



ASQ<sup>®</sup>

The Global Voice of Quality™

# 69<sup>th</sup> ASQ World Conference

Perspectives and Insights

3-6 May 2015

Prepared for Section 0511



ASQ

Northern Virginia

Section 0511



# Nashville Venue Overview

- Gaylord Opryland Convention Center & Resort
  - America's largest meeting structure outside Las Vegas
- 5 Keynote speakers
- Over 100 specialized seminars across the entire ASQ quality spectrum



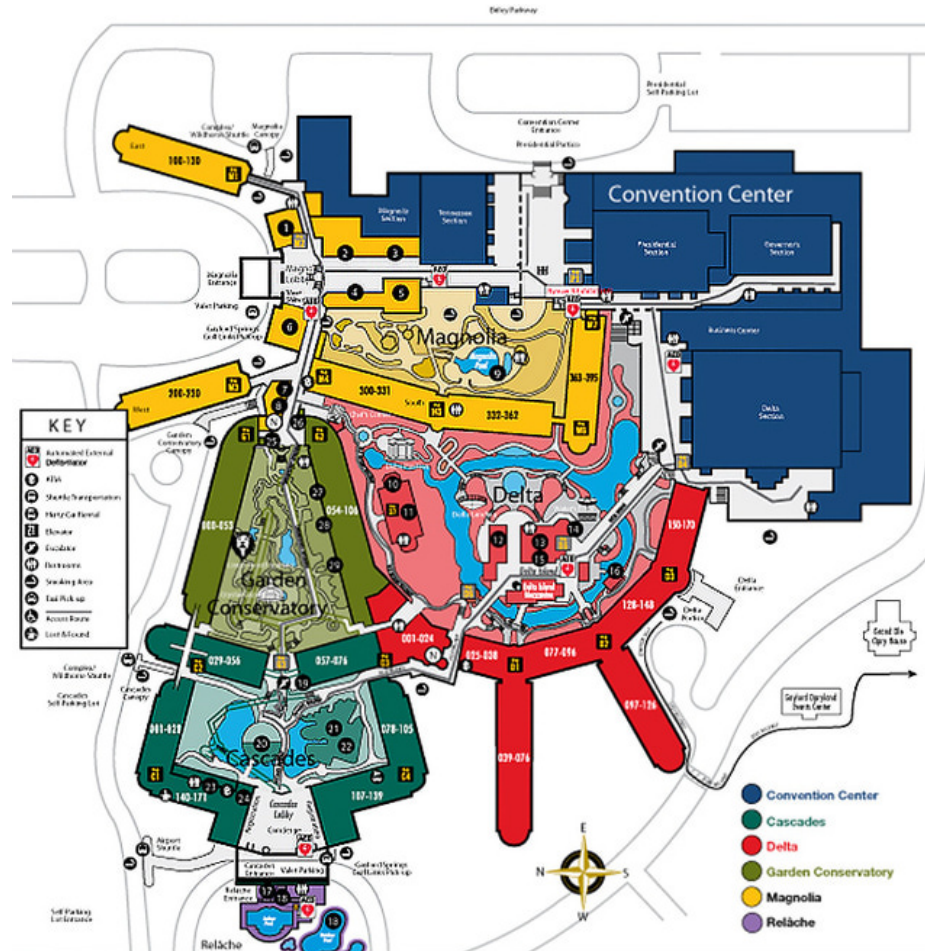
# Gaylord Opryland as a Case Study

- Flexible agility and rapid delivery is their mantra
- Excellent Guest experience is their key focus
  - All employees embody the importance of a 1<sup>st</sup> impression
  - Check-in / Stay / Check-out
- Guest facing components – 24/7
  - Housekeeping
  - Dining and beverages
  - Security
  - Convention engineers
- Management and staff meet regularly and walk a consistent *gemba* making adjustments for continuous improvement



DAVID CROCKETT.

# Gaylord Opryland Floor Plan



ASQ used the “blue” areas and Delta Island (“pink”) areas on multiple levels

# Your Section Colleague Presenters



- Ellen Quinn
- Bob Orkin
- Barbara McCullough
- Ray Crawford
- Gregg Monaco



# Ray – National Board Member

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- National Board spent 3 extra days after World Conference working strategic vision
- Quality Performance that can be quantified is a key metric measurement focus
  - Continuous Improvement at the Section level is the emphasis
  - Section's measure themselves against their past performance NOT against sections in different regions
- Will speak at a future Section Dinner Meeting

# Gregg Items – Chair/Vice-Chair Sessions

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- Many U.S. Sections face challenges similar to us
  - Tremendous willingness to share ideas and successes
- Section 0511 is viewed as having the best potential speaker base given our unique metropolitan area
  - We garner respect because Dr. W. Edward Demings wanted a section closer to his “home office” in the twilight of his career and started “0511” to fulfill that goal
- Western States experimenting with live Internet broadcast of dinner meeting speakers
- Map of American Regions/Sections is being sent to us for Web Site inclusion

# Barb Photos

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# Gaylord Opryland Resort Vignettes

**EXHIBIT HALL AND SPECIAL EVENTS**

**Exhibit Hall Hours**

Sunday, May 3	6:30 p.m. – 8:30 p.m.
Monday, May 4	9:00 a.m. – 5:00 p.m.
Tuesday, May 5	9:00 a.m. – 4:00 p.m.

