2016 ASQ CONFERENCE

QUALITY TODAY TO TOMORROW

ASQ
The Global Voice of Quality

NOVEMBER 3, 2016, ST LOUIS
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WELCOME!

By Tony Indihar

Welcome to the 2016 ASQ St. Louis Section 1304 fall conference. It has been several years since our one-day conference format went on hiatus in 2012. It has taken a year’s worth of work by several volunteers to bring this conference back to life. This year’s conference is a basic attempt to bring back a format that many of you have requested numerous times. As this is the first conference in several years, there are many things we have to learn over again. We have made our best effort to bring you a conference that we hope you will find informative and value-added.

The major focus of today’s conference is the changes being made to the ISO 9001:2015 Quality Management System Standard. This is the first update to this basic Quality Management System standard since 2008. We have brought together several subject matter experts who will be able to guide us through the changes, provide advice on how to revise your Quality Management Systems, and finally how to survive an audit based on the new standard. In addition, to round out your experience we have included topics on Project and Change Management and a potpourri of related quality topics. We also have a number of Quality vendors present that can support your transition to the new standard. Please pay them a visit to see how they can help you on your Quality journey. We hope your day today is productive and results in an increase in your quality knowledge, along with the chance to make new friends or business opportunities.

You will be getting a survey at the completion of the conference; please be as candid as you can with comments and suggestions so that we may improve the next conference. Thanks to the volunteers who have worked so hard to bring this conference to life. Your attendance is a much appreciated reward for all hours they have expended.

Tony Indihar
Mark Lynch
Conference Co-Chairs

Conference Planning Committee
Chuck Beargie, Katie Castree, Jim Ebone, Jennifer Francis, Kat Gowins, Tony Indihar, Ginger Kleekamp, Mark Lynch, Vicki Mercer, Sandi Mohr, Steve Mundwiller, John O’Reilly, Rod Toro, Ed Vallorani
OPENING SPEAKER

Matthew Porter

Cyber-security

Risk management, based on a “risk-based thinking” approach, has become fundamental in the revised standard for ISO9001:2015. In 2016 and beyond, the greatest potential risk to organizations is a cyber-attack. In fact, the Business Continuity Institute (BCI) and the British Standards Institution (BSI) published their fifth annual Horizon Scan Report stating “this was the second year in a row that cyber-attack was named the most worrisome threat... 82% of the managers polled feared a cyber-attack, while 75% feared data breaches.” A cyber-attack ranked as an even bigger risk than terrorism or supply chain disruption.

This keynote will discuss the current landscape regarding cyber security and trending risks. This will include a synopsis of recent attacks, including how “a ragtag band of quasi-hackers” utilized millions of IoT devices to disrupt a known security expert’s blog. Cyber security is no longer isolated to a department or function. It must be a priority for everyone in the IT organization, not just a select group of security administrators, and must be a joint partnership between IT and users - from board member to the janitorial staff.

More important, this keynote will discuss the practical, realistic steps that every organization should be taking and how this is aligned with risk based thinking.

Matthew Porter, Chief Executive Officer at Contegix, co-founded the award winning managed hosting, cloud computing and colocation service provider. During his tenure, the company’s revenue has grown consistently, year over year. In addition, the organization that began as a two-person team, now employees over 50 people in Saint Louis, Missouri and has expanded to Amsterdam and Dallas.

Before founding Contegix, Matthew served as Director of Professional Services for Demand Management Inc. He has also held the position of Senior Application Developer for World Wide Technology and senior engineering positions at TelcoBuy.com and IBM Global Services.

Matthew has been inducted into the 2010 John Cook School of Business Smurfit-Stone Entrepreneurial Hall of Fame as the “Under 40 Entrepreneur” at Saint Louis University. The Saint Louis Business Journal has named Porter both “30 Under 30” in 2007 and “40 Under 40” in 2012. Matthew currently serves on numerous boards, including the Cystic Fibrosis Foundation Board, the U.S. Central Regional Council for Entrepreneurs Organization (EO), the Board of YPO Lewis & Clark, and the Friends of T-Rex. With a passion for coaching and mentoring early stage entrepreneurs, he also sits on the Advisory Board for a select number of startups.

