

PRELIMINARY PROGRAM



WORLD CONFERENCE
5 QUALITY and IMPROVEMENT 2019

————— May 20 – 22 | Fort Worth, TX —————

LEADING
CHANGE

*Save with early-bird pricing **through April 11!***

asq.org/wcqi

CONFERENCE OVERVIEW

LEADING CHANGE

This is the year for leading change.

Change has always been constant, but in today's digital landscape the pace of change is accelerating at a faster and faster rate. This creates both challenges and opportunities for organizations and for the quality profession at large. There are those who will meet these challenges and opportunities proactively and others who will wait and be forced to be reactive in their response. Within this dynamic is the opportunity for quality professionals to lead their organizations through the changes each is destined to go through. The future is NOW, and both organizations and individuals have a choice to either lead the change it is bringing or be led by the change that occurs. It is within these disruptive conditions that ASQ invites you to Fort Worth, TX, for the 73rd hosting of the World Conference on Quality and Improvement.

LEARN • CONNECT • ENGAGE • GET INSPIRED

Each year, thousands gather at this premier quality event to share best practices, expand their network, and further develop their professional growth. The body of tools, techniques, and methods that quality encompasses is ever growing, and the digital transformation of today is filled with opportunity to expand the development of new approaches that will affect how quality principles are applied tomorrow.

Join ASQ in Fort Worth, TX, at the 2019 World Conference on Quality and Improvement to gain the insights needed to stay ahead of exponential change and learn how to be a change leader in your organization.

During the world's premier quality event, you will:

- **Increase your quality knowledge and skills** from more than 100 sessions, workshops, additional training, and certification opportunities.
- Find **inspiration** from expert keynote speakers and subject matter experts who are successfully applying quality tools and principles for leading change.
- **Connect** with other people passionate about quality during networking opportunities.
- **Engage** with and learn from peers facing similar challenges in today's rapidly changing digital landscape.

2019 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT PRICING

	<i>Early-Bird Pricing (through April 11, 2019)</i>	<i>Regular Pricing (starts April 12, 2019)</i>	<i>One-Day Pricing</i>
ASQ Member:	\$1,095	\$1,199	\$599
Nonmember:	\$1,299	\$1,399	\$699
Group (3+)	\$999	\$999	N/A

At the Center of it All

The ASQ Center, located in the center of the Exhibit Hall, is your No. 1 destination during the conference for discovering resources, tools, experts, and ideas for leading change.

Whether leading change begins with you by advancing your career through networking or increasing your knowledge through books and presentations by subject matter experts, you'll find it at the ASQ Center.

2019 ASQ Center highlights:

NEW!

Quality 4.0 Leading Change Theater

Featuring several TED-style talks with subject matter experts over the course of the conference, you'll go beyond the sessions and workshops to hear first-hand how the role of the quality professional is impacted by Quality 4.0 and how you are poised to lead change in today's digital landscape.

TEAM EXCELLENCE

Case Studies for Leading Change

Be inspired by participants of ASQ's Team Excellence—the world's premier team recognition program—comprising quality teams from companies large and small for their achievements in improving business performance.

The best teams from around the world gather at WCQI after presenting their project case studies and receiving scores during preliminary rounds earlier in the year. During WCQI, you have the chance to attend live case-study presentations and view summaries displayed at the ASQ Center.

Take back ideas from their achievements and vote for those you believe best applied quality concepts, technologies, and tools to improve business processes and create efficiencies.

CAREER ADVANCEMENT

Leading Change in You

Be prepared to lead change by enhancing your knowledge and increasing your skills through ASQ certifications, training, and publications.

Certification—discover which certification is right for you or next steps for adding to your current credentials with the new certification pathways online tool and the new online recertification application journal, making it quicker and easier to maintain your hard-earned credential!

Career opportunities—look for the “We’re Hiring” signs in exhibit booths to find your next job or check out ASQ's online career center for job posting.

While you're here, learn more about ASQ's vast array of training offerings, in a variety of flexible formats to fit any budget and any schedule.

