

2019 ASQ World Conference on Quality and Improvement



Site Volunteer Training and Evaluation
Fort Worth Convention Center, Fort Worth, TX
May 18-22, 2019



ASQ
The Global Voice of Quality™

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Welcome to Fort Worth, Texas!



- We are delighted to have you as a volunteer for the 2019 WCQI. Thank you!
- We look forward to working with you to help make the 2019 WCQI a most enjoyable and rewarding experience for the more than 2500 attendees.
- 
 • **Please review this training material and successfully complete the quiz by April 10, 2019 to be assigned a final volunteer schedule and receive your complimentary registration code.** A link to the quiz is at the end of this presentation and on the WC19 Volunteer webpage .
- You are not expected to memorize these contents; information is provided to help prepare you for your role as a volunteer.
- 
 • **In addition to this ONLINE training, you must attend ONE ONSITE training session prior to your first assignment. *This is mandatory.***

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Training Objectives

By the end of this training you will know how to:

- Describe the different volunteer functions and responsibilities
- List the resources available to volunteers
- Provide excellent customer service that meets or exceeds WCQI guidelines
- Answer frequently asked WCQI-related questions



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Topics

- General WCQI Information
- Volunteer Roles and Responsibilities
- Customer Service Expectations
- Resources
- Next Steps
- Quiz



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General WCQI Information

- WCQI Theme & Focus Areas
- Venue
- Session Types
- Badges
- Volunteer Registration



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WORLD CONFERENCE ON QUALITY and IMPROVEMENT 2019

May 20 - 22, 2019 | Fort Worth, TX



Conference Theme – 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 that 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 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.



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Focus Areas

- **The Future of Quality:** The sessions in this area examine the effects disruptive technologies are having on the quality function and on the quality profession as a whole.
- **Managing Change:** Today's ever-changing landscape of disruption and transformation requires organizations to change and constantly challenge past practices.
- **Building and Sustaining a Culture of Quality:** These sessions address the struggle of how to build a culture in which the application of quality tools, techniques, and methods expands beyond special projects or departments and evolves into the standard way work gets done.
- **Quality Basics:** This area focuses on **ADVANCED** content designed to provide new, innovative, and unique insight and perspective to experienced practitioners and leaders. These sessions offer advanced content covering the more complex and intricate technical areas of the quality discipline.



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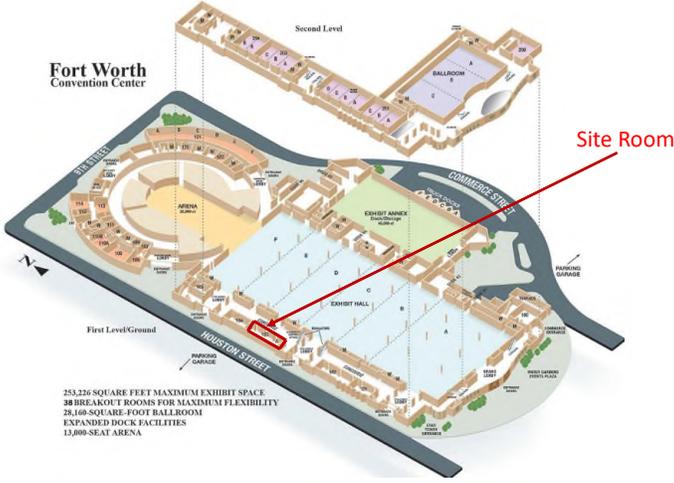
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May 20 - 22, 2019 | Fort Worth, TX



Venue



253,326 SQUARE FEET MAXIMUM EXHIBIT SPACE
 38 BREAKOUT ROOMS FOR MAXIMUM FLEXIBILITY
 25,168 SQUARE FOOT BALLROOM
 EXPANDED DOCK FACILITIES
 13,000 SEAT ARENA



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 May 20 – 22, 2019 | Fort Worth, TX



Session Types

- **Concurrent Session:** These 60-minute sessions are meant to present real applications, results, and solutions based on quality principles or theory that can be implemented immediately.
- **Workshop:** Workshops will lead participants from an identified beginning point through a logical and clearly identified end point with the expansion of the related body of knowledge and include hands-on learning activities that demonstrate and reinforce the concepts presented.
- **“After 5” Sessions:** These exciting and innovative sessions are less formal than concurrent sessions and cover numerous topics that may not relate directly to quality in the traditional sense. They include a social component which adds to the level of interaction between the facilitator and the participants, as well as the participants and their peers.



