

# *ASQ Greater Fort Worth - Section 1416 Meeting*

*Thursday, January 9, 2020*

**NOTE DATE CHANGE**  
**... a week later than normal**

**See below: Pre-paid meals via the web for faster check-in**

When we get to 20, we'll give a free meal to one pre-paid member

**We wish you Happy New Year**

## **Sponsored by:**

Web: name  
E-mail: phone

## **Program Topic: “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.

Speaker: **Ivan Martinez**, Sr. Dir Business Process Improvement, LKQ Corporation

- Ivan joined LKQ in November 2015 as Business Process Improvement Director. Today he serves as Sr. Director and his responsibilities include leading company-wide improvement initiatives, managing ERP, Inventory Control and Operations training teams and Global LMS content creation and dissemination of improvements in a live and online format.
- Prior to LKQ, Ivan has actively participated on Lean and Six Sigma Global deployments for Fortune 100 companies like Nokia, Johnson and Johnson, and Ingram Micro. He has led Lean and Six Sigma trainings and completed projects in the USA, Europe, Asia and Latin America. Projects encompassed heavy use of statistics in digital mobile and medical devices and the application of Lean principles in transactional environments.

- He is an avid advocate of business process improvement, for which is an avid speaker and presenter on international Business Process Improvement forums in Europe, USA and Latin America.
  - His educational background includes an MBA from the University of Dallas, Bachelor's in Electrical Engineering from UANL and his Six Sigma Master Black Belt certification through Nokia in 2002.
  - He is a firm believer in continuous improvement thus to renewal of knowledge is a must; for which, he is currently enrolled part-time in Harvard Business Analytics Program, an 18-month program that covers advanced statistics, people analytics and leadership, digital transformation and innovation. This program is the brainchild of Harvard Business School in response to the current needs in Data Science, Artificial Intelligence and Machine Learning. This program is designed to provide him with new insights and the latest on analytical techniques to be applied into business.
  - Finally, Ivan lives in Flower Mound, TX. He is married with two daughters; 14 and 9, and loves to work with both of them in their math and science skills. He is passionate about data and the application to improve processes. Also, he is passionate about soccer but never developed the skills to play, yet he is actively working on gathering statistics to improve player selection. Go Tigres! (His favorite soccer team from Monterrey, MX)
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## **Tutorial 1: “Voice of the Customer – Beyond Surveys”**

Most people think of surveys when it comes to voice of the customer (VoC), but it is much more than that. This tutorial will highlight:

- Steps involved in developing an effective VoC program
- Alternative data collection and analysis methods
- Tips for developing effective surveys

Speaker: **Peter Stamps**, Greater Fort Worth Section 1416 VoC Chair

- Peter has