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WORLD
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MAY 16 – 18, 2016

MILWAUKEE, WI

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WISCONSIN CENTER

Milwaukee Welcomes ASQ

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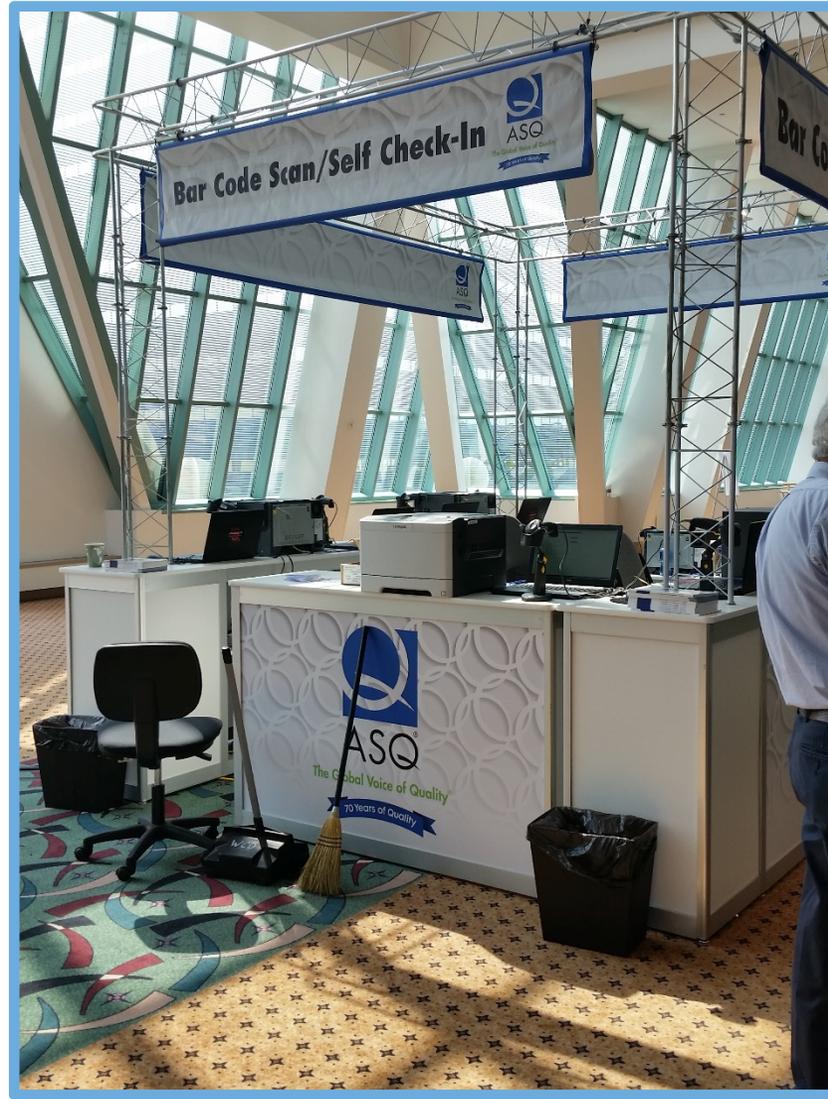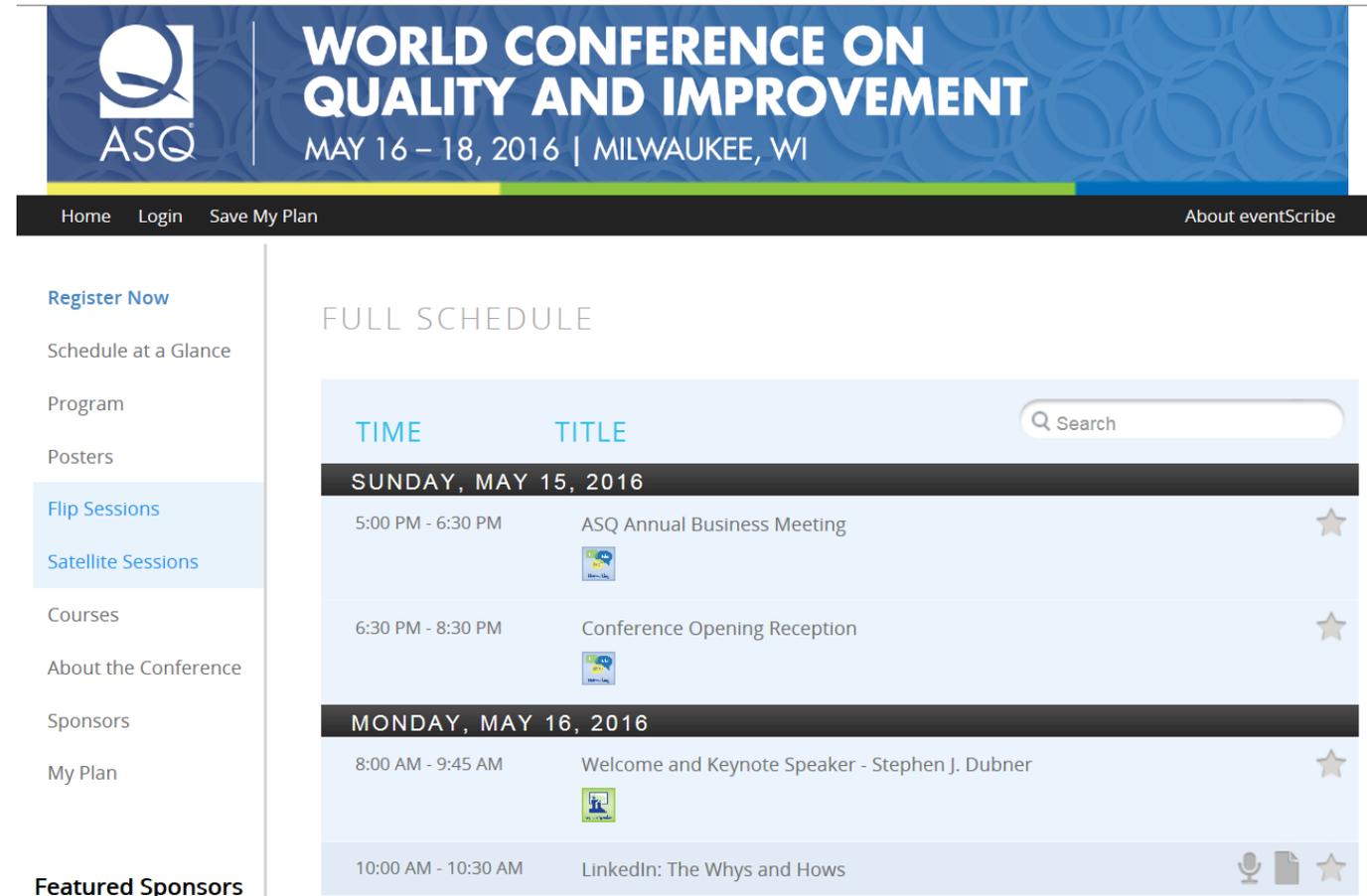The Global Voice of Quality™