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Session Types

- **LIVE Case Studies:** These unique sessions will take you on a journey through successful quality projects from around the world. Hear how other companies have made a significant impact on their organizations using proven quality methodologies, tools and techniques.
- **Quality 4.0 Theater Sessions:** Whether it be called Industry 4.0, Disruptive Technology or the Digital Revolution, the exponential growth of technology is rapidly changing the workforce, workplace and markets that organizations serve. These “TED-Style” talks explore the impact that artificial intelligence, robotics and other technological advances will have on organizations as well as the future of quality and the quality professional.



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Attendee Badge Color Codes

Green	Attendee
Black	Staff / Volunteer
Blue	Speaker
Red	Exhibit Hall

- Only persons holding a Green, Black or Blue badge are allowed to attend sessions.
- **Persons with a Red badge & Persons without a badge should not be admitted to sessions.**



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Volunteer Registration

As a volunteer, the conference fee is at no cost if you work all your scheduled activities. Your registration includes admission to the following:

- Keynote Speaker Sessions
- WCQI Concurrent Sessions
- Workshops
- Industry Sessions
- Professional Sessions
- Exhibit Hall

Your registration as a volunteer does not include:

- Member-Leader events (separate registration)
- "Invitation Only" events
- Meals or Tuesday Evening Reception
- Events requiring a special ticket for an additional fee
- Parking



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Volunteer Roles and Responsibilities

- Roles
- Responsibilities
- Notification Requirements



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Volunteer Roles

ROLES	VOLUNTEERS FOR EACH SESSION OR LOCATION
Session Monitors: Concurrent Sessions / Workshops	Two (2) for each session
Keynote / General Session	Four (4) for each session
Live Case Studies	Two (2) for each session
Information Desk	Two (2) for each desk
Site Room: Sign Volunteers In / Out, Backup	Four (4) in Site Room
Lunch Tickets	One (1) for each line



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Responsibilities



When you arrive:

- **Check-in:** Site Committee Room 103 (Central communications point of contact for volunteers in the Fort Worth Convention Center)
- no later than 30 minutes prior to your first assignment of the day
- Attend On-Site Volunteer Training. Training schedule (to be shared in the coming weeks) will contain the dates and times.
- Wear your WCQI volunteer vest (distributed per assignment period)
- Pick up your Volunteer Information during training
- Pick up and review latest schedule updates (daily addendum)
- All volunteers are required to check-in and check-out for each assignment period.



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Responsibilities

While you are working:

- **Breaks:** coordinate times with your partner or other Site Committee members
- **Dress** - business casual; jeans/shorts/t-shirts or shirts with advertising not permitted.
- Wear very comfortable shoes; there will be a lot of walking.
- You may carry a water bottle; please do not carry other food or beverages.
- Be enthusiastic . . . Smile!
- Wear your vest on duty
– You're on duty while wearing your vest, even when you're not at your scheduled work station



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Responsibilities

When you leave:

- Check out in the Site Committee room (Room# 103)
- Check for schedule changes!
- Return your vest after your last scheduled volunteer role!
 - ASQ reuses these each year. There will be a charge for vests not returned.



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Roles and Responsibilities: Session Monitors

- Two volunteers for each session
- Places and removes session signs
- Notifies site committee of issues related to session moderators or speakers
- Answers general questions about sessions, activities, and meeting locations
- Tidies up room between sessions
- A mobile app will be used for session evaluations. Onsite training provided at the conference.
- The Session Moderator will introduce the speaker, lead the Q&A session and address any audio-visual issues.



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Roles and Responsibilities: Session Monitors - Before the Session

Arrive at your assigned room at least 15 minutes before the session!
Do not enter room until previous session has ended.

