

ASQ World Conference on Quality and Improvement

May 1-3, 2017

Grow Your Influence

Welcome to Charlotte, North Carolina!





Fun In the Photo Booth



Team Excellence Awards

- All through the first days at the conference the teams from all over the world were making their final presentations. We ate lunch with two of the women on the Molinos team and they actually won 3rd place with their poster. They were super excited. They came to the conference from Argentina and for some, it was their first time in the U.S. Their poster is #3 on the next slide.



#3 won 3rd place in the competition.

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OPPORTUNITY
WORLD CLASS STANDARDS

- Stage 1 Project Strategy Definition
- Stage 2 Design of an Integrated Improvement Model
- Stage 3 Implementation of the model in one selected plant

How?

- INTEGRATED IMPROVEMENT MODEL
- VISUAL PLANT'S EFFICIENCY DAILY MANAGEMENT PROCESS
- IMPROVEMENT OPPORTUNITIES
Approach with 5S & PDCA



INTERNATIONAL TEAM EXCELLENCE AWARD (ITEA) 2017



End-stop Strength Optimization

ADIENT 延峰安道拓 YANFENG ADIENT

- Project and Team Selection**
 - Risk Score
 - Product Coverage
 - Customer Satisfaction Score
 - Impact on strategic goals
 - Customer Focus
 - Risk Probability
 - Support
 - Urgency
- Current Situation and Root Cause Analysis**
 - Process Mapping
 - AI Database
 - FEA Simulation
 - FEA Database
 - Push Matrix
 - Hypothesis Test
- Solution Development**
 - Triz
 - Orthogonal Experiment
 - Initial Design
 - Optimized Design
 - Force - Time Curve
- Implementation and Results Verification**

Item	Current	Goal/Target	Actual
end-stop strength peak	5.0 KN	>6KN	6.9KN
end-stop strength robustness	1.8KN	<1.5KN	1.3KN
- Sustaining and Communicating Results**
 - Training System
 - Statistical Process Control
 - New Plant Construction Guidelines
 - Strategy Set-up
 - Sign Off
 - Email & Meeting
 - Share
 - Award

SUCCESS
Date: Tuesday, May 2nd
Time: 10:45 - 11:45 a.m.
Presenting@Room 201

2,339 Projects/
25 Business Units

NRE (Non-Recurring Expense)
project level profitability control

- Stakeholder mapping and analysis
- Process reviews
- Optimization brainstorming

1 Black Belt
1 Subject Matter Expert

GOAL

- Process Lead time: From 900 / To 400
- Effectiveness HI Rate: From 6% / To 100%
- Un-accounted Cost Rate: From 16% / To 0%

CURRENT SITUATION ANALYSIS

QUALITY TOOLS

- Process Mapping
- Brainstorming
- Cause Effect Matrix
- Gemba Observation
- Failure Mode Effect Analysis
- Hypothesis Test

FINAL ROOT CAUSES

- Purchase requisition system off SAP
- SAP not able to capture costs before goods received
- Long lead time to generate reports and recognize NRE revenue
- Waiting time for email approval of new internal order

SOLUTION DEVELOPMENT

METHODS USED TO FIND SOLUTIONS

- Brainstorming
- Benchmark
- Pugh Matrix
- Nominal Group Technique
- Hypothesis Test

4 Final Solutions

2 MONTHS PILOT

1 Biggest Business Unit
385 NRE Projects

IMPLEMENTATION AND RESULTS VERIFICATION

1 MONTH IMPLEMENTATION

BEFORE	AFTER
16%	0%
6%	100%
896hrs	303hrs

Stakeholders accepted or motivated & trained

COST SAVING
Shanghai site achieved
\$151K/year
J&J Global Estimate
\$ 3.8M

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True North Heshin Kauri Strategy Deployment



Mallinckrodt Pharmaceuticals

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GATEWAY TECHNICAL COLLEGE

Using Lean Six Sigma in Education to Drive a Culture of Excellence

BOD ACAD BWS CGR F&A HR/FAC IE LID SS

What do you think is a reasonable amount of support for delivery of coursework?

SAY WHAT?