Matthew was educated at Saint Louis University, where he earned his B.S. in Applied Computer Science.

Matthew, his wife, and their three children reside in Weldon Spring, Missouri.
A little more than 25 years ago, SSM Health Care was a slightly better than average organization. Sr. Mary Jean Ryan, the CEO at the time, believed it could become exceptional. In 1990 Continuous Quality Improvement (CQI) seemed to offer a means to establish a culture that could lead to exceptional performance. Several years after implementing CQI, SSM bolstered its improvement efforts by using the Malcolm Baldrige National Quality Award process. In 2002 it become the first health care organization in the US to receive the prestigious award. This presentation will describe SSM’s quality journey and the difficulties it encountered. Healthcare of the future will be filled with greater difficulties and unprecedented challenges; therefore organizations may be wise to use CQI and Baldrige to help them provide exceptional care in uncertain times. It will be even more essential than ever to engage the workforce of the future and bring forth the leadership that resides in all of us in order to achieve organizational transformation.

Sr. Mary Jean Ryan has served as Chair of the Board, and most recently as Chair of the Regional and Divisional Boards of SSM Health. Prior to becoming Chair of the Board in August of 2011, Sr. Mary Jean had served as SSM’s President/CEO. During her 25-year tenure as President and CEO, Sr. Mary Jean emphasized several key themes, one of which was a commitment to Continuous Quality Improvement (CQI). She is the author of “On Becoming Exceptional: SSM Health Care’s Journey to Baldrige and Beyond,” released in March 2007, and co-author of “CQI and the Renovation of an American Health Care System: A Culture Under Construction,” released in 1997. She has been privileged to share SSM Health Care’s quality journey through presentations to many national and international organizations. Sr. Mary Jean retired for the second time on June 30th of this year. She has a Master’s Degree in Hospital and Health Administration from Xavier University in Cincinnati, is a nurse, and has been a Franciscan Sister of Mary for over 50 years.

Sr. Mary Jean Ryan has received numerous honors. A select few include: the Distinguished Service Award (the highest honor given by the Missouri Hospital Association), the Juran Medal from ASQ, the C. Jackson Grayson Distinguished Quality Pioneer Medal from APQC, the Life and Breath Award from the American Lung Association, the Governor’s Quality Leadership Award in Missouri, the Award of Honor presented by the American Hospital Association, the Distinguished Service Award from ASQ, the first woman to be elected as an Honorary Member of ASQ, one of the 25 Most Influential Women in Business in St. Louis, one of the most powerful people in health care by Modern Healthcare Magazine, an Academician to the International Academy for Quality and its Chair, and the Baldrige foundation’s Harry S. Hertz leadership Award. She has also served on several national, state, local, civic, and healthcare boards.
ISO 9001:2015 CHANGES - SPEAKERS

1A Colin Gray ISO 9001:2015 – Finally a Standard to Be Proud of: A Review of What Has Changed and Why It Is So Good

ISO 9001:2015 was issued with some pretty ambitious changes. Not only is the structure completely different, but there are brand new requirements that have big implications for management as well as flexibility that is causing headaches across the industry. Colin Gray will review these changes, including the new structure of the standard, how it relates to the old one, the new risk and process based approach, the engagement of leadership, and differences in old and new requirements. Colin will show why ISO finally got it right, and how to realize benefits in the face of difficulties and dangers.

1B Colin Gray Interpretation and Implementation: Addressing the Key Concerns and Giving Solutions for Some of the Processes

It’s one thing to understand what the ISO 9001:2015 requirements mean; it’s another to appreciate and optimize how they are applied. The new standard gives the user complete freedom to determine how conformance is demonstrated. This has created a dilemma for many people. How much documentation do I need? How far should I go? What level of detail do I need? Do I need any records? Colin Gray will answer these questions and apply these principles to solutions and options for some of the newer and bigger requirements in the standard. This is truly the answer to “how to do ISO well.”