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Bar Code Scan/Self Check-In

Bar Co

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ASQ GOES PAPERLESS! TOTALLY!

- Schedule, Presentations & Handouts
- Schedule Searchable
  - Direct Links/Downloads
- ASQ APP Downloadable via web, Google Play and the App Store
- Free Wi-Fi Connection Available during the Conference.
- Use Phone, Tablet, Laptop, Fire!
- Games and Surveys Online!

Stephen Dubner
Author, Journalist, Radio/TV Personality
"**Freakonomics**"

James Kane
Behavioral Scientist and Consultant
"**The Loyalty Switch**"

Tuesday

Wednesday

Liz Wiseman
Leadership Research/
Development
"Rookie Smarts" &
"Multipliers"
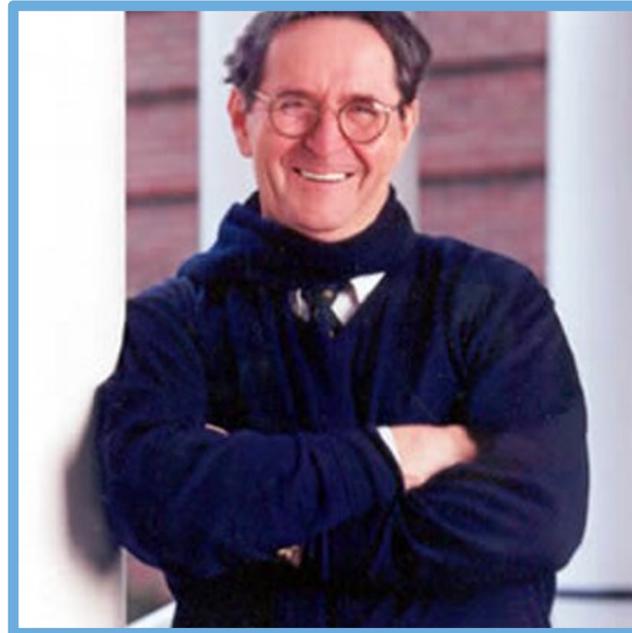
Brian Little
Psychology Scholar
"Me, Myself and Us:
The Science of Personality"

Josh Linkner
Tech Entrepreneur
"Disciplined Dreaming:
Drive Breakthrough
Creativity"

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SUNDAY, MAY 15, 2016
6:30 PM - 8:30 PM Conference Opening Reception

