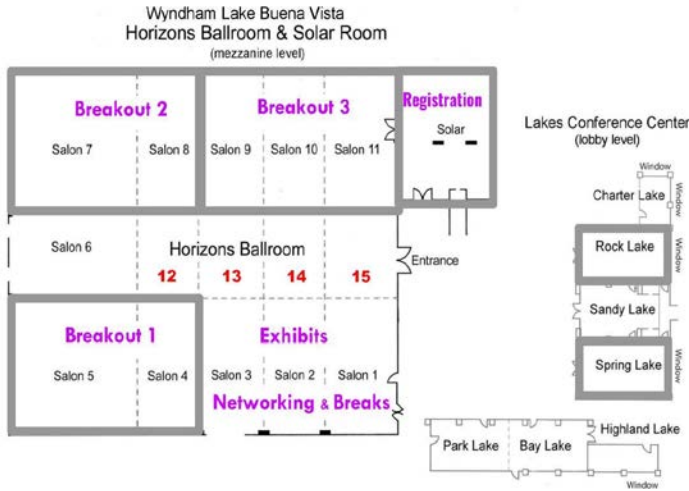




32nd
Annual

ISO 9000 WORLD CONFERENCE

MONDAY MORNING, MARCH 18, 2024



REGISTRATION - Solar Foyer

Badge Pick Up

SUN March 17; 7:30 AM-9 AM & 4 PM-5 PM
MON March 18; 7:30 AM-9 AM & 4 PM-5 PM
TUE March 19; 7:30 AM-9 AM & 4 PM-5 PM

Gift Distribution: International conferees can pick up their early registration gifts during the registration hours. For U.S. conferees, early registration gifts will be shipped by March 31st.

Exhibits – Horizon Ballroom

ISO Exhibits: Monday March 18 9am-4pm
Tuesday March 19 9am-1pm

Whova Link

https://isolss.events.whova.com/sign_up
Invitation code: **ISOLSS2024**

ISO Workshop 1

Sunday, March 17, 2024
9 AM - 4 PM; Rock Lake Room

Understanding ISO 9001 to Improve Internal Audits

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

ISO Workshop 2

Sunday, March 17, 2024
9 AM - 4 PM: Spring Lake Room

Understanding the New AS9100 and IA9100 Aerospace Standards Requirements

Buddy L. Cressionnie, IAQG-1 Standard Vice Chair and Americas IA9100 Leader
Alan W. Daniels, Quality Senior Management, The Boeing Company, Lake Stevens, WA, USA

ISO TRACK 1

Sustained Success in Quality

Horizon Ballroom 4-5

8:15 AM–8:30 AM

Opening Remarks

Nancy Pasquan, 2024 Conference Chair

Auditor, Principal, Eyes On, Inc., Escondido, CA, USA

8:30 AM–9:05 AM; ISO-011

Be Brave, Be Bold, Break Barriers!

Michael Ford, Principal, TQM Works Consulting, Port Crane, NY, USA

9:40 AM–10:15 AM; ISO-013

Maintaining the Integrity of ISO 9001: Drafters, Auditors, and Users

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

10:15 AM–10:45 AM; Coffee Break; Horizon Ballroom 1-3

ISO TRACK 2 – KEYNOTE

Upcoming ISO 9001 Revision as Technology Evolves

Horizon Ballroom 4-5; TC: Nancy Pasquan

10:45 AM–11:20 AM; ISO-021

Are You a J.E.D.I.?

Advancing Responsible Use of AI in the Universe

Joy Toney, Sr. Consultant, AIM for Change LLC, Memphis, TN, USA

11:20 AM–11:55 AM; ISO-022

PANEL DISCUSSION:

Upcoming ISO 9001 Revision: Separate the Facts from Fiction

11:25 AM–12:00 PM; #ISO–023

Panel Discussion – Future Proof Your QMS

Moderator

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

Panelists

Buddy Cressionnie, IAQG-1 Standard Vice Chair and Americas IA 9100 Leader, International Aerospace Quality Group