Colin Gray has been working as a Management System consultant at Cavendish Scott, Inc. for 30+ years, and in that time he has been consulting, training, and auditing in QMS management systems design and implementation. He has been involved with thousands of companies at various levels and specifically designed and implemented ISO management systems in hundreds of companies. While Colin has worked with many different management system standards/models, including Baldrige, ISO 17025, ISO 14001, and ISO 27001, the bulk of his experience is with the ISO 9001 series of standards and derivatives like AS, TS, and Medical. His focus has always been on practical process-based solutions that systemically assure quality and improvement, minimize cost, and drive toward adding value. Colin has an MBA from Middlesex University, a Management Diploma in Administrative Management from the Institute of Administrative Management, and a Diploma in International Marketing from the Chartered Institute of Marketing. Colin is a professional auditor and performs audits for ISO registrars, internal audits for a wide variety of organizations, and second party supplier audits. He is a trainer for the IRCA ISO 9001:2015 Lead Auditor and Transition Training Class, a certified principal lead auditor with the IRCA, a certified Eg (RABQSA) QMS lead auditor, a member of the institute of quality assurance, and a Senior member of ASQ.
This presentation is a case study of a software company implementing and certifying to the ISO 9001:2015 standard. It will cover the process of Gap Analysis and the processes implemented to meet the requirements of the Standard. This was the first ISO certification this company obtained, as they were in compliance to the ISO 9001:2008 standard but not certified. The overall goal of this presentation is to provide the audience with a thought process and tools to accomplish this ISO certification.

Lawrence Mossman is a Quality Analyst, Lean Six Sigma Black Belt, and Certified Quality Auditor. He has 35+ years in Quality and Management, serving as Operations Manager, General Manager, Service Manager, and Quality Manager. He is an active ASQ State University Section 1303 member. He has held every position in the Section, and currently holds two positions as Recertification Chair and Student Outreach Chair. He is currently facilitating their college outreach at University of Northern Iowa (UNI) and Iowa State University (ISU). He is an active Audit Division member, Regional Councillor, and Student Liaison. He is an ASQ Regional Director for Region 13. He chairs the Student Branch Involvement Committee for Section Affairs Council.

The ISO 9001:2015 standard has provided a great opportunity to improve the business from the ground up, integrate processes and ensure a better product/service while showing an ROI. Unfortunately auditors are still finding that organizations are still focused on the certificate and are struggling with the process approach.

In this session you will get a breakdown of the ISO high-level structure, the intended outcome you should be striving for and the issues assessors are finding during audits, along with some statistics on non-conformities raised and the associated sections of the standards.

John DiMaria CSSBB, HISP, MHISP, AMBCI, CERP is the Sr. Product Manager, System Certification for BSI Americas. He has 30 years of experience in Standards and Management System Development, including Quality Assurance, EMS, Information Systems, and ISMS. John is responsible for overseeing product roll-out, and serves as the Americas Project Manager for ISO transitions. He is a product spokesperson for BSI Americas regarding all standards covering Risk, Quality, Sustainability and Regulatory Compliance. John was one of the key innovators of CSA STAR Certification for cloud providers, a contributing author of the American Bar Association’s Cybersecurity Handbook, and key contributor to the NIST Cybersecurity Framework.
PROJECT & CHANGE MANAGEMENT - SPEAKERS

2A  **Andy Molnar**  Theoretical & Practical Methods
Putting Quality in the Project Manager’s Normal Distribution

Quality is a central component of project success, yet is only nominally employed. Project managers who effectively integrate with quality experts have a much easier time reaching project success. This presentation will offer key insights into the philosophy, language, and quality application of project managers. This presentation will benefit project managers by helping them develop and execute a stringent project plan within the quality management framework.