ASQ BOOKSTORE

Knowledge Resources for Leading Change

Discover the knowledge resources to help drive personal and professional growth through ASQ's library of books and standards titles. Whether you want to prepare for a certification, solve a complex problem at work, learn how to apply a tool expertly, or drive change within your organization, ASQ has the title that's right for you, from the top authors in quality. Plus, take advantage of the conference discount: 10% off member prices for conference attendees.

Building Your Support Network for Leading Change

Change can be challenging, but you're not alone. The ASQ Center is a great place for connecting with peers and meeting new friends or catching up with existing ones. Extend your network through myASQ, your private online community of quality professionals across industries and around the world you can tap into anytime you're facing a challenge or looking for a solution.

MONDAY, MAY 20

8:00 a.m. – 9:45 a.m. | Welcome and Keynote Speaker

10:00 a.m. – 11:15 a.m. | Conference Kickoff With Sponsors and Exhibitors

11:15 a.m. – 12:15 p.m. | Lunch in Exhibit Hall (Ticket Required)

12:15 p.m. – 1:15 p.m. | Concurrent Sessions

- M01** Siloed No More: How You Can Unify Quality Across Your Global Stakeholders
Sponsored by: Veeva Systems Inc.
- M02** Aligning LSS with the Customer Insights Business Case
- M03** User Experience: Shifting Perspective on Quality
- M04** Business Bootcamp: Boost Engagement, Execution, and Earning
- M05** A Continuous Improvement Case Study Overview: How One Organization Sustained Continuous Improvement and Grew Their Bottom Line by 40 – 50% by Empowering the Points of Value Creation
- M06** Statistical Methods in Foundry Operations
- M07** Current FDA Expectations for 3D Printed Devices
- M08** Measuring Sense of Urgency: A Leadership Dilemma
- M09** Proven Tips for Successful Root Cause Analysis
- M10** Agile Product Development and Agile Lean Six Sigma

12:15 p.m. – 2:30 p.m. | Workshops

- M11** Connect, Converse, Collaborate: At ASQ and Beyond
- M12** Core Tools: The Alphabet Soup of APQP, PPAP, FMEA, SPC and MSA
- M13** Leading Teams: Conflict for INnovation and Change
- M14** Simulation Modeling Workshop

Live Case Studies



1:30 p.m. – 2:30 p.m. | Concurrent Sessions

- M15** To Effect Change: Create a Rock Star (Flip Session)
- M16** Are You Intimidated by Cloud-Based Automation in Life Sciences? Sponsored by: MasterControl
- M17** Integrating VOC, Kano, and QFD in Process Design
- M18** Transformational Leadership for Organizational Change
- M19** Strategies for Maximizing OEE of Medical Equipment
- M20** Improved Statistical Process Control with Automatic Time Series Forecasting
- M21** Lean for Communications: Less is More
- M22** Big Data and AI to Determine Voice of the Customer
- M23** A Systems Thinking Approach to Leading and Managing Change
- M24** Applying Agile Methodology and Adult Learning Principles

Live Case Studies



MONDAY, MAY 20

2:30 p.m. – 3:00 p.m. | Networking Break With Sponsors and Exhibitors

3:00 p.m. – 4:00 p.m. | Concurrent Sessions

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|---|--|
| M25 TBD | M33 Quality on Steroids: Leading Disruptive Design |
| M26 Sustaining Continuous Improvement in Government | M34 Projects are Unique: What About Their Own Quality Systems? |
| M27 Analyzing the Voice of the Customer Using the Kano Model | M35 Manufacturing Analytics: Old Concept, New Approach |
| M28 Systems Transformation: Your Role as a Lean Leader | M36 Using Baldrige to Develop Staff: Systems Thinking |
| M29 Lean Six Sigma Cultural Transformation in Nielsen Brazil | M37 Grading: Uncover the Insight Hidden in Big Data |
| M30 Creating and Sustaining a Culture of Excellence | M38 Meaningful Metrics: Measuring Isn't Enough |
| M31 Sustained Organizational Success Through ISO 9004:2018 | M39 TBD |
| M32 Leading Change to Improve Human Performance | Live Case Studies  |

