

[ASQ Greater Fort Worth – Section 1416](#)

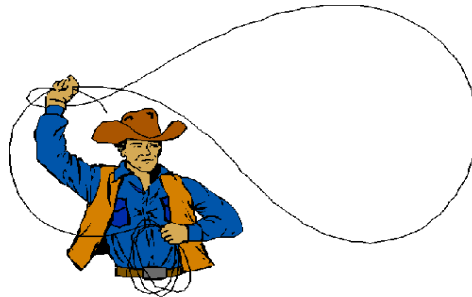
# Cowtown Quality Roundup 2020

## Our 20th Anniversary !!!

UPDATE POSTED 03/06/20

### **Registration is Open**

When you have decided on program choices below,  
[Registration Link](#) on last page...



**Date: Friday, April 17, 2020**  
**8:00 am – 5:00 pm**

**Location: Radisson Hotel**  
**Fort Worth North – Fossil Creek**  
1 mile south of I-35W and I-820 North intersection  
[MAP](#)

---

**Cost: \$147 – a Great Value!**

**Includes: Continental Breakfast, Buffet Lunch, Afternoon Break  
AND...**

**Memory Jogger, Door Prizes, Networking Opportunities**

**Discounts to apply:**

- \$20 for Section 1416 Members – Membership to be effective 3/31/20
- \$20 for Early Bird (closes 3/27)

Lotteries are not planned to be applied this year – offering above discounts instead

**Immediate payment by credit card is the default...**  
for alternative payment methods contact [jbreckline@att.net](mailto:jbreckline@att.net)

## **1.0 RU Earned for full day participation**

---

### **Learn Today – Apply Monday!**

Based on ASQ Member Satisfaction Surveys, you said you wanted skills to use in real life.

**“Theory is good, but it doesn’t help me apply it in my day-to-day work.”**

**This will be a full day of application-oriented training...**

### **Quality Focus Tracks**

**Click title to get topics & descriptions, or just browse the list.**

#### **Track C: Compliance Methods**

Compliance to various standards, be they ISO, FDA, or various industries is often a condition for obtaining business. This track will address the ways and means to enter those competitive markets and remain high on the customer’s list to keep you. Maintaining that compliance is an ongoing challenge and we’ll address how to be effective.

Presenting Companies: Key Quality, Medtronic

#### **Track E: Emerging Quality**

What’s New in Quality? We’ll be addressing Quality 4.0, and other methods that will assure quality meets the ever-changing needs of the 20’s of the 21st century.

Presenting Companies: LM Aero, The Process Group

#### **Track L: Leadership**

Engaging your teams and employees are keys to success in achieving performance in either projects and/or outstanding business results. What can you be doing to expand your leadership skills?

Presenting Companies: Swift Associates, Values-Driven Leadership

#### **Track M: Quality Management Systems**

Are you happy with a “basic compliance system” or are you continually working to improve you Quality Management System? This set of sessions will challenge your thinking and provide some concepts and path toward making your QMS more effective and/or efficient.

Presenting Companies: Oncor Delivery Services, LKQ

## **Track P: Personal Development**

Be the best you can be! Develop personal understanding (know thyself) and skills (development) that help you move towards your best... today and tomorrow. This development process will further your career, inside your current organization, or as you seek external opportunities.

Presenting Companies: BuzzPro, Medtronic, Oncor Delivery Services

## **Track S: Supplier Quality**

Supplier Quality Management is a constant challenge... Are you considering ways to assure it serves the organization in an optimum way? Are you considering the risks of your system failing to meet production schedules without interruption? This track will provide methods to drive towards maturing your SQM to ever increasing capabilities.

Presenting Companies: Key Quality, Medtronic

## **Track T: Continuous Improvement Tools**

The basic quality tools have a much wider application, once you understand the concepts behind them. Learn additional applications of Six Sigma, Lean and SPC as they are applied within your organization.

Presenting Companies: Texas Health Resources, Mary Kay, T. Ditch Assoc

## **The 4th Quarter: Keynote Speaker**

Robert Freeman, our “premier” speaker and self-declared **Edutainer** will give a keynote in the 4<sup>th</sup> time slot.

Title: A Quality Vision... 10 Years into the Future

- What Emerging Quality methods will touch your organization (Q 4.0, Agile, etc.)?
- What do you need to think about... Quality technologies, regulatory changes, process improvement, customer satisfaction, other?
- Are you preparing yourself to assure Quality helps your company in product & service process development, customer impacting operations, meeting business goals & objectives?
- What is the Vision of the Quality function in the next 10 years?
- What are your actions to start now to meet those changes?