Alan Daniels, Quality Senior Manager, The Boeing Company

Robert Freeman, Managing Director, ACI

12:00 PM–1:00 PM, Lunch Break; Lakeview Resaurant

**32nd ANNUAL ISO 9000 WORLD CONFERENCE
MONDAY AFTERNOON, MARCH 18, 2024**

<p align="center">ISO TRACK 3 Techniques for Success</p> <p align="center">Horizon Ballroom 9-11 TC: Susan Murray</p>	<p align="center">ISO TRACK 4 Quality Culture Development</p> <p align="center">Horizon Ballroom 4-5 TC: Tara Tabrizi</p>	<p align="center">ISO TRACK 5 Aerospace & Automotive</p> <p align="center">Horizon Ballroom 7-8 TC: Lorri Hunt</p>
<p align="center">1:15 PM–1:50 PM; ISO-031 Techniques for a Successful Corrective Action Program Amy Spomer, Lean Practitioner, Boeing, Richmond Heights, MO, USA</p>	<p align="center">1:15 PM–1:50 PM; ISO-041 How To Embed Quality In An Organization's Culture To Sustain Dependable Practice Susan Samaroo, Quality Manager - Group, Precision NDT LLC, Freeport, Trinidad and Tobago</p>	<p align="center">1:15 PM–1:50 PM; ISO-051 The New IA9100 Aerospace Standard: Preparing for Takeoff Alan W. Daniels, Quality Senior Management, The Boeing Company, Lake Stevens, WA, USA Buddy L. Cressionnie, IAQG-1 Standard Vice Chair and Americas IA9100 Leader, International Aerospace Quality Group, Trophy Club, TX, USA</p>
<p align="center">1:50 PM–2:25 PM; ISO-032 Policy vs Process vs SOP vs Work Instruction Dr. Mamdouh Mahmoud, Compliance Manager, Klybeck Life Science, Al Khobar, Saudi Arabia</p>	<p align="center">1:50 PM–2:25 PM; ISO-042 Disrupt Yourself: The Modern Quality Professional Peter-Elias Alouche, Director, Product Management, Veeva Systems Inc., Winter Garden, FL, USA</p>	<p align="center">1:50 PM–2:25 PM; ISO-052 AS9100 Certification - The Journey Continues - A Small Business Story Jason D. Duke, Quality Director/CFO, Highland Machine Works, Camden, AR, USA</p>
<p align="center">2:25 PM–3:00 PM; ISO-033 Assessment of Process FMEA Methods Used for Radiotherapy Applications Timothy Christopher Brown, Junior Consultant, Brown & Associates Quality Consulting, Inc., Atlanta, GA, USA</p>	<p align="center">2:25 PM–3:00 PM; ISO-043 Beyond Compliance: Achieving Sustained Success with the QMS Tawana Gardner, Principal Consultant, Aim for Change, LLC, Clearwater, FL, USA</p>	<p align="center">2:25 PM–3:00 PM; ISO-053 Optimizing Quality and Leadership: Vinfast's US Triumph Post-IPO Dr. John Ngo, Founder, John & Partners Global, Houston, TX, USA</p>

3:00 PM-3:20 PM; Refreshme Break; Horizon Ballroom 1-3

<p align="center">Champagne Networking</p> <p align="center">3:20 PM–4:40 PM Horizon Ballroom 1-3</p>	<p align="center">#ISO-071 Creating, Using, and Auditing FMEAs Patsy L. Brown, Consultant, Trainer, Brown & Associates Quality Consulting, Inc., Pine Bluff, AR, USA</p>	<p align="center">#ISO-081 How Do You Use Games and Simulations to Make Learning “Stick”? Kevin Clay, President & CEO, Six Sigma Development Solutions, Inc., Pensacola Beach, FL, USA</p>	<p align="center">#ISO-091 Climate Change & ISO 9001 Robert Freeman, Managing Director, ACI Assurance, LLC, Dallas, TX, USA</p>
<p align="center">#ISO-061 Value Creation, a Role for Quality Professionals Gautam Mahajan, President, Customer Value Foundation, New Delhi, IN-DL, India</p>	<p align="center">#ISO-072 Strategic Deployment Dr. John Ngo, Founder, John & Partners Global, Houston, TX, USA</p>	<p align="center">#ISO-082 Engaging Employees in Your QMS Kathy Abbett, Consultant, Abbett Consulting, Glen Carbon, IL, USA</p>	<p align="center">#ISO-092 Earth to Earth Sustainable Supply Chains Michael Ford, Principal, TQM Works Consulting, Port Crane, NY, USA</p>