4:15 p.m. – 5:15 p.m. | Keynote Speaker

5:30 p.m. – 6:45 p.m. | After 5 Sessions

- | | |
|---|---|
| AF01 Mouse Trap Board Game Usage in Root Cause Analysis Training | AF03 Salary Negotiation 101 |
| AF02 Mistake-Proof the Miss Universe Pageant and Academy Awards | AF04 Can You be a Creative Quality Professional? Yes You Can |

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Ninety-six percent of 2018 attendees said they **would recommend this conference** to a friend or colleague.

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The absolute **best networking and learning** opportunity for my **personal** and **professional development**.

TUESDAY, MAY 21

8:00 a.m. – 9:00 a.m. | Keynote Speaker

9:15 a.m. – 10:15 a.m. | Concurrent Sessions

- T01** Quality Method for Product Reliability Assurance
- T02** Continuous Improvement for the “Rest of Us”
- T03** People and Process Skills for Industry 4.0
- T04** Unlock Your Influential Leadership Potential
- T05** Simplify, Synergize, and Scale: KM Approaches in Tata Group
- T06** Join Statistics and Physics into Systematic Early FA
- T07** Using HFACs to Improve Process Reliability
- T08** How to Lead Culture Change Toward Excellence
- T09** Shaping a Future-Oriented and Process Based QMS
- T10** Project Management Using Visual Management Methods

Live Case Studies  **ASQ** Team Excellence
The Global Voice of Quality™

9:15 a.m. – 11:45 a.m. | Workshops

- T11** Fast Strategic Transformation of Services Culture
- T12** How to Teach Lean Tools Effectively in a Healthcare Setting
- T13** Preparing for Successful Data Integrity Audits
- T14** Supplementing the Magnificent Seven with Data Analytics

10:15 a.m. – 10:45 a.m. | Networking Break With Sponsors and Exhibitors

10:45 a.m. – 11:45 a.m. | Concurrent Sessions

- T15** Decision Analysis Through Cutting Cheese (Flip Session)
- T16** Leading RPA Implementation with Six Sigma
- T17** Designing Business Systems to Support Sustainable Continuous Improvement
- T18** ISO/IEC 17025 Managing Calibration Risks
- T19** Global OE Index: The Results Are In
- T20** Quality Management System Reliability Growth
- T21** 3 Vital “Quality” Changes for Sustained High Performance
- T22** Changing to Evolve: Culture and Process
- T23** Understanding and Leading Changes with Quality Tools
- T24** Quality in Partnership Projects and Design Build Delivery

Live Case Studies  **ASQ** Team Excellence
The Global Voice of Quality™

11:45 a.m. – 12:45 p.m. | Lunch in Exhibit Hall (Ticket Required)

1:15 p.m. – 2:15 p.m. | Keynote Speaker

2:15 p.m. – 3:45 p.m. | Exhibit Hall Extravaganza

TUESDAY, MAY 21

4:00 p.m. – 5:00 p.m. | Concurrent Sessions

- | | |
|--|---|
| T25 Storytelling: The Forgotten Change Management Tool (Flip Session) | T32 Why Satisfaction and Quality Metrics Fail: A Better Solution |
| T26 Calculating Safety Stock for Replenishment Pull Systems | T33 Managing Change at the US Geological Survey |
| T27 Quality Culture by Design: Breaking Down Silos with QbD | T34 Lean-Agile Project Management for Non-Project Managers |
| T28 ISO 9001 for an International Non-Profit Agency | T35 Quick Problem Solving |
| T29 National Excellence Through ZED: India's Case Study | T36 Thinking Big: Ethics Meet Analytics |
| T30 Effective Measurement System Analysis | T37 Metrics That Matter: Quality Service Indicators |
| T31 Where Quality, Technology, and Humans Meet | T38 Compliance Does Not Equal Quality for Medical Devices |

Live Case Studies



7:00 p.m. – 9:30 p.m. | Networking Reception



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This was the first time I attended and **got my inspiration back**. I can honestly say it has been a **life changing** experience.