Andrew Molnar is a director and professor at Saint Louis University, directing the Project Management, Contract Management, and Aviation Management programs. He has successfully led in all three disciplines on all 7 continents with over 40,000 hours in project management experience. He also serves as a member of the Saint Louis Project Management Institute Board of Directors, as an advisor to the Board of Warriors for Wireless, and has contributed to project and contract management to the government and the commercial world.

Before that he completed a distinguished 28 year career with the military.

2B  **Chris Koo**  Hands-on Iterative and Incremental Development

What does it look like to live "iteratively" and adapt to changes, while striving toward our end goals? This presentation will take a hands-on and competitive look at how to apply iterative and incremental development (IID) tools. Topics include: Why IID, Benefits of IID, Human Trappings, Time-tested IID tools, Time-Boxing, Iterative Testing, Stand-Ups, Iterative Prototyping / Usability, Real-Life and Hands-On Experiment in IID.

Chris Koo is responsible for the PMO's Strategic Support & Engagement Department at Edward Jones. The department’s mission is to support the operationalization of strategic initiatives through cross-divisional collaboration, alignment, and timely delivery of business solutions to Edward Jones clients, branches, and home office associates; to mentor project leaders firm-wide; to innovate project management best practices; to advocate a project management culture that exemplifies service, discipline, transparency, and collaboration across the firm. Chris has been with Edward Jones for 20 years, serving in the Information Systems (IS) division, and has led programs/projects and delivered business solutions for Jones branches and clients world-wide.
Neil Potter is co-founder of The Process Group, a company formed in 1990 that consults on process improvement, software engineering, and project management. Neil has 28 years of experience in software and process engineering. He is a CMMI Institute-certified lead appraiser for SCAMPI appraisals, Intro to CMMI instructor (development and services), Six Sigma Green Belt, and Certified Scrum Master. He is the co-author of “Making Process Improvement Work: A Concise Action Guide for Software Managers and Practitioners” and “Making Process Improvement Work: A Concise Action Guide for Service Organizations.”

David Hults speaks from experience, as he has spent a career mapping out success strategies for employees as well as job seekers. His leadership in the field of Human Resources led him to work with Express Scripts, a Fortune 25 company, as well as BJC Healthcare, one of the largest healthcare providers in the nation. Through these experiences David realized a higher calling in his career which required the significant change of starting his own business, Activ8 Careers. Now David loves being able to assist individuals and organizations to reach their potential and make their 8-hour workday work for them.
THE BEST OF THE REST - SPEAKERS

3A  Beth Cudney  Total Productive Maintenance (TPM): Implementation and Application

Total Productive Maintenance (TPM) is an innovative approach to equipment maintenance, involving maintenance personnel and operators working in teams focusing on eliminating equipment breakdowns and equipment-related defects. It is a systematic approach to improving production and quality systems by including all employees through a moderate investment, which leads to improved production and quality systems. This presentation will provide an overview of the TPM methodology, how to implement TPM, and two case studies.

Dr. Elizabeth Cudney is an Associate Professor in the Engineering Management and Systems Engineering Department at Missouri University of Science and Technology. She has a B.S. in Industrial Engineering from North Carolina State University, Master of Engineering in Mechanical Engineering and Master of Business Administration from the University of Hartford, and doctorate in Engineering Management from the University of Missouri – Rolla. In 2008 she received the ASQ A.V. Feigenbaum Medal and in 2013 she was elected as an ASQ Fellow.

3B  David Verduyn  Advancing Quality Through Innovation: What’s in YOUR Innovation Toolbox?

Quality is a talent that most organizations are hitting these days. Delivering a solution that goes beyond quality is the output of innovation, yet few companies have the skills to consistently walk that walk. Innovation should be applied in every aspect of your business for your internal and external customers. This talk will demonstrate key skills for taking quality to the next level through innovation best practices, as well as a framework for “inventive thinking” that includes an array of tools designed for the 10 most common innovation challenges.