32nd ANNUAL ISO 9000 WORLD CONFERENCE

TUESDAY MORNING, MARCH 19, 2024

ISO TRACK 10 Comparing Standards Horizon Ballroom 9-11 TC: Amy Spomer	ISO TRACK 11 Risks & Opportunities Horizon Ballroom 4-5 TC: Kathy Abbett	ISO TRACK 12 Project Management Horizon Ballroom 7-8 TC: Susan Murray
8:10 AM–8:45 AM; ISO-101 Discussions with Your Auditor Lorri Hunt, President, Lorri Hunt & Associates, Inc., Kansas City, MO, USA	8:10 AM–8:45 AM; ISO-111 Data Integrity Assessments – Why, When, How Nancy Pasquan, Auditor, Principal, Eyes On, Inc., Escondido, CA, USA	8:10 AM–8:45 AM; ISO-121 Why Over 90% of Continuous Improvement Efforts Fail & How to Avoid It Kevin Clay, President & CEO, Six Sigma Development Solutions, Inc., Pensacola Beach, FL, USA
8:45 AM–9:20 AM; ISO-102 QMS Differences in Service vs. Manufacturing Organizations Karen Bolen, Quality Assurance Manager, Georgia Tech Research Institute Electronic Systems (ELSYS) Laboratory, Suwanee, GA, USA	8:45 AM–9:20 AM; ISO-112 Risks, Opportunities, and Organizational Change Tamara Mackroy, M.S.H.S., PMEC, Lean 6σ, Sr. Project Manager of Administrative Services, Advocates for Human Potential, Inc., Sudbury, MA, USA	8:45 AM–9:20 AM; ISO-122 Using Prevention and Detection Controls from FMEAs for Continual Improvement Patsy L. Brown, Consultant, Trainer, Brown & Associates Quality Consulting, Inc., Pine Bluff, AR, USA
9:20 AM–9:55 AM; ISO-103 ISO 9001 and ISO 50001- Comparison and Synergies Maria Achilleouides, Operational Excellence Consultant and Trainer, Fit Business Consulting and Training, Nicosia, Cyprus	9:20 AM–9:55 AM; ISO-113 Supplier Audit with a Risk-Focused Approach Joyjit Mukhopadhyay, Quality Assurance & Quality Systems Manager, Excelitas Technologies, Brampton, ON, Canada	9:20 AM–9:55 AM; ISO-123 How To Triple Your Success Rate When It Comes To Transformations Adam M. Ward, Coach, AdzMikl, Plain City, OH, USA