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Very **motivational** and **informational**—eye opening on many levels.

WEDNESDAY, MAY 22

8:00 a.m. – 9:00 a.m. | Concurrent Sessions

- W01** How to Innovate in 30 Minutes
- W02** Is Sustainability the New Quality?
- W03** A Powerful Yet Lightweight Process Capability Framework
- W04** LSS Helps Citizens Rebuild After Wildfire Disaster
- W05** Integrating Cybersecurity and the QMS: A Case Study
- W06** 6 Common SPC Mistakes and How to Avoid Them
- W07** Advancing Risk Management with Innovative Metrics
- W08** Conversations for Change: Apply the OBREAU Tripod
- W09** Knowledge Enables Change
- W10** SWEATT: A Tool That Drives Performance and Accountability

8:00 a.m. – 10:30 a.m. | Workshops

- W11** Lean Process Innovation
- W12** Supplier Quality Risk and Opportunity for Proposals
- W13** Visual Management, Gemba and Tiered Accountability
- W14** Assess, Improve, and Benchmark Using the BEST Method

9:00 a.m. – 9:30 a.m. | Refreshment Break

9:30 a.m. – 10:30 a.m. | Concurrent Sessions

- W15** Financial Impact of Quality Improvements
- W16** Beyond Lean Six Sigma: Build and Sustain a Culture of Quality
- W17** Auditing Your Risk Management System
- W18** Sowing Seeds of Quality: Grassroots Employee Engagement
- W19** Abraham Lincoln and the Art of Leading Change
- W20** It's Not Only the Mean that Matters in a Designed Experiment
- W21** Learning About Learning
- W22** Using Machine Learning to Prevent Process Defects
- W23** Expand Your Impact on the Culture of Quality
- W24** Derive Insight From Increasing Volumes and Sources of Data

10:45 a.m. – Noon | Closing Session, Team Excellence Award Ceremony, and Keynote Speaker



Be sure to **order your conference recordings** when you register and **save 90%** on access to **more than 100 sessions!** See sessions you missed, review those you attended, and share with your colleagues!

The 2019 conference offers multiple networking opportunities for you to connect with other attendees, sponsors, and exhibitors during daily refreshment and meal breaks, as well as these events.

ASQ Annual Business Meeting

Sunday, May 19 | 5:00 p.m. – 6:30 p.m.

Get an update on the latest information about the incoming ASQ Board of Directors and a special presentation on the State of the Society.

Conference Opening Reception

Sunday, May 19 | 6:30 p.m. – 8:30 p.m.

Visit the Exhibit Hall to connect with the wide variety of exhibitors offering the latest quality resources while enjoying hors d'oeuvres and a cash bar.

Conference Kickoff

Monday, May 20 | 10:00 a.m. – 11:15 a.m.

Kick off the first official day of the conference by catching up with new and old friends. Participate in interactive activities in the ASQ Center and with exhibitors.

Exhibit Hall Extravaganza

Tuesday, May 21 | 2:15 p.m. – 3:45 p.m.

Visit the Exhibit Hall one last time to enjoy fun games and prize drawings, and relax with other conference attendees.

Networking Reception

(Ticket Required)

Tuesday, May 21 | 7:00 p.m. – 9:30 p.m.

Each paid conference registration includes one ticket to attend this fun reception. Enjoy appetizers, cash bar, and music entertainment.



ENHANCE YOUR QUALITY SKILLS

Three-Day Courses

Certified Quality Auditor Certification Preparation

May 15 – 17, 2019

8:00 a.m. – 5:00 p.m. (each day)

Special member/non-member price: \$1,095

The Certified Quality Auditor (CQA) Refresher training, developed and delivered by the ASQ Audit Division, is designed and taught to help experienced auditors become better prepared for the CQA exam. It is not for beginners. The course is based on ASQ's CQA Body of Knowledge. Students will receive a course manual and a copy of the *ASQ Auditing Handbook, Fourth Edition*.