MONDAY, MAY 16, 2016
8:00 AM - 9:45 AM Welcome and Keynote Speaker - Stephen J. Dubner
10:45 AM - 11:15 AM Product Demo: EtQ Inc.
     Beyond Risk Assessment: The Role of Risk Management in
     Track & Correct Compliance Events from Anywhere
11:15 AM - 12:15 PM Lunch in Exhibit Hall (Ticket Required)
12:15 PM - 1:15 PM Concurrent Sessions (M01 - M10)
     M04 - Innovation Planning Using Nontraditional Methods
1:30 PM - 2:30 PM Concurrent Sessions (M15 - M24)
     M21 - Quality Auditing Through Diverse Perspectives
3:00 PM - 4:00 PM Concurrent Sessions (M25 - M38)
     M31 - Risk-Based Thinking, Lean Auditing, and Data Analysis
4:15 PM - 5:15 PM Keynote Speaker - James Kane
5:30 PM - 6:45 PM After 5 Sessions (AF01 - AF06)
     AF01 - Tips for Revitalization Through Meditation and Breathing

traqpath

https://traqpath.com/

Powered By: **EtQ**

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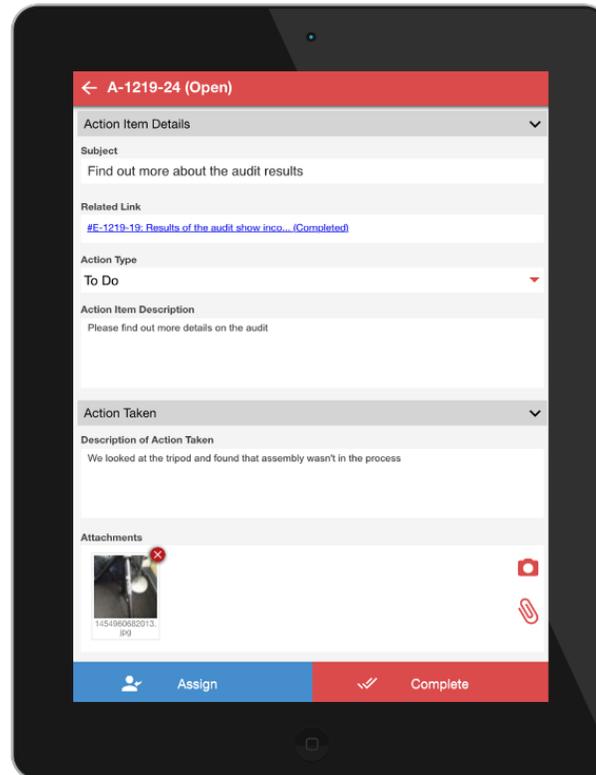## Track and Correct Compliance Events from Anywhere

Get Productive...Immediately

Bad things happen. Track and record any adverse event, then start an investigation. Respond to these events faster. **Get immediate productivity**. But remember that to truly gain compliance, you need to include others. That's why traqpath has workspaces for you to share your activities with anyone.
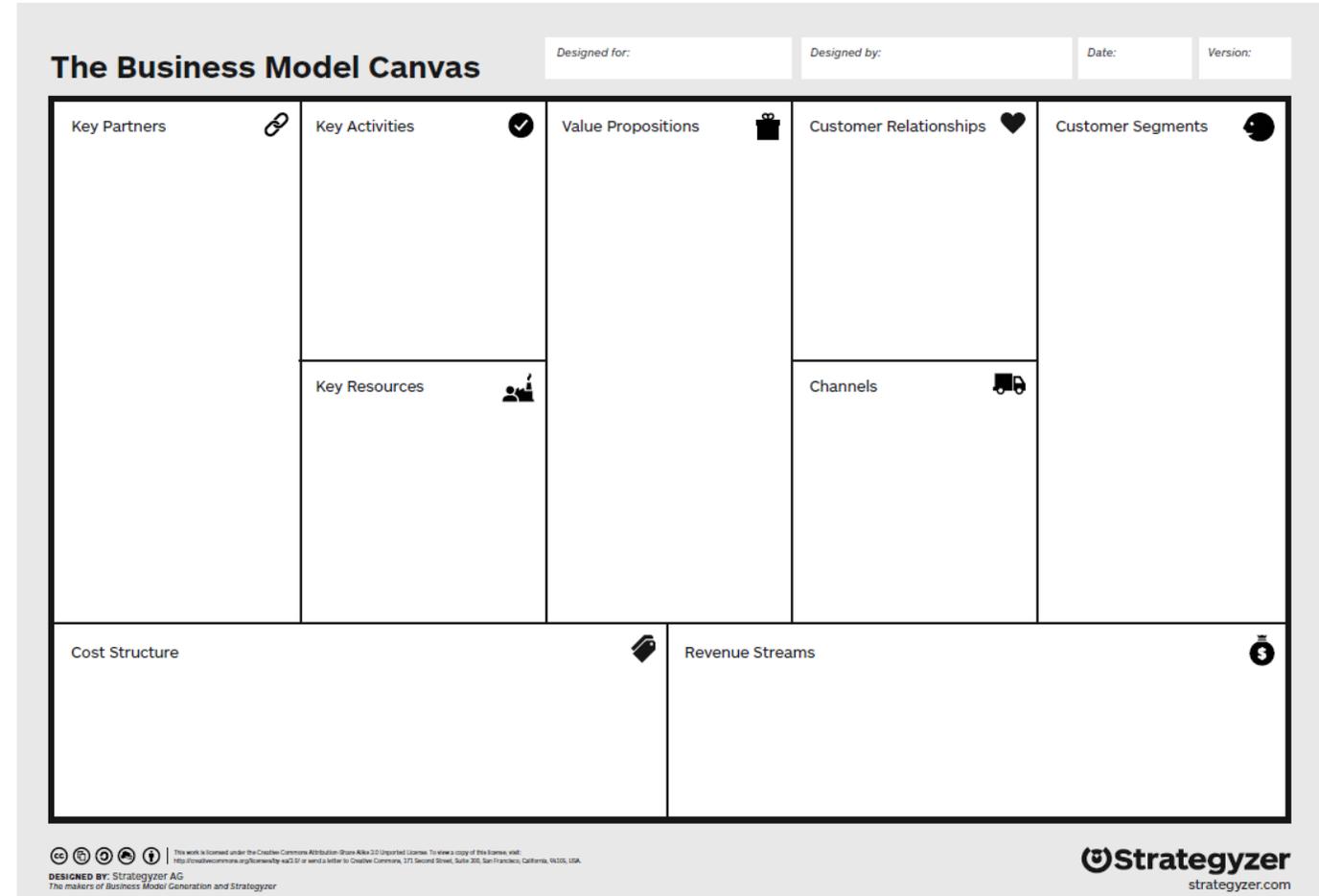
Start recording for free