**Sunday, May 3**

**Opening Reception with Exhibitors**  
6:30 p.m. – 8:30 p.m.  
Location: Ryman Hall C1

**Monday, May 4**

**Quality for Life Video Interview Sessions**  
10:00 a.m. – 4:00 p.m.  
Location: Delta Island D

**Book Signing**  
10:00 a.m. – 10:45 a.m.  
**Shawn Achor**, Author of:  
*The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work*  
Location: Ryman Hall C2

  
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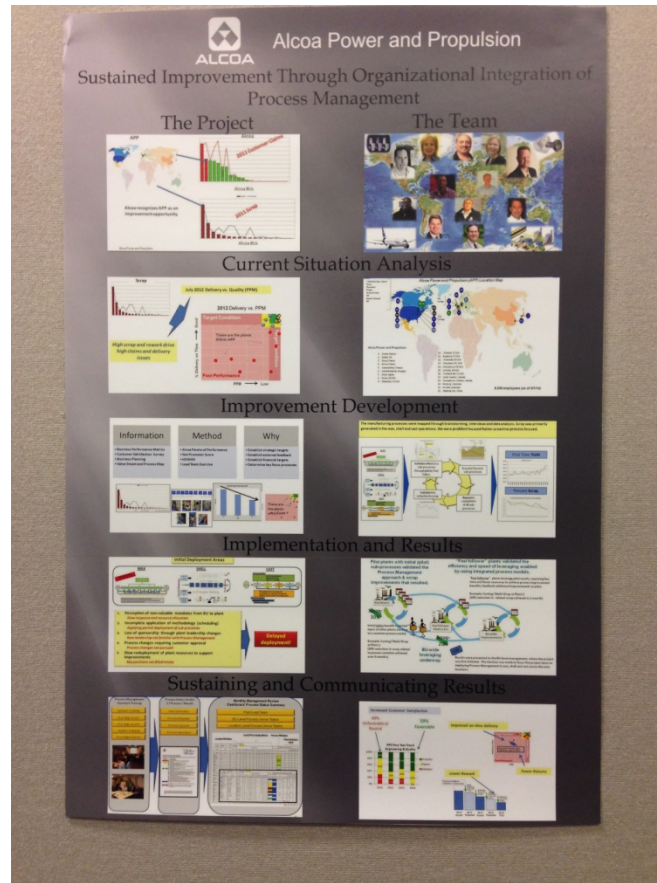


# Team Excellence Award Posters



Haier's management and quality professionals are "All-In" as evidenced by winning 6 awards

# Team Excellence Storyboard Posters



# Keynote Speakers

Charles Best



JoAnn Sternke



# Keynote Speakers

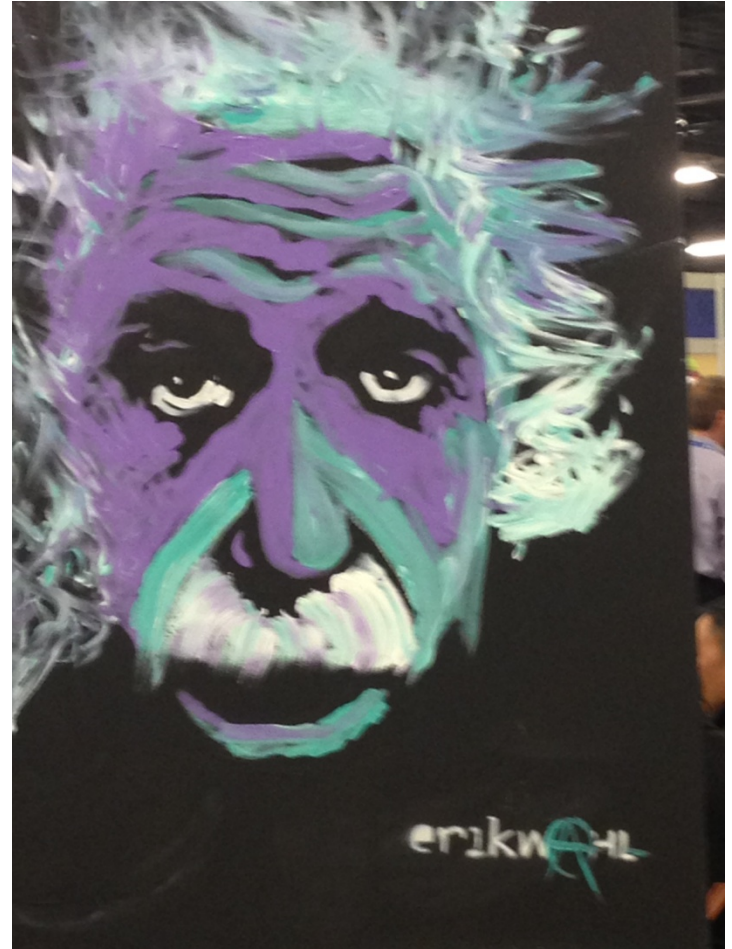
Analjit Singh – Max India Limited



Janet Raddatz – Introductions  
Chair of ASQ Conference Board

# Collecting Donations

With the donation of Erik Wahl's "live in real-time" painting from last year's conference, the ASQ Emerging Quality Leaders Program collected thousands of dollars and one lucky winner took home this painting.  
(I saw Erik paint it last year and it was amazing! 😊 )