Certified Supplier Quality Professional Certification Preparation

May 16 – 18, 2019

8:00 a.m. – 5:00 p.m. (each day)

Early bird pricing ends April 7, 2019

Member: \$1,299

Nonmember: \$1,599

Regular pricing

Member: \$1,499

Nonmember: \$1,839

Review the seven main domains of the Certified Supplier Quality Professional (CSQP) Body of Knowledge. Learn from highly experienced instructors through real-world examples and case studies of the development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, familiarity with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction.

Certified Six Sigma Green Belt Certification

May 16 – 18, 2019

8:00 a.m. – 5:00 p.m. (each day)

Early bird pricing ends April 7, 2019

Member: \$1,399

Nonmember: \$1,599

Regular pricing

Member: \$1,609

List: \$1,839

This classroom-based course follows the Certified Six Sigma Green Belt (CSSGB) Body of Knowledge. Using real-world examples and activities, the course is designed to help you prepare for the ASQ CSSGB certification exam. Exam-style, multiple-choice questions are included for discussion in class and will give you ample practice in checking your understanding of content. As an additional resource, *The Certified Six Sigma Green Belt Handbook, Third Edition* is provided with the course.

Geometric Dimensioning and Tolerancing Fundamentals

May 17 – 19, 2019

8:00 a.m. – 5:00 p.m. (each day)

Early bird pricing ends April 7, 2019

Member: \$999

Nonmember: \$1,199

Regular pricing

Member price: \$1,149

List price: \$1,379

Discover the major pitfalls of traditional coordinate tolerancing—and how they may be overcome by using geometric tolerancing. Then, starting with your basic blueprint knowledge, you'll learn the symbols, terminology, and rules of geometric tolerancing as prescribed in the current standard (ASME Y14.5-2009). Learn the relationship between tolerances and how to most economically apply the concepts through the GD&T hierarchy.

ENHANCE YOUR QUALITY SKILLS

Design of Experiments

May 17 – 19, 2019

8:00 a.m. – 5:00 p.m. (May 17 and 18)

8:00 a.m. – 12:00 p.m. (May 19)

Early bird pricing ends April 7, 2019

Member: \$1,299

Nonmember: \$1,499

Regular pricing

Member price: \$1,499

List price: \$1,729

Success is no accident with design of experiments (DOE). A strategically planned and executed experiment gives you a great deal of information about the effect on a response variable due to one or more factors. You'll get the basics of DOE from this course—scientific method, steps for designing and conducting effective experiments, and statistical and graphical tests for significance. You'll also learn to set up, conduct, and analyze two-level factorial designed experiments. After this course, you'll be able to identify what factors impact quality and what you can do to improve.

Two-Day Course

Cost of Quality: Finance for Continuous Improvement

May 18 – 19, 2019

8:00 a.m. – 4:30 p.m. (May 18)

8:00 a.m. – 4:00 p.m. (May 19)

Early bird pricing ends April 7, 2019

Member: \$1,099

Nonmember: \$1,299

Regular pricing

Member price: \$1,269

List price: \$1,499

Improve customer satisfaction, competitiveness, and financial performance by understanding the link between quality improvement and profits. Learn to select, manage, and strategically use cost of quality (CoQ) improvement projects within your organization.

Surveys show a vast majority of companies either overlook or are unaware of the concept of CoQ. Quality costs (actual plus hidden) can amount to a large proportion of sales, often 25 percent or more. Learn to successfully use CoQ to help strategically manage your improvement projects with bottom-line results.

One-Day Course

Value Stream Mapping

May 19, 2019

8:00 a.m. – 4:40 p.m.

Early bird pricing ends April 7, 2019

Member: \$799

Nonmember: \$899

Regular pricing

Member price: \$919

List price: \$1,039

Learn the fundamentals of value stream mapping (VSM) through lecture, discussion, and a case study. Obtain the information on how to prepare for a VSM event and walk through the steps of creating the process family, drawing a current state map, developing a future state map, and writing a plan to get there. Follow a case study through the steps and draw the maps. Learn tips and tricks that will make your value stream maps better and drive results that reduce waste. You'll also learn about different types of value stream maps including real examples for office and support functions, manufacturing, service, and supply chains.