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What's Involved?

Innovation Planning includes:

• Setting direction

• Involving people

• Allocating resources

• Defining how you will follow your innovation process

The Business Model Canvas

| Designed for: | Designed by: | Date: | Version: |

| Key Partners | Key Activities | Value Propositions | Customer Relationships | Customer Segments |
| | Key Resources | | Channels | |

| Cost Structure | Revenue Streams |

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DESIGNED BY: Strategyzer AG
The makers of Business Model Generation and Strategyzer

Strategyzer
strategyzer.com

What is *Layered* Quality Auditing?

- Auditors from
  - Any organizational level
  - Cross functional support team
- Not a QA owned program
- Everyone is responsible for Quality
- Set audit frequency for the "layered" auditors
- Set performance objectives for the different layers of responsibility

Sample Layered Auditing Scorecard

LQA		Jan-16									
		Week 1		Week 2		Week 3		Week 4		Week 5	
Employee Name	Position	Line	Score	Line	Score	Line	Score	Line	Score	Line	Score
	Site Director										
	Plant Manager							Plant	13		
	Supervisor 1	1		1	12	1		1	13		
	Supervisor 2	2		2	🟥	2		2	15.5		
	Line Lead 1	3	12	3	12.5	3	13	3	🟥		
	Line Lead 2	4	12	4	12.5	4	🟥	4	11.5		
	Line Lead 3	5	13	5	12.5	5	12.5	5	13.5		
	Mecahnic	6		6	14	6		6	🟥		
	QA	7	12.5	7	🟨	7	13.5	7	13.5		

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Managing Risk

How do auditors help manage risk?

1. Audit frequency
2. Sample size
3. Complexity of audit plan
4. Containment
5. Corrective action plans
6. Effectiveness verification
7. Special training
8. Assessing the risk management program

Risky Behavior

Sometimes you will just know it when you see it…

Science of Breath and how it can reduce stress

- There is a link between our breath and emotions.
- Discussion and Q&A on this in daily lives
  (calm vs anxiety)
- Several types of rhythmic breathing practices are being taught by different groups.
- Additional research info on this
- One example:
- www.youtube.com/watch?v=F4S_4jX0ERA

TUESDAY, MAY 17, 2016

8:00 AM - 9:00 AM Keynote Speaker - Liz Wiseman

9:15 AM - 10:15 AM Concurrent Sessions (T01 - T10)

   T03 - Sherlock Holmes and Root Cause Analysis

10:45 AM - 11:45 AM Concurrent Sessions (T15 - T24)

   T15 - ISO 9001:2015: Implementing Risk-Based Thinking

   T16 - Teaching an Old FMEA New Tricks***

11:45 AM - 12:45 PM Lunch in Exhibit Hall (Ticket Required)

1:15 PM - 2:15 PM Keynote Speaker - Brian Little

2:15 PM - 3:45 PM Exhibit Hall Extravaganza

4:00 PM - 5:00 PM Concurrent Sessions (T25 - T38) ***

   T25 - Improving Services Using 3 Definitions of Quality

   T30 - ISO 16355: A Standard for Innovative Customer Experience

7:00 PM - 9:30 PM Networking Reception (Ticket Required)

Introduction

Relevance to root cause analysis:

- Although not a quality Guru, the stories of Sherlock Holmes provide tidbits of advice applicable to root cause analysis (RCA).
- This advice can be applied when investigating the failure of a product or process.

The Adventure of the Empty House

"Ah! My dear Watson, there we come into those realms of conjecture where the most logical mind may be at fault. Each may form his own hypothesis upon the present evidence, and yours is as likely to be correct as mine."

- We can all conjecture; but we can't really know without verifying our conjectures.
- The good Dr. Watson would probably be the one who leads a team in creating a prioritization matrix to vote on the most popular root cause.
- The team voted, the janitor did it.