Items Required (Pick up in Site Committee Room- Room# 103)

- Session signs
- Session packet
- Check room sign to assure it is correct
- Familiarize yourself with light controls
 - Do not dim or turn off lights unless absolutely necessary
- Direct attendees toward seats as needed (monitor seat availability)
- Close extra doors to encourage single entry/exit
- Close all doors when session starts
- **Welcome Attendees & Monitor Name Badges**
 - Welcome each attendee. Be enthusiastic and smile
 - Monitor badges; some badges will indicate single-day registration. For example, "Monday Only". Those with Red Exhibitor badges are also not allowed in the sessions.



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Roles and Responsibilities: Session Monitors - During & After Session

- **Session Attendance**
 - Take a head count, record it on the session report
- Remain by door to assist those who enter late
- Return session report to Site Committee Room- Room# 103.



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Roles and Responsibilities: Keynote and General Session Monitors

Arrive at your assigned room at least 15 minutes before the session!

- Four volunteers for each session
- Welcomes conference participants
- Answers general questions about sessions, activities, and meeting locations



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Roles and Responsibilities: Live Case Study Room Monitors

Arrive at your assigned room at least 20 minutes before the session and meet the Lead Judge!

- Assist Lead Judge coordinating the competition
- Two volunteers for each session (one to monitor door & one to time competition or perform other duties as assigned by Lead Judge)
- Doors must remain closed during competition - do not let anyone enter or exit!
- Lead Judge will have stop watch & time cards
- Count attendees and record on monitor form
- Audio or video taping/recording is not allowed



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Roles and Responsibilities: Information Desk

Arrive at your assigned location at least 15 minutes before the scheduled shift!



- Two volunteers for each site
- Welcomes conference participants
- Works with previous shift to learn about issues that occurred and if any still need to be resolved
- Answers questions about a variety of topics:
 - Registration process
 - Sessions, activities, and meeting locations
 - Venue logistics, local transportation, and sightseeing options
 - WCQI Fort Worth information webpage – QR code
 - Special needs
 - Compliments and complaints
- Logs any new issues (and resolution) not in the information folder



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Notification: Non-Attendance

Unable to attend (due to work priorities, family emergency, etc.)?
Please inform us immediately!

Prior to Saturday May 18:

John Breckline @ 817.401.0412 or jbreckline@att.net

During Conference May 18 – 22:

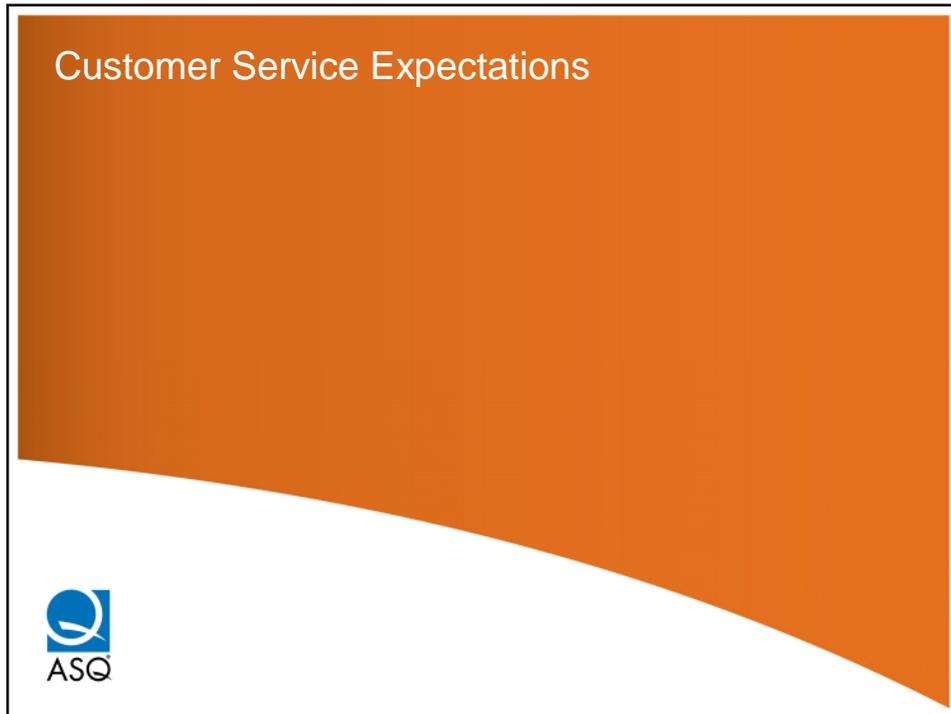
John Breckline @ 817.401.0412 or

Jim Conkle @ 817.308.5978

- Failure to work your commitment could result in your being billed for the entire conference fee of **\$1,199!**



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Customer Service Expectations

Remember the 3Cs – Courteous, Competent and Cool

- Maintain **COURTESY and PROFESSIONALISM at all times.**
- Remain objective when handling irate and unreasonable participants.
- Complaints are living examples of the 80-20 rule – a few bits of vital feedback among lots of not-so-helpful personal grievances.

ASQ cares about positive first impressions. Use the standard greeting and closing

- **Standard Greeting:** "Welcome to the ASQ World Conference. How may I help you?"
- **Standard Closing:** "Have a great conference! Please let me know if I can help you in any other way"

ASQ

Be enthusiastic . . . Smile!



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Customer Service Expectations

When you speak to a conference participant (whether speaker, exhibitor, person attending, or ASQ staff member), you are representing the entire Society, not your Section, Division, your company or yourself.

- Please set aside your usual perspective and reflect the viewpoints of ASQ.
- If you are not certain what ASQ's perspective is, please ask and don't assume.

You are likely to have at least one encounter with a conference attendee who is disgruntled or even furious.

- They can be rude on occasions, and they may take out their problems on you.
- Don't respond in kind.

Deal with these unsettling situations politely.

- Focus on the substance of the participant's problem, rather than the emotional content that is being projected.
- In almost all cases, you'll be able to deal with at least a portion of the underlying problem, and your actions may help the participant attain a more pleasant demeanor.
- If you cannot resolve the issue, refer it to the Site Committee room.
- Notify the Site Committee in any case so that the issue can be documented



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Customer Service Expectations

Addressing Conference attendee questions:

- Each conference participant will receive a program that includes descriptions of all of the events and sessions, maps of the Fort Worth Convention Center, a list of exhibitors, and more. Many of the questions you may be asked actually will be addressed in the program.

Teach them how to fish

- Refer to the map in the conference program when giving directions
- Refer to the master schedule when answering session-specific questions
- Show them how to use the Conference App
- When you're asked a question, don't guess. Please use your reference materials, rather than trusting your memory or guessing.

If you're not certain of the answer, check with the Site Committee Room.

Help is available.



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Customer Service Expectations

As a volunteer, you **can**:

- Resolve as many issues as possible without escalating them to the Site Committee.
- Answer any question according to the information provided to you.
- Resolve issues in a way that satisfies the conference participant
 - If no other conference participant will be inconvenienced by the resolution
 - If no cost is involved

As a volunteer, you **cannot**:

- Speak on behalf of ASQ or any section or division that you are not a part of directly
- Authorize the expenditure of funds (This helps ensure that the conference budget is maintained. If an issue arises that requires an expenditure of funds, please contact a Site Committee member):
 - Including use of Fort Worth Convention Center staff services for which ASQ might be billed
 - Including registration fee reductions/refunds



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Customer Service Scenarios

Basic Interactions

- Be outgoing, friendly, courteous, and helpful - Smile a lot!
- Initiate a conversation when someone looks lost or confused – use “Welcome to the ASQ World Conference on Quality and Improvement. How may I help you?”
- In the course of the conversation, use the person's name at least once. It's on their badge.
- Be thoughtful when speaking with someone whose first language isn't English. Speak slower – not louder!
- Conclude conversations with “Have a great conference! Please let me know if I can help you in any other way.”



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Customer Service Scenarios

Providing Directions

- Always use the conference program or app when directing people to their destinations.
- This helps orient them to the Convention Center and teaches them to use these references themselves later on.