CERTIFICATION

Start your conference experience off on the right foot by becoming ASQ certified!

Sunday, May 19 | 10:00 a.m. – 3:00 p.m.

By adding an ASQ certification to your résumé, you'll open doors to new and advanced career opportunities. Take your exam Sunday, then spend the following days of the World Conference learning, exploring, and connecting with other people passionate about quality.

ASQ will offer the following 17 paper-based certification exams on this special exam date:

- Certified Biomedical Auditor
- Certified Calibration Technician
- Certified HACCP (Food Safety) Auditor
- Certified Manager of Quality/Organizational Excellence
- Pharmaceutical GMP Professional Certification
- Certified Quality Auditor
- Certified Quality Engineer
- Certified Quality Improvement Associate
- Certified Quality Inspector
- Certified Quality Process Analyst
- Certified Quality Technician
- Certified Reliability Engineer
- Certified Six Sigma Black Belt
- Certified Six Sigma Green Belt
- Certified Six Sigma Yellow Belt
- Certified Software Quality Engineer
- Certified Supplier Quality Professional

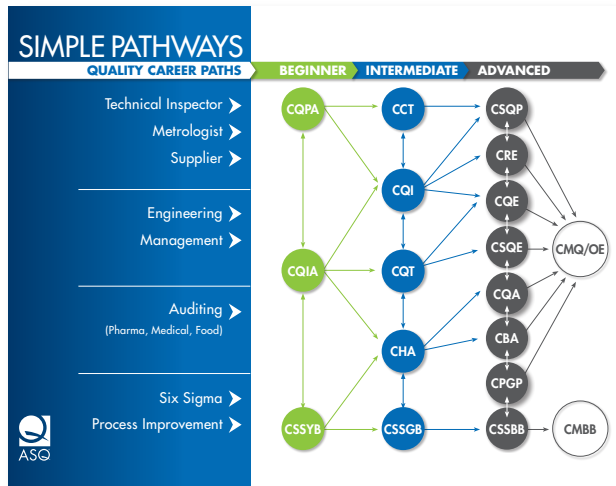
All ASQ exams except Certified Master Black Belt will be offered.

Application Deadline April 12, 2019

Pre-Registration:
Apply online at
asq.org/conferences/wcqi/educate

Seating is limited, so be sure to apply early and secure your spot. Onsite registration will be accepted only if space is available on Saturday, May 18, 2019, from 1 p.m. - 5 p.m.

Note: There will be no on-site registration for the Certified Six Sigma Black Belt.





LEADING CHANGE | Promo Code: TXRGL19

Step 1: Choose Your Registration (All prices listed in U.S. dollars.)

<p>Full Conference (Three-day) Your conference registration includes admission to sessions on all three days of the conference, admission to the Exhibit Hall, Conference Opening Reception, Live Case Studies, Tuesday Networking Reception, online conference presentations, refreshment breaks, and lunch on Monday and Tuesday. Visit: asq.org/wcqi</p>		<p>One-Day Registration (Monday or Tuesday) Your conference registration includes admission to concurrent and Live Case Studies sessions, refreshment breaks, and lunch on the day you attend, as well as the conference presentations. Pricing is per day.</p>	
<p>Early-bird (April 11, 2019) <input type="checkbox"/> ASQ Member \$1095 <input type="checkbox"/> Nonmember \$1299 <input type="checkbox"/> Group (3+) \$999</p>	<p>Regular (starts April 12, 2019) <input type="checkbox"/> ASQ Member \$1199 <input type="checkbox"/> Nonmember \$1399 <input type="checkbox"/> Group (3+) \$999</p>	<p>Monday, May 20 <input type="checkbox"/> ASQ Member \$599 <input type="checkbox"/> Nonmember \$699</p>	<p>Tuesday, May 21 <input type="checkbox"/> ASQ Member \$599 <input type="checkbox"/> Nonmember \$699</p>

Step 2: Choose Any Additional Items (All prices listed in U.S. dollars.)