Illustration by Sidney Paget for Strand Magazine (Internet Archive)
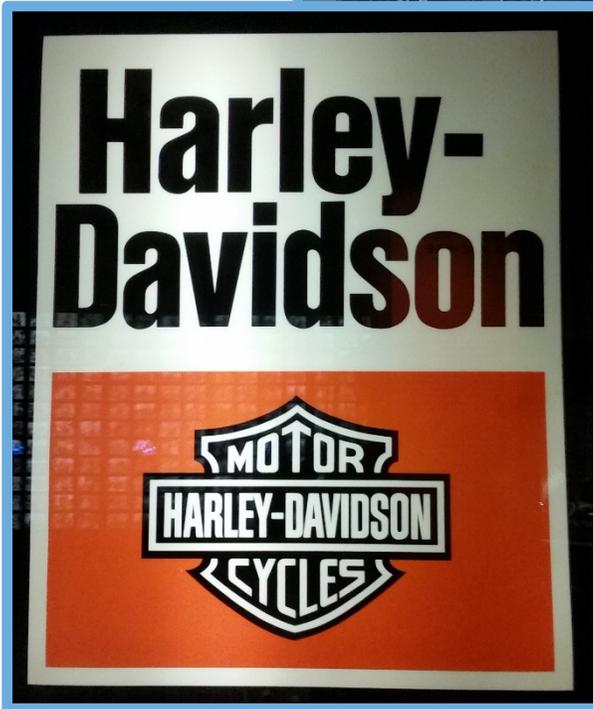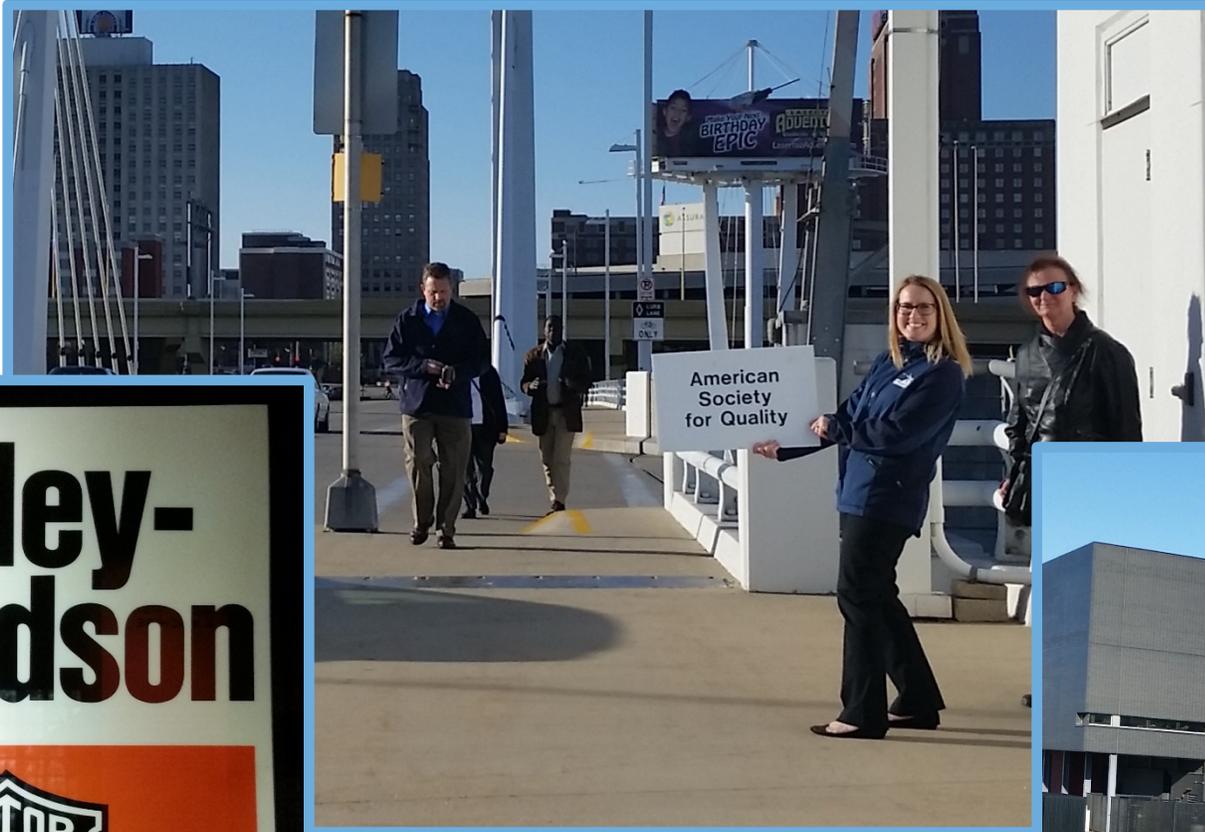http://www.victorianweb.org/victorian/art/illustration/pagets/265.jpg

Risk Assessment – Qualitative

Unlike the Quantitative approach, which uses a numerical ranking to determine risk levels, a qualitative approach is based more on "gut feel" and does not follow a scoring guideline for determining where risk mitigation is required.