9:55 AM–10:15 AM; Coffee Break; Horizon Ballroom 1-3

ISO TRACK 13 Continuous Improvement & Innovation Horizon Ballroom 9-11 TC: Amy Spomer	ISO TRACK 14 Change Management Horizon Ballroom 4-5 TC: Kathy Abbett	ISO TRACK 15 Quality, Culture & Training Horizon Ballroom 7-8 TC: Patsy Brown
10:15 AM–10:50 AM; ISO-131 Unlock the Potential of G-Charts Keith Chastain, MSQA, CMBB, CQE, Senior Performance Improvement Project Manager, BayCare Health System, Clearwater, FL, USA	10:15 AM–10:50 AM; ISO-141 Key Elements to Successful Changes That Improve Quality and Deliver Lasting Results Cynthia Long, Continuous Improvement Change Leader, Intuit, Carlsbad, CA, USA	10:15 AM–10:50 AM; ISO-151 Can Standardization and Continuous Improvement Practices Build a Quality Culture? Daniel Messina, Continuous Improvement Leader, ABB, Inc., Prairie Village, KS, USA
10:50 AM–11:25 AM ISO-132 Continuous Improvement & Innovation Make Bridge Structures More Sustainable Yuchao Chang, Director, Taiwan National Expressway Engineering Bureau, Taichung, Taiwan	10:50 AM–11:25 AM; ISO-142 Assimilating the Youngest Generation Into the Workforce Mitch Lomazov, Executive Director of Client Development, EXCELLENce Performance, Sarasota, FL, USA	10:50 AM–11:25 AM; ISO-152 How to Train Internal Auditors to Be Integrated Internal Auditors Roderick A. Munro, Ph.D., Senior Management System Auditor, LRQA, Houston, TX USA
11:25 AM–12:00 PM; ISO-133 Writing Internal Audit Opportunities for Improvement Denis Devos, Advisor, Devos Associates, Inc., London, ON, Canada	11:25 AM–12:00 PM; ISO-143 Change Management and CI - How They Complement Each Other Melissa Sherman, Sr. Quality Improvement Consultant, Consumers Energy, Whitehall, MI, USA	11:25 AM–12:00 PM; ISO-153 Retrospective: Lessons Learned from Agile Applications in PM and FM Thomas V. Lease, Sr. Chief Engineer, NGC, Cooksville, MD, USA

12:00 PM–1:00 PM, Lunch Break; Lakeview Resaturant

32nd ANNUAL ISO 9000 WORLD CONFERENCE

TUESDAY AFTERNOON, MARCH 19, 2024

ISO TRACK 16 Effective Auditors Horizon Ballroom 9-11 TC: Amy Spomer	ISO TRACK 17 Best Practices for Long-Term Excellence Horizon Ballroom 4-5 TC: Kathy Abbett
1:15 PM–1:50 PM; ISO-161 The Missing Link to Integrating ISO Management System Standard Audits Roderick A. Munro, Ph.D., Senior Management System	1:15 PM–1:50 PM; ISO-171 Fixing Points of Pain (POP) John A. Goodman, Vice Chairman, Customer Care Measurement & Consulting (CCMC), Washington, DC, USA
1:50 PM–2:25 PM; ISO-162 Creating Effective and Agile Qualified Auditors Leah M. Nydam, Quality Audit Department Manager, Newport News Shipbuilding, Newport News, VA, USA	1:50 PM–2:25 PM; ISO-172 DFTPM: Design for Total Productive Maintenance Michael Ford, Principal, TQM Works Consulting, Port Crane, NY, USA
2:25 PM–3:00 PM; ISO-163 Strengthening Quality Culture Through Internal Auditing Laura Halleck, Sr. QMS Consultant, Quality Support Group, Pelham, NH, USA	

3:00 PM–3:15PM; Coffee Break; Horizon Ballroom 1-3

ISO TRACK 18 Data Management Horizon Ballroom 9-11; TC: Amy Spomer	ISO TRACK 19 Elevating Quality and Transforming Leadership Horizon Ballroom 4-5; TC: Kathy Abbett
3:15 PM–3:50 PM; ISO-181 A Business Analyst: Your Secret Double Agent in the Secure Development Lifecycle Joy Toney, Sr. Consultant, AIM for Change LLC, Memphis, TN, USA	3:15 PM–3:50 PM; ISO-191 Garbage In/Garbage Out: Refining Processes for Automation Tawana Gardner, Principal Consultant, Aim for Change, LLC, Clearwater, FL, USA
3:50 PM–4:25 PM; ISO-182 A New Hope: Modern Computerized Systems Validation Peter-Elias Alouche, Director, Product Management, Veeva Systems, Inc., Winter Garden, FL, USA	3:50 PM–4:25 PM; ISO-192 Hoshin Kanri: Elevating Quality and Transforming Leadership for Big Corporations Dr. John Ngo, Founder, John & Partners Global, Houston, TX, USA 3:50 PM–4:25 PM; ISO-192

ISO TRACK 20 End Keynote Horizon Ballroom 4-5; TC: Kathy Abbett
4:25 –5:00 PM; ISO-201 Running the Race with Patience: The Story of the ISO 9001 Marathon Mike Gregory, Quality Assurance Specialist, Oak Ridge Associated Universities, Stearns, KY, USA