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Customer Service Scenarios

Room Changes

- Room changes are inevitable, annoying, and can cause anxiety and panic in participants
- Apologize on behalf of ASQ – “I’m so sorry about this.”
- Don’t speculate on the reason for the change, just stay calm and cheerful and help people find the right room as quickly as possible – “I don’t know why the room was changed, but I do know the fastest way to get to the new room. Let me show you.”
- Use the Conference Program or app



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Customer Service Scenarios

Event Access

- Badges are required for session entry; only these colors are allowed in sessions

Green	Attendees
Black	Volunteers / Staff
Blue	Speakers / Reviewers / Moderators

- When denying access, be polite but firm – “I’m sorry, but you must have your badge to attend this event.”
- If their badge has been lost, direct them to the Registration desk for help.
- If they insist on entering, allow them in, then contact the Site Room and Security



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Customer Service Scenarios

Upset or abusive attendees

- Avoid escalating the situation – don’t argue or become defensive
- Convey empathy and apologize on behalf of ASQ – “I’m so sorry to hear that.”
- Let them vent to calm down
- Ask, “What would you like me to do?”
 - If it’s within your authority, do it.
 - If not, direct them to ASQ staff for assistance – “I’ll be happy to take you to someone who might be able to help you.”



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Resources: Accessibility

- Fort Worth Convention Center is accessible to disabled patrons as required by the ADA and applicable regulations.



- Special needs assistance is available at the conference and arranged at time of registration:
 - Assisted listening devices
 - ASL interpreters
 - Sight impairments
 - Dietary restrictions



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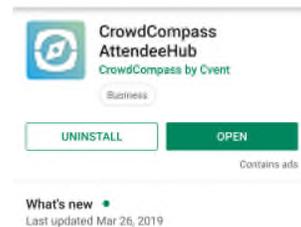
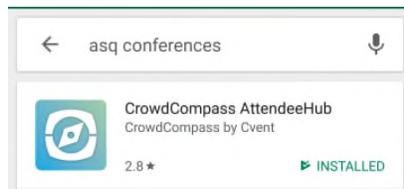
Resources: Conference App



Mobile Event Guide

[ASQ Conferences: CrowdCompass AttendeeHub by CVENT](#)

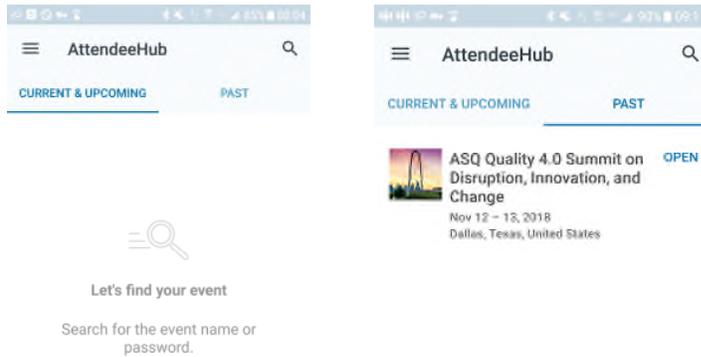
Find the  app in:  



The 2019 WCQI event within the app is not available yet and is expected to be released the week before the conference. The next few slides use a previous conference to demonstrate features of the app

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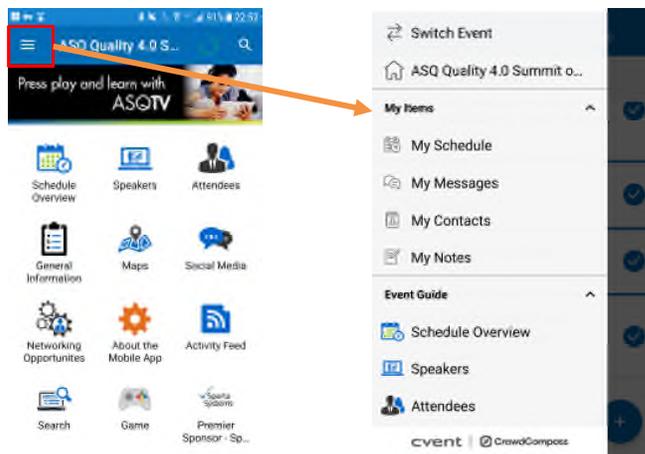
Resources: Conference App