This presentation uses a "Risk Assessment Table" as a way of capturing the thoughts and decisions of the group performing the assessment

Risk Assessment Table

RISK ASSESSMENT TABLE					
Process Name	**Parts Production**			**Prepared By:**	**Date:**
Interested Parties (internal customers etc)			**Their Needs**		
Next Operation - Assembly Department			Parts on-time according to schedule, defect free		
Operations Management		①	Cycle times, yields, scrap/rework targets being met		
External Customers - Users			Defect Free - High reliability		
Process Name	**Process Risks**		**Current Controls**	**Additional Controls Required?**	
Step 1	Man (People)				
Move Materials	Material	④	⑤	⑥	
to the machine	Method				
	Machine	③			
②	Measurement				
Step 2	Man (People)	Inspector not available	Set-ups are always the priority	None	
(Step Name)	Material	Material not available	Safety stock in the warehouse	None	
Setup Machine		Material is poor quality	Supplier Controls, inspections	None	
and perform	Method	-------			
First Piece	Machine	Machine is broken down	Preventive Maintenance	None	
Inspection	Measurement	Gage is broken/not available	Gage Preventive Maintenance	None	
Step 3	Man (People)				
(Step Name)	Material				
Run machine	Method				
to product parts	Machine				
	Measurement				

Exhibit Hall Extravaganza!

Exhibit Extravaganza!

Collect the Ribbons!!!

Networking Reception (Ticket Required)
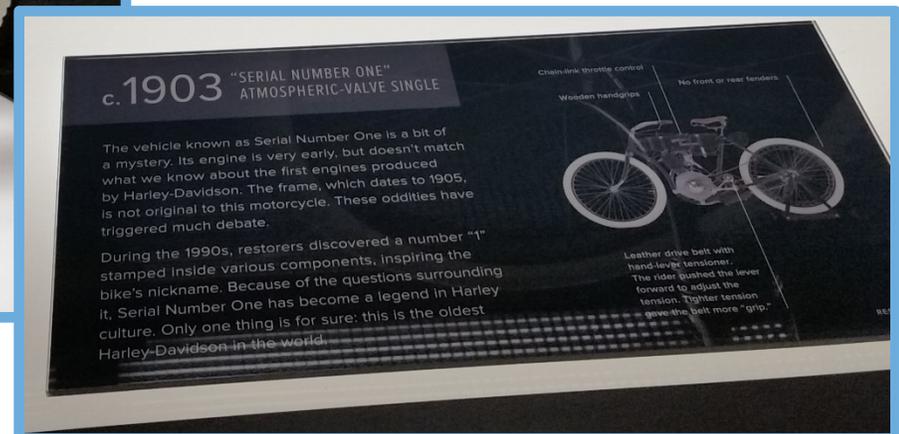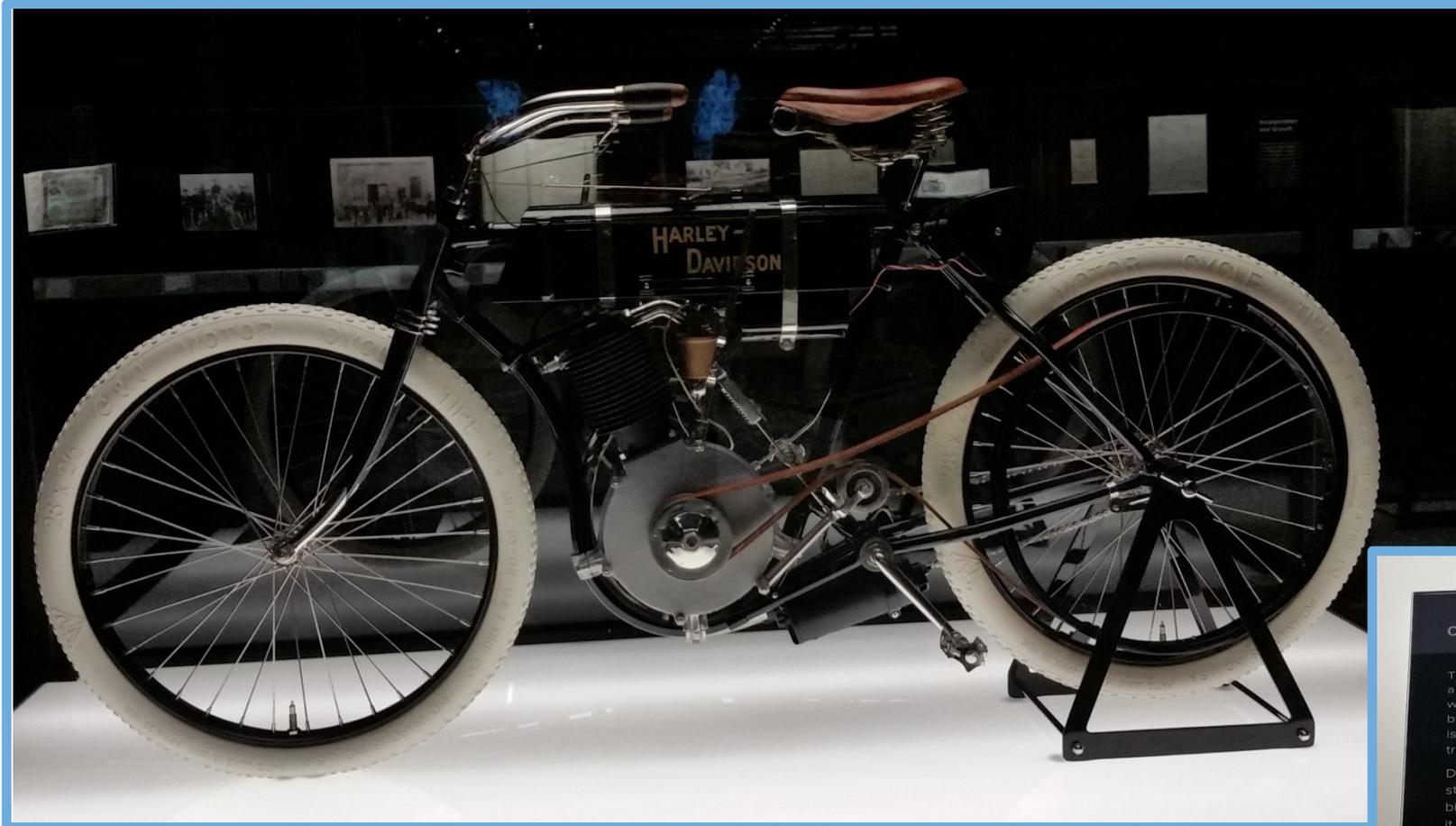
Networking Reception (Ticket Required)