# Faces and Places

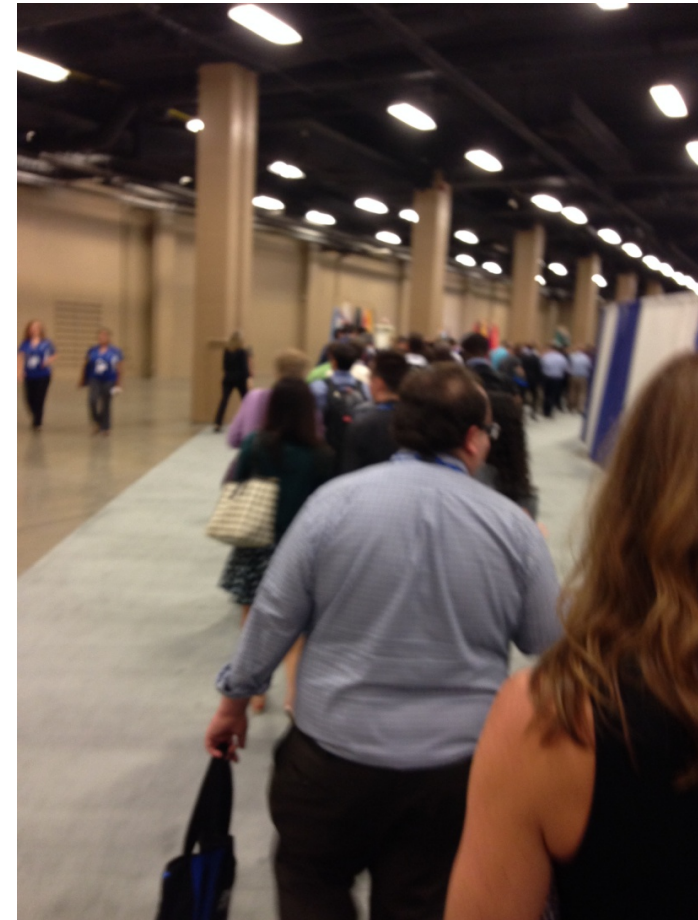
Bob Orkin, Barb McCullough and Gregg Monaco



Dolly & Garth & Minnie in the Exhibit Hall

# Exhibit Hall

## Entertainment – Nashville Style and Beat



**The Lunch Line**  
(which went extremely fast!)



# Bob Orkin – ‘Volunteer’ in Blue & White



# Ellen Pix

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- Ellen is Vice Chair for the Quality Management Division (QMD)
  - Largest Division in ASQ
  - Touches every other division
  - Impacts
    - National Headquarters (Milwaukee, WI)
    - Individual Sections
- QMD subsidizes full-time students to attend ASQ World
- Enterprise Sponsor corporations (employers) significantly subsidize employee ASQ memberships

# Benefits of attending WCQI

- Hear from industry experts (keynotes)
- Team competition
- Attend a selection of sessions
- Network with your peers



# QMD at WCQI

## Events:

- Member breakfast
- Booth
- Hospitality Suite
- Session speakers
- CMQ/OE certification prep class
- Pre-conference training sessions



# 2015 WCQI (Continued)

- Member Breakfast
  - Monday morning – JR McGee sponsor and speaker; combined with annual QMD meeting (over 500 people using a room for 300)



# WCQI and QMD Is a People Business



# ASQ WCQI



# Gregg – New Guy Experience

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- Many participants have deep connections from 6-25 years of attendance
- “Welcome” mat is out for the new guy
- 100 Seminars across 2.5 days on quality topics
- Fresh ideas and observations not only welcome but highly desired
- Keen desire to receive (and share) Section process and methodologies
  - Most Sections face similar challenges in our all-volunteer network
  - Section 0511 known for consistently featuring National/International speakers at or dinner meetings



# 70<sup>th</sup> ASQ World Conference

Milwaukee: 15-18 May 2016  
Home Town Images



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# Milwaukee Hotel Space Limited

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- Hilton and Hyatt are the main hotels adjacent to the Milwaukee Convention Center
  - Book a room in December 2015 when May 2016 meeting opens for web Registration
    - Leaders should be in place Friday/Saturday
    - Attendees should be in place Sunday
  - Can always cancel room at a later date without penalty
  - Other hotels require cabs/significant walks
- If able, Thursday departures avoid pandemonium associated with thousands of people converging on an airport