<p>ADDITIONAL MEAL TICKETS One (1) lunch ticket per day is included with full conference registration.</p>		<p>ADDITIONAL TUESDAY RECEPTION TICKETS Tuesday, May 21 <input type="checkbox"/> \$65 x ___ = \$_____ (TUESRECP)</p>	<p>CONFERENCE RECORDINGS Get access to more than 100 session recordings. Review sessions, see sessions you missed, and share sessions with your colleagues. <input type="checkbox"/> Recordings: \$49 (WCQI19OP)</p>
<p>Monday, May 20 <input type="checkbox"/> \$40 x ___ = \$_____ (MONLUN)</p>	<p>Tuesday, May 21 <input type="checkbox"/> \$40 x ___ = \$_____ (TUESLUN)</p>		

Step 3: Choose Any Additional Preconference Courses (All prices listed in U.S. dollars.)

THREE-DAY COURSES	THREE-DAY COURSES	TWO-DAY COURSES
<p>Certified Quality Auditor Certification Preparation May 15 - 17, 2019 8:00 a.m. - 5:00 p.m. <input type="checkbox"/> ASQ Member \$1095 <input type="checkbox"/> Nonmember \$1095</p>	<p>Geometric Dimensioning and Tolerancing Fundamentals May 17 - 19, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$1199 <input type="checkbox"/> Member: \$999 Regular Pricing <input type="checkbox"/> List: \$1379 <input type="checkbox"/> Member: \$1149</p>	<p>Cost of Quality: Finance for Continuous Improvement May 18 - 19, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$1299 <input type="checkbox"/> Member: \$1099 Regular Pricing <input type="checkbox"/> List: \$1499 <input type="checkbox"/> Member: \$1269</p>
<p>Certified Supplier Quality Professional Certification Preparation May 16 - 18, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$1599 <input type="checkbox"/> Member: \$1299 Regular Pricing <input type="checkbox"/> List: \$1839 <input type="checkbox"/> Member: \$1499</p>	<p>Design of Experiments May 16 - 18, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$1499 <input type="checkbox"/> Member: \$1299 Regular Pricing <input type="checkbox"/> List: \$1729 <input type="checkbox"/> Member: \$1499</p>	<p>ONE-DAY COURSES</p> <p>Value Stream Mapping Sunday, May 19, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$899 <input type="checkbox"/> Member: \$799 Regular Pricing <input type="checkbox"/> List: \$1039 <input type="checkbox"/> Member: \$919</p>
<p>Certified Six Sigma Green Belt Certification Preparation May 16 - 18, 2019 Early Bird: (ends April 7, 2019) <input type="checkbox"/> List: \$1599 <input type="checkbox"/> Member: \$1399 Regular Pricing <input type="checkbox"/> List: \$1839 <input type="checkbox"/> Member: \$1609</p>		



Step 4: Payment Information

(FEES FOR REGISTRATION must be paid in full and will only be accepted in U.S. dollars.)

Funds are payable in U.S. dollars, drawn from a U.S. financial institution. All phone orders or faxes MUST include the number of a major credit card that will be charged for the registration fees (MC/VISA/AMEX accepted). Do not follow up with a phone or fax registration with a mail-in registration. All orders, whether phoned, faxed, mailed in, or completed online, will be confirmed by mail with a receipt and confirmation letter within two weeks of receipt.