---

---

### **Chair**

**Chris Hayden**

682-351-7636

[csmhayden@sbcglobal.net](mailto:csmhayden@sbcglobal.net)

### **Program**

**Peter Stamps**

817-676-7618

[pstamps@sections.asq.org](mailto:pstamps@sections.asq.org)

### **Registrar**

**John Breckline**

817-401-0412

[jbreckline@att.net](mailto:jbreckline@att.net)

**Detail Topics and Descriptions below...**

## Topic Level Legend: (B) Basic, (M) Intermediate

### Compliance Methods:

#### **C1 – (M) Focused Auditing – Getting to the Essence of Protection**

The Motorola Quality Systems Review (QSR) had 92 Baldrige-level questions addressing Approach, Deployment and Results scoring of each question. This is overwhelming and time consuming as it took a team of 5-6 auditors a full 5 days to conduct the audit and provide feedback to the management team. Let's look at the essence of a QMS that focuses on the core operations and systems that assure manufacturing is performing well and bringing confidence to customers.

Although the Motorola QSR was designed for as a full quality systems audit, can be applied to individual processes and deployed to fit the resources of the organization. This mini-audit can identify shortcomings within a process that may be symptoms of general shortcomings of the entire quality system. The presentation will overview 10 specific elements and will dig deeper into a few per participants' interest.

Presented by John Breckline, Key Quality Consulting

#### **C2 – (B) Quality Walks – Simple Steps to Strengthening Quality Culture**

Quality Walks can be used in manufacturing or professional environments to strengthen quality culture for improved process outcomes and performance results.

Presentation Take-Aways:

- Get Close – Personal conversations with each employee are vital to true understanding and growth.
- Small Steps have Big Gains – Simple coaching and collaborating aligns expectations for easy deployment. Small time investment for significant rewards.
- Safe-Space to Stop & Fix – With a safe atmosphere, powerful discoveries can occur. Commit to change and resolve issues.
- Reaching Hearts & Minds – Connecting with people and re-invigorating any cultural initiative is key to sustained success.

Presented by Tina Strickland, Medtronic

#### **C3 – (B) First Article Inspection / PPAP Model**

The Term "First Article Inspection" means different things to different people. To some, it is a highly structured part qualification process imposed upon suppliers by customers at the beginning of a new business venture or with the introduction of new or changed parts.

To others, it is that process done at the beginning of a run or a shift or after a tooling change used to assure management that nothing has been forgotten overnight and that all the right setups are in place, the right material, labeling, components, processes, fixtures, jigs, and people have been brought to gather so that repeatable and acceptable parts can continue to be produced.

This presentation will include FAI for internal / external purposes and elaborate on the PPAP process initiated by the automotive industry.

Presented by Bob Mitchell, retired

---

[Back To Topic Index](#)

## **Emerging Quality: (New Track)**

### **E1 – (M) Quality Anarchy... How to thrive in a state of disruption.**

Industry 4.0 is already upon us, but it seems that Quality practitioners are not fully prepared. Rather than taking a defensive posture, analysis of the job displacement model can help proactive

Quality organizations remain prepared and competitive. This session will explore how robotics, algorithms, human agility and creativity can be applied to your Quality organization so that you can thrive in a state of disruption.

Presented by Chris Colaw, Lockheed Martin Aerospace

### **E2 – (M) We Are Agile and It Is Chaos — Now What?**

Your team is Agile, and is in chronic chaos, and you don't know why.

This presentation will cover specific actions that cause chaos and specific steps to reduce chaos.

- How is Agile going in your organization?
- Agile and risk – are you reducing or increasing risk by moving to Agile?
- Agile intent – what is Agile without all of the buzz words? Are you Agile buzz-word-free?
- Why do Agile teams end up in chaos?

Presented by Neil Potter, The Process Group

### **E3 – (B) An Introduction to Quality 4.0**

The past 10 years have begun what is called "Industry 4.0", or the fourth industrial revolution, marked by digital capabilities such as the internet of things (IoT), cloud computing, machine learning (ML), artificial intelligence (AI), blockchain technology and 3D printing.

The Quality profession needs to adapt to these new challenges, to transform into Quality 4.0. In this session, learn more about how Industry 4.0 is driving Quality 4.0, the enabling technologies and the competence and knowledge areas that are critical to the future of quality.

Presented by Peter Stamps

---

[Back To Topic Index](#)

# Leadership:

## L1 – (B) The Human Side of Quality...

### Quality Science, You, and Creating a Culture of Trust

As leaders in our profession we must:

- Know our science
- Take the lead in implementing our knowledge
- And, learn how to cultivate the culture of trust.
- Most of our education and training should be spent studying people and what will make them become engaged and remain that way.

When we can successfully combine the sciences (Quality and Human Relations) we will truly understand the Human Side of Quality.