The 2019 WCQI event will show in the Current & Upcoming tab when released, similar to the Quality 4.0 event that is in the Past tab

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Resources: Conference App

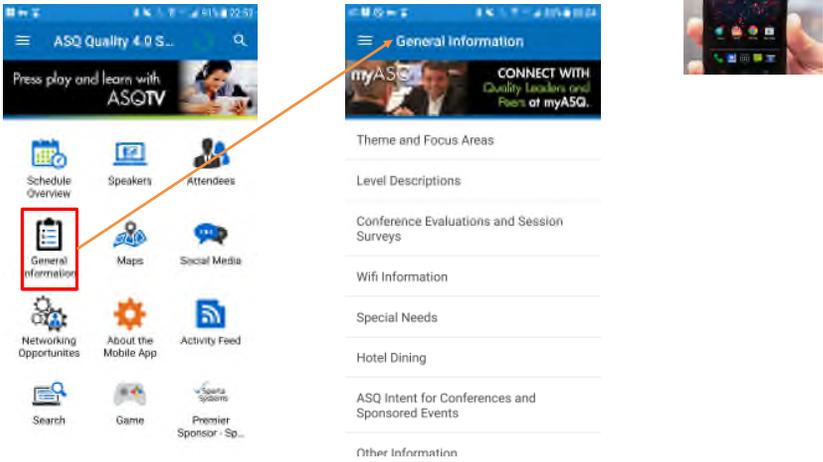


When you open the event, you will see a list of icons.

Click on the Menu bar to access your personalizations, such as schedule. Click on the Home icon to return to the opening screen.

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Resources: Conference App

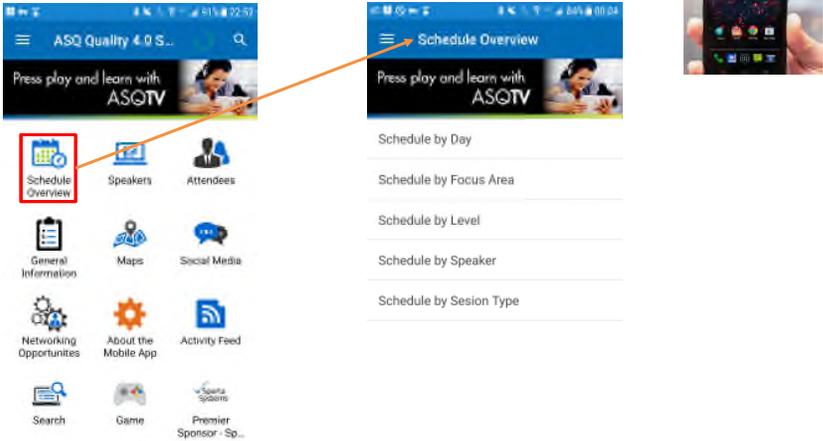


General Information will provide information about the conference and venue.



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Resources: Conference App

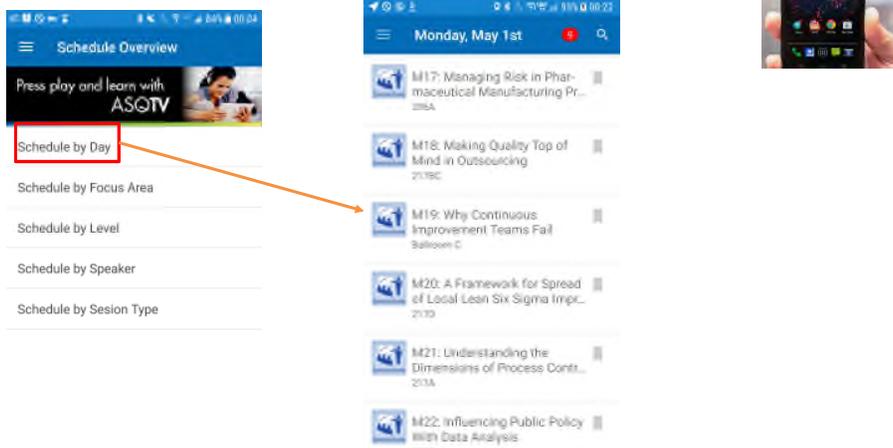


Schedule Overview allows you to search the sessions different ways. You can then Bookmark or Add a session to your own schedule.