Dave Verduyn’s passion is the front-end of product development, specializing in Inventive Thinking and Innovation Strategies to create new Customer Value. In 2001, after 17 years of industry experience in Design and Systems Engineering, Technical Instruction, and Product Development Consulting, he created C2C Solutions – an organization that’s mission is to help unlock the innovation potential in any organization. Dave is an engineering graduate of Lawrence Institute of Technology, and to date he has coached over 70 fortune 1000 companies. He regularly lectures at the University of Michigan, ASQ, and other professional organizations to develop new innovators by giving “how to” lectures on Systematic Innovation.
3C  **Hank Webber**  Maintaining Excellence in Higher Education

Hank Webber, Executive Vice Chancellor for Administration at Washington University, will discuss how the university maintains excellence in all areas while responding to changing market and community needs. Washington University is a $2.7 billion research university with a mission to provide the highest quality teaching, research, patient care, and service to society. Trends and demands in these areas are constantly changing and require strategic developments, including new academic and research programs and new facilities to support these missions. Balancing these demands with an imperative for ongoing excellence has been vital to Washington University’s success.

**Hank Webber** serves as the Chief Administrative Officer at Washington University in Saint Louis, where he oversees administrative and external affairs areas with combined operating and capital budgets exceeding $400M annually and over 1,200 university and contracted staff. He is a Professor of Practice at the Brown School of Social Work and the Sam Fox School of Art and Architecture. Since coming to Washington University in 2008, he has led the development of the University’s real estate master plan, long-term housing strategy, and sustainability master plans. He serves as Vice Chair of the Board of Directors of CORTEX, a 200 acre urban biotech redevelopment effort. Hank graduated with honors from Brown University and has a Master's degree in Public Policy from Harvard University's John F. Kennedy School of Government.

3D  **Rik Nemanick**  Becoming a Professional Leader: How You Can Turn From A Smart, Technical Performer into A Leader

A lesson that new leaders frequently learn is that the skills that make someone a strong, technical performer often do not translate into effective leadership. Scientists, engineers, accountants, and lawyers are often promoted to leadership for the results they deliver in their technical roles without consideration of whether they will make good leaders. This seminar will focus on the unique challenge of technical performers making the transition to management and becoming leaders of people.

**Rik Nemanick** is a co-founder and Principal Consultant with The Leadership Effect, a leader and organization development firm based in Saint Louis. Since 1997 he has helped organizations identify and develop their leadership talent through leadership assessment, executive coaching, and mentoring programs. He has personally coached attorneys, engineers, scientists, and accountants, helping them translate their gifts into effective leadership. In addition to consulting, Rik has also taught in the MBA program at Saint Louis University and the HR Masters program at Washington University. He holds a doctorate in organizational psychology from Saint Louis University.
Alternate Speaker  Jesse Stevenson

The 5th Service, U.S. Coast Guard through the Eyes of One Who Served

Established in 1790, the U.S. Coast Guard, although not part of the Department of Defense, is a military service that has served in every major conflict of the U.S. Although small, the Coast Guard has a large mission – ranging from search and rescue to environmental protection to the war on drugs. As of today the U.S. Coast Guard has nearly 42,000 men and women on active duty and is a unique force that carries out an array of civil and military responsibilities touching almost every facet of the U.S. maritime environment. The Coast Guard's motto is Semper Paratus, meaning "Always Ready."

Jesse Stevenson served 28 years with the U.S. Coast Guard, where he worked his way through the ranks retiring as a Lieutenant Commander. While serving, he earned a Bachelor’s degree in Industrial Technology from SIU Carbondale and a Master’s degree in Quality Systems Management from National Graduate School in Falmouth, MA where he was first introduced to Six Sigma. Once retired, his focus was on continuous improvement using Six Sigma. Jesse became an ASQ-Certified Six Sigma Black Belt, began teaching Six Sigma courses, and became a Quality Director. He has earned an ASQ-Certified Manager of Quality/Organizational Excellence, and obtained an MBA from McKendree University. He is currently finishing a Doctorate in Business Administration in Quality Systems Management through the NGS.

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**Next Event: Monthly Meeting – December 6, 2016**

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