WEDNESDAY, MAY 18, 2016

8:00 AM - 9:00 AM Concurrent Sessions (W01 - W10)

W05 - Create Capacity for Improvement: Accelerate Pace

9:30 AM - 10:30 AM Concurrent Sessions (W15 - W24)
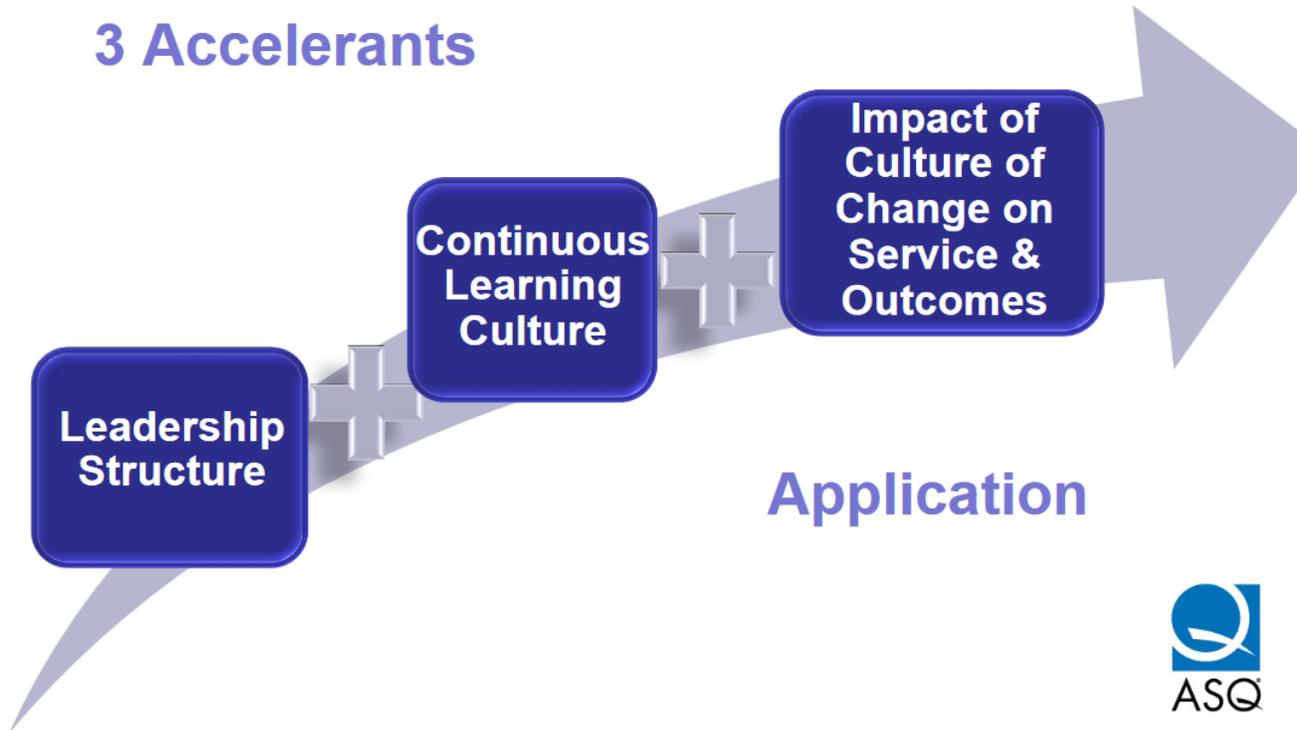
W15 - Gate Keepers or Bridge Builders

10:30 AM - 12:00 PM Closing Session, International Team Excellence Award Ceremony, and Keynote Speaker - Josh Linkner

Create Capacity for Improvement

3 Accelerants

Leadership Structure + Continuous Learning Culture + Impact of Culture of Change on Service & Outcomes

Application

Building Bridges

- Understand potential defects
  - Failure Mode and Effects Analysis
  - Design better processes
  - Deliver Higher quality products to consumers

Gate Keeper or Bridge Builder?