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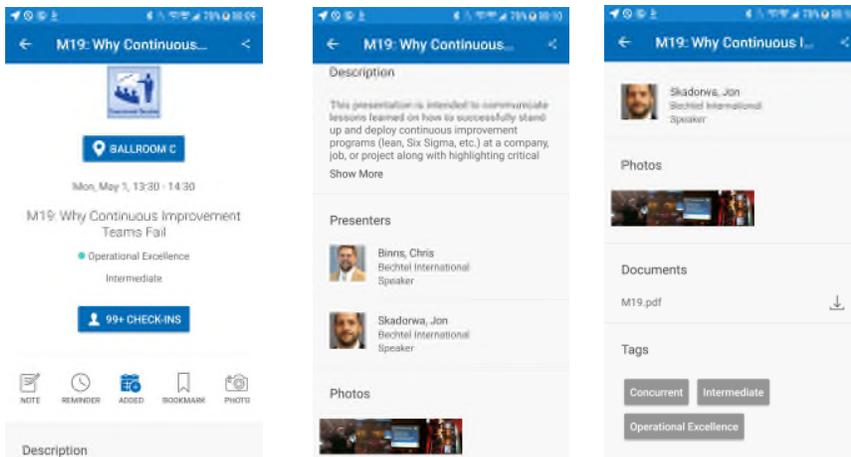
Resources: Conference App



One way to search the schedule is by day, which lists each session in time and session number order. In this example, we will look at Session M19

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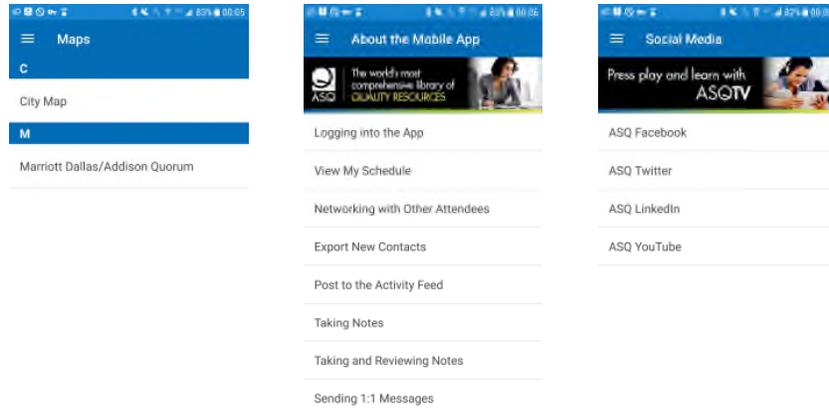
Resources: Conference App



Opening Session M19 will show the type of session, location, date/time, Focus area, level, description, speakers and any associated documents (presentation, handout, etc). When the ASQ event is live, this is where session evaluations will be completed.

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Resources: Conference App



The app has a lot of useful information that can be accessed quickly using the Search function. Once the event is released, take some time to review the features. This will be covered in more detail during the onsite training.