Presented by Don Swift, Don Swift and Associates

## L2 – (B) ON & IN: Inside-Out, The Path to Proven Growth

Gain the skills to enhance your leadership, develop your team, grow your business, and get your life back.... All faster than you thought possible.

Learn how to work ON the business while you work IN the business and adopt a systemic approach to grow your business. I have found 85% of leaders are working very hard, but almost never make time to work ON their business.

Presented by Bobby Albert, Values-Driven Leadership

## L3 – (B) 1-2-3: Team-Focused Decision Making

Gain the skills to enhance your leadership, develop your team, grow your business, and get your life back.... All faster than you thought possible.

Your decisions define your leadership. Learn my trademarked approach to decision making. You'll make better decisions, enjoy more buy-in from your team, and see better execution once the decision is made!

If attending either L2 or L3 presentations, please complete his ON&IN Leadership Assessment

[www.BobbyAlbert.com/onin](http://www.BobbyAlbert.com/onin)

--- You may do it even if not attending one of his sessions ---

Presented by Bobby Albert, Values-Driven Leadership

---

---

[Back To Topic Index](#)

# Quality Management Systems:

## **M1 – (B) Successful Stakeholder Management: Keep the Wolves at Bay**

Are you good at managing stakeholders to bring projects to completion? In this presentation we will discuss stakeholder classification, influencing stakeholders, stakeholder communication plans, Lewin's Force Field Theory, and stakeholder politics. We will also go over useful tools like the stakeholder registry, the power / influence matrix, and the RACI matrix.

Presented by Christopher Cook, Oncor Delivery Services

## **M2 – (B) TOC – “The Goal” Movie**

The easiest solution to implement, using The Theory of Constraints, is based on the book “The Goal” by Eli Goldratt. Many business leaders have read the book but have overlooked how easy it is to actually implement the solution. Managers are working to improve on time delivery and reduce costs but have the wrong focus. .

Presentation will consist of the movie version of “The Goal” shown as a “How-to Version”, to let you see the secret behind this powerful business approach. A summary discussion will follow to answer your questions .

Presented by Kent Newtown, Certified Jonah

## **M3 – (M) Applying Modular Training Methods to Large Transactional Organizations**

Applying Lean and Six Sigma in a high transactional non-manufacturing environment has always proven to be a challenge. In addition, being able to disseminate effectively new training and improvements on a large organization is always difficult. In both instances I will share my experiences coming in from a manufacturing environment to a distribution, topics that will be covered:

1. Applying Lean and Six Sigma to improve the sales discount process speed.
2. Lean stellar application to eliminate waste and increase throughput for customers like Amazon.
3. Effective use of our Learning Management System (LMS) to disseminate and effectively train large organizations.

Presented by Ivan Martinez. LKQ Corporation

---

[Back To Topic Index](#)

# Personal Development:

## P1 – (B) Why Should You Use LinkedIn

LinkedIn is the proven #1 ranked on-line business-networking tool that gives business professionals and companies the ability to connect, demonstrate their skills, services and products, and develop meaningful business relationships. With more than 646 million users worldwide, LinkedIn provides unlimited networking and business-building opportunities.

In his presentation, Terry will walk you through the key branding and Social Selling strategies, tips and secrets you need to create a well-branded LinkedIn profile that gets results. Are you using LinkedIn to “Sell Yourself”?

In the presentation, you will learn how to harness the power of Social Selling with LinkedIn...

- Connect with the right people
- Build a great reputation
- Manage your contacts more efficiently
- Build better leads faster

### **Bring a mobile device – a tablet preferred for readability**

Speaker: Terry Sullivan, BuzzPro

## P2 – (B) Essential Changes Every Leader Must Embrace

Leaders at every level, new leaders to highly seasoned leaders, must recognize and accept the fact that, as the world experiences an ever-accelerating speed-of-change, their leadership must change. Leadership adaptability involves several key principles every leader must embrace to stay in step with the changing times.

In this session, we will cover eight of these principles in detail, with application, enabling renewal of our leadership mindset and enhancing our ability to adapt to changes we can each make as we walk away today, continuing our personal leadership journey.

Presented by Stan Renteria, Medtronic

## P3 – (B) Influence thru Office Politics

This presentation will cover six concepts

1. Playing politics: Dirty or not?
2. Influence: what it is and why you need it
3. Keystone: building relationships
4. Rules of the game
5. Political strategy
6. Power and Influence

Presented by Christopher Cook, Oncor Delivery Services



# Supplier Quality:

## **S1 – (M) Supplier Auditing... A Necessary Evil**

Ugh! Auditing suppliers is a necessary evil... but without doing them, we risk placing business with an “unknown commodity”. NOBODY LIKES BEING AUDITED! The supplier does not want you there, interrupting their day and poking around in their operations. You dread it because of the planning and coordination it requires, and the potential confrontation when it comes to interpreting standards for compliance or scoring. And it’s not done there... you expect follow-up on shortcomings and they really don’t want to do that either.