Problem Solving

Gate Keeper

- Waits for issues to arise
- Defines issues, corrective and preventive actions
- Evaluates results

Bridge Builder

- Detects potential problems
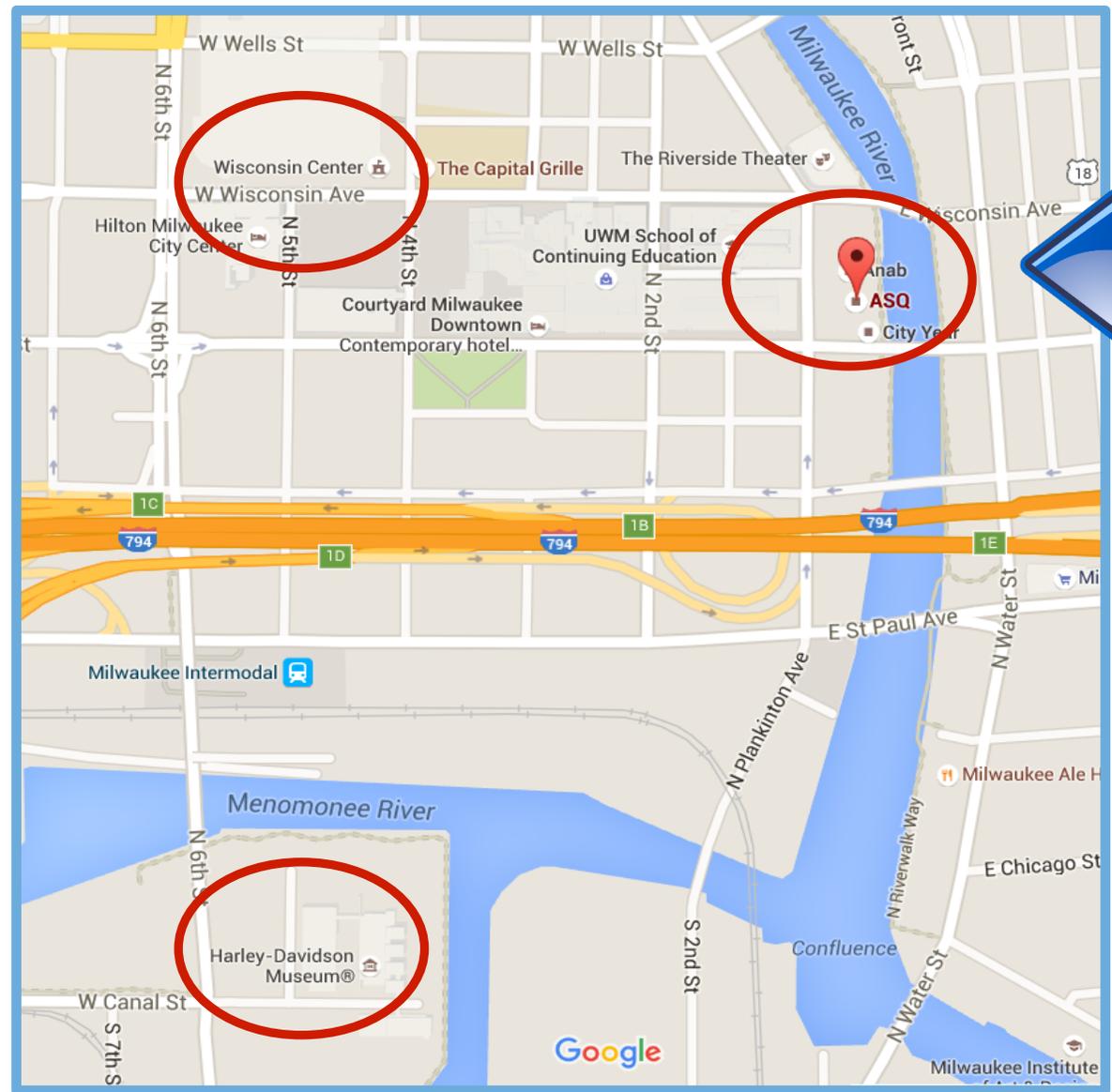- Works to implement solutions

- Continually improves

International Team Excellence Award Ceremony

Jabil Singapore - Silver

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ASQ HQ Tour Following Conference!

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General Mitchell International Airport (MKE) Milwaukee, WI
Passing thru Security Checkpoint. . . . .What????

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MAY 1 – 3, 2017
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2017
May 1 – 3
Charlotte, NC
(5.5 hour drive!!!!)
http://asq.org/wcqi/

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