(1) Registration Fee Total \$ _____	(2) Additional Item Total \$ _____	(3) Course Total \$ _____	GRAND TOTAL \$ _____
Purchase Order <i>(Must include original hard copy of purchase order on company letterhead)</i> <input type="checkbox"/> No. _____	Check <i>(Enclose Check)</i> <input type="checkbox"/> No. _____	Credit Card <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express Credit Card Number _____ Exp. Date _____ Address _____ City _____ State/Province _____ Postal Code _____ Country _____ Signature _____	

Step 5: Attendee Information *(Please print clearly.)*

<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Dr. Name _____ <small>First Name Middle Initial Last Name</small> Badge Name (Nickname) _____ Company _____ Title _____	<input type="checkbox"/> Home <input type="checkbox"/> Business <i>(Please choose one.)</i> Address _____ City _____ State/Province _____ Postal Code _____ Country _____ Signature _____ Telephone _____ <small>(Area Code)</small> Email Address _____ ASQ Member Number <i>(if applicable)</i> _____ <input type="checkbox"/> Yes, I would like to receive information from conference sponsors and exhibitors via email (SVY5).
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How to Register

MAIL the registration form to: ASQ Customer Care P.O. Box 3066, Milwaukee, WI, USA 53201-3066.

CALL 800-248-1946 (U.S. and Canada), 001-877-442-8726 (Mexico), or +1-414-272-8575 (all other locations) Please have your credit card ready.

FAX your completed registration form (both sides) with credit card number (VISA/Mastercard/American Express only) to ASQ Customer Care, 414-272-1734.

ONLINE registration form is available on the official website of the 2019 World Conference on Quality and Improvement at asq.org/wcqi.

Cancellation Policy

We understand that occasionally things do happen that prevent you from attending a program for which you have registered. If you find that you cannot attend the 2019 World Conference on Quality and Improvement, here's what you can do:

Send a substitute: Substitutions can be made at any time, even on-site.

Transfer: Transfer your conference fee to another conference of your choice.

Cancel: Cancellations can be made any time prior to the start of the conference. Requests for cancellations received on or before **April 22, 2019** will incur a \$200 processing fee. No, requests for refunds will be accepted after **April 22, 2019**.

Note: Registrants who fail to attend are responsible for the entire conference fee.

Special Needs

If you have a disability and/or special needs, including meal restrictions, please let us know so that we may help facilitate your attendance at the conference. **Check this box and attach information regarding your needs.**



Fort Worth Convention Center

1201 Houston St., Fort Worth, TX 76102

Hotel Accommodations

ASQ has negotiated reduced rates at the hotels listed below. Reserve your room by **Friday, April 26, 2019**, to secure your rate.

Visit asq.org/conferences/wcqi/about for more information. Click on "ASQ Reservations Website" links for each hotel.

Courtyard Fort Worth Downtown/Blackstone

Rate: \$179

Phone: 817-885-8700

Embassy Suites Fort Worth Downtown

Rate: \$224

Hotel Reservations: 817-332-6900

Hampton Inn & Suites Fort Worth Downtown

Rate: \$199

Phone and Hotel Reservations: 817-332-5300

Fairfield Inn & Suites Fort Worth Downtown

Rate: \$189

Phone and Hotel Reservations: 817-529-9200

Hilton Fort Worth

Rate: \$209

Phone: 817-870-2100

The Worthington Renaissance Fort Worth Hotel

Rate: \$219

Phone: 817-870-1000

Omni Fort Worth Hotel (ASQ Headquarters Hotel)

Rate: \$210

Phone: 817-535-6664

Sheraton Fort Worth Downtown

Rate: \$199

Phone: 817-335-7000

Third-Party Reservations

We request you stay at one of the conference hotels listed here. ASQ assumes a financial risk when securing rooms for the conference. Registrants reserving rooms at other hotels increases this risk, which could result in fewer available rooms and higher room and registration rates in the future.

ASQ does not solicit hotel rooms nor share any attendee lists with outside marketing companies. Should you receive a call from a housing company, note these companies are not affiliated with ASQ or any of the conference hotels. You are strongly discouraged from making reservations with these companies, as the reservations may not be honored when you check in. ASQ recommends you only book your hotel reservations with the hotels listed here by calling the property or booking online via the links highlighted for each location.

International Travelers Visa Information

For international attendees who may require a visa, we suggest you visit usvisas.state.gov for information, guidelines, and forms. Keep in mind some visa applications can take up to three months to process.



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