So... how do you do supplier audits that bring value to both you and the suppliers. This session will primarily address Motorola’s approach to Baldrige-level Quality Systems Review. However, their system was 92 questions long, was often overwhelming to smaller suppliers or those with immature quality systems. With the goal of understanding their existing systems, and motivating them to upgrade it, this presentation will explain the speaker’s approach to conducting audits that enable positive change

Presented by John Breckline, Key Quality Consulting

## **S2 – (M) What Keeps an SQE Up at Night?**

Handling correlation issues with suppliers, reducing non-conforming material and reducing incoming inspection time and costs without risking the quality of your product?

It takes early engagement with vision, detailed supplier development and a "devil in the details" approach to prevail, but the long-term savings of time effort and money are worth the investment of upfront effort. Come learn some of the keys to unlock these issues.

Presented by Les Condit, Medtronic

## **S3 – (M) Supplier / Service Provider Qualification**

Presentation will outline a proven, well-rounded process & methodology for qualifying suppliers and service providers in performing work as part of a customer network.

Presented by Russ Wange, Qorvo

# Continuous Improvement Tools:

## T1 – (M) Avoiding DMAIC Mistakes

We will explore the various 7-10 typical mistakes Belts and Champions make in each phase of the Six Sigma DMAIC project. Are you making them now and what can you do to avert them now? How to avoid them in future projects?

Define: scope creep, ambiguous goals, poor KPI linkage, not engaging Process Owner

Measure: wrong time span, poor sampling methods, inadequate process mapping

Analyze: inadequate Fishbone and 5-Why expansion, correlation vs causation issues

Improve: generic action plans, too many “people” solutions, failure to obtain support

Control: short monitoring period, poor long-term control plan, lack of procedures

Presented by Simon DeCastro, Texas Health Resources

## T2 – (M) Lean – A Way of Life

Lean Implementations and many lean systems focus on the practice of tools and how they can drive quick wins. A lot of discussions explore the possibilities of how to create lean in an organization that will foster the right culture and impacts the bottom line directly. How will you use the basic tools and engage your staff to become lean practitioners?

This presentation will explore and highlight the use of basic lean tools, combined with simple root cause strategy, to start your organization’s journey to a lean culture.

Presented by Andreas Rueter, Mary Kay

## T3 – (M) SPC Applied to Problem Solving

Control charts are known to monitor processes for conformance. Control charts are a tool that can also be used to trouble shoot a process and confirm if the process was fixed.

In addition, the control chart can assist in determining preventive maintenance periods.

Presented by Ted Ditch, T. Ditch Associates

---

[Back To Topic Index](#)

**END**

Click: [REGISTER NOW](#)

<https://tinyurl.com/ROUNDUP-2020-reg>

-----  
**Registration Checklist**



# ASQ Greater Ft. Worth

## Cowtown Quality Roundup

### Quick Registration Checklist

Print this page as a resource for selecting the choices for each time as asked for on the registration page.

Your registration choices help schedule the right-sized room and provides the Speaker with copy-counts for handouts.

#### Concurrent Sessions Time 1:

- C1 Inter – Compliance: Focused Auditing for Protection
- E1 Inter – Emerging: Quality Anarchy
- L1 Basic – Leader: Human Side of Quality
- M1 Basic – Qual Mgt: Stakeholder Management
- P1 Basic – Personal: Using LinkedIn
- S1 Inter – Supplier: Supplier Auditing
- T1 Inter – CI Tools: Avoiding DMAIC Mistakes

#### Concurrent Sessions Time 2:

- C2 Basic – Compliance: Quality Walks
- E2 Inter – Emerging: Agile and Chaos
- L2 Basic – Leader: ON & IN: Inside-Out
- M2 Basic – Qual Mgt: “The Goal” Movie
- P2 Basic – Personal: Essential Changes Leaders Embrace
- S2 Inter – Supplier: Keeps SQE Up at Night
- T2 Inter – CI Tools: Lean: a Way of Life

#### Concurrent Sessions Time 3:

- C3 Basic – Compliance: First Article Inspection / PPAP
- E3 Basic – Emerging: Introduction to Quality 4.0
- L3 Basic – Leader: 1-2-3 Decision Making
- M3 Inter – Qual Mgt: Modular Training Methods
- P3 Basic – Personal: Office Politics
- S3 Inter – Supplier: Supplier / Service Qualification
- T3 Inter – CI Tools: SPC for Problem Solving

#### Session Time 4 – KEYNOTE ONLY

Click: **REGISTER NOW**

**<https://tinyurl.com/ROUNDUP-2020-reg>**