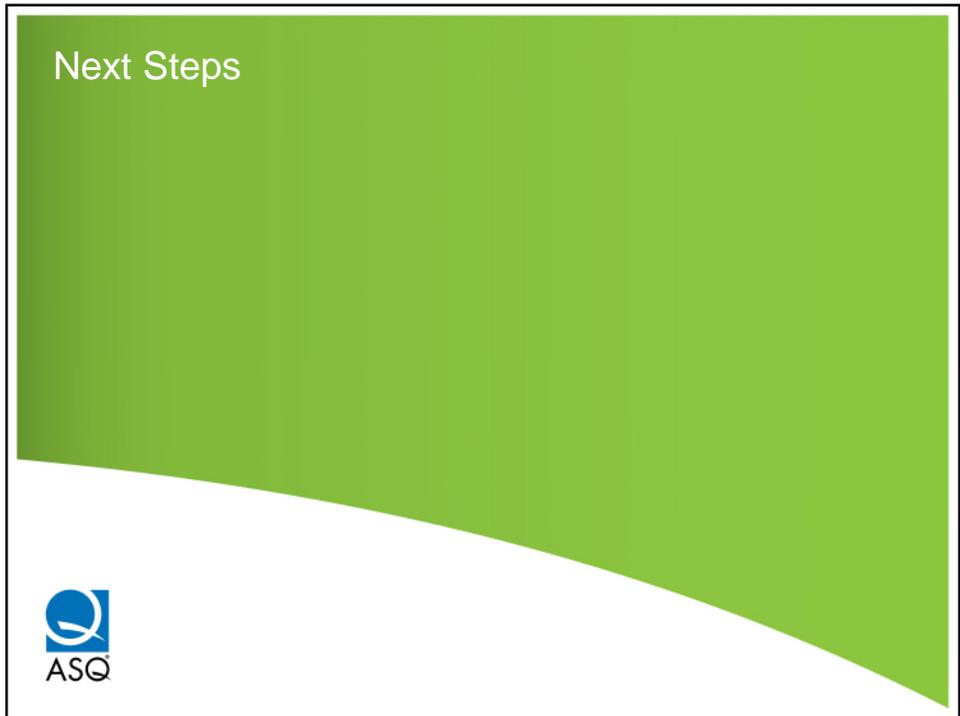
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Resources: Websites

- WCQI Schedule of Events - <http://asq.org/wcqi/program.aspx>
This site is updated regularly, so you'll need to check it out several times
- Keynote speakers information - <http://asq.org/wcqi/speakers.aspx>
- International Team Excellence competition (Live Case Studies) - <http://asq.org/team-excellence/index.aspx>
- Fort Worth Convention Center - <https://www.fortworth.com/meetings/convention-center/>
- Fort Worth Visitor Information (What our city has to offer) - <https://www.fortworth.com/>
- ASQ Fort Worth Conference Information - <http://www.asqfortworth.org/wcqi-volunteers.html> (Volunteers)
<http://www.asqfortworth.org/wcqi-ft-worth.html> (General Information)



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Next Steps

Volunteers must complete (and pass) the quiz by April 10, 2019

- Link is on next slide
- Those who pass will be provided the code to register for the conference at no cost!

<https://prdweb.asq.org/ecommerce/conference/>

Email Updates:
We will keep in touch with you by email in the next few weeks to:

- Your volunteer assignment schedules confirmed by April 30, 2019
- Other updates

ONSITE Training:

- As a volunteer, in addition to this ONLINE Training, you must attend an ONSITE Training session prior to your first assignment. *This is mandatory.*
- Sessions are currently planned for:

Saturday 5/18	Sunday 5/19	Monday 5/20
9 AM	11 AM	7 AM
11 AM	2 PM	9 AM
1 PM	4 PM	



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Next Steps: Quiz

Please note: This is Open Book!

You must score at least 80%. You may repeat as many times as necessary.

Quiz Link:

https://asq.co1.qualtrics.com/jfe/form/SV_esbolsU8qEtsRal

After you successfully complete the quiz, be sure to fill in the requested information so we know who completed it! You will also be asked to select a preferred time for onsite training to help us prepare.



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Thank You From The Site Committee Team – ASQ Greater Fort Worth Section 1416 and ASQ Dallas Section 1402!

Role	Contacts
Site Committee Chairs	Fred Jenke / John Breckline
Registration	John Breckline / Sharon McNair
Scheduling	John Breckline / Jim Conkle
Training	David Greer / Peter Stamps
Site Room	Jerry Capstick / Russ Wood
Info Desk	Sharon McNair / Suran Wije



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We look forward to seeing you in Fort Worth!

Please contact us with any questions -
2019 WCQI Training Coordinators:
David Greer dgreer82@gmail.com
Peter Stamps pstamps@sections.asq.org