Increased customer satisfaction | **Delineated Roles and Responsibilities** | **Accountability** | **Transparency and visibility** | **Consistency** | **Reduction in untimely delivery** | **Reduction in lost mail**

VISION 3 2 1
3 Counties • 2 Goals • 1 Vision
Gateway Technical College

Second Pillar: Create a culture of excellence and continual improvement

BOD ACAD BWS CGR F&A HR/FAC IE LID SS

STUDENTS
STAFF AND FACULTY
ORGANIZATION
EXTERNAL PARTNERS

Mail Must-Dos & Don'ts

DRUG CULTURE | **STANDARD WORK**
EMP ENGAGEMENT | **COST AVOIDANCE**
CYCLE TIME | **STREAMLINED PROCESS**
CUSTOMER SATISFACTION

Excellent Speakers



Jeremy Gutsche

- There were five keynote speakers and each was unique in their approaches to quality and the innovative ideas they brought to us.
- Jeremy runs TrendHunter.com.
- Sebastian is widely known for his TED talks on data analytics.
- Celeste is an award-winning journalist and Public Broadcasting host.
- Geoff is Sr. Editor-at-Large for Fortune Magazine
- Kelly is a psychologist and Stanford Graduate School of Business lecturer
- The speakers that ASQ brings to the conference are of the highest quality and never disappoint.



Sebastian Wernicke



Celeste Headlee



Geoff Colvin



Kelly McGonigal



Networking at the NASCAR Hall of Fame





Barb and Cyndi



NASCAR Hall of Fame



 <p>2015 TOYOTA CAMRY 2015 NASCAR SPRINT CUP SERIES JIMMY MONROE ENERGY & OIL CUP SERIES THE DRIVER KYLE BUSCH THE CHASSIS JOE Gibbs RACING THE MOTOR JOE Gibbs RACING TOP LEVEL</p>	 <p>WONOS DNOMA</p>
<h2>AMAZING COMEBACK EARNS BUSCH CHAMPIONSHIP</h2>	
<p>After Kyle Busch broke his right leg and left foot in a wreck during the NASCAR XFINITY Series race at Daytona International Speedway in February 2015, all hopes of winning his first NASCAR premier series championship seemed dashed. However, he returned 12 races into the season and claimed five wins and 16 top-10 finishes in 25 races, ultimately capturing the championship. It was the first NASCAR premier series title for Toyota and the fourth for Joe Gibbs Racing.</p>	<p>This is just a dream come true and my family, my wife, my son—to have him this year and to have everything we've gone through this year, to be in this moment [in Victory Lane after winning the 2016 NASCAR premier series championship]—I don't know what else to say, but this is so special.”</p> <p>—Kyle Busch Driver</p>
<p>BY THE NUMBERS</p> <p>14 WINS FOR TOYOTA IN 2016 (KYLE BUSCH'S FIRST VICTORY WAS CARL EDWARDS'S SEAROY WAREHOUSE)</p> <p>MARCH 9, 2006 TOYOTA'S FIRST VICTORY IN THE NASCAR PREMIER SERIES (BY KYLE BUSCH AT ATLANTA MOTOR SPEEDWAY)</p> <p>2007 TOYOTA'S FIRST SEASON IN NASCAR PREMIER SERIES COMPETITION</p>	



After 5 Sessions

Every year the conference offers After 5 Sessions for those die-hards who want to keep learning and do something fun even after all the great sessions and workshops are done.

This year they had:

1. Juggling for Creativity and Teamwork – Cyndi attended →
2. Fun Tools to Enhance Problem-Solving Thinking
3. Well-Being: Your Unique Journey to Success
4. Living Responsibility: Incorporating SR into Daily Life
5. Unleashing Creativity – Barb attended



Next Year's Conference will be in Seattle, Washington

April 30 - May 2, 2018

If you would like to earn a ticket to the conference, the call for conference reviewers and moderators has already been put out. Go to the ASQ site and then go to the 2017 WCQI site. On the bottom right there is a button "2018 Call for Reviewers" (closes 11:59 PM EST on Friday, July 7, 2017)

<https://www.conferenceabstracts.com/cfp2/login.asp?EventKey=IEEETGIT>

Just request an access code, fill out your profile information, then fill out your application with your ASQ member information, the divisions and forums and areas of expertise that you possess.

Be patient, because you will probably not hear anything from the technical committee until August. Reviews are assigned then and have to be completed by September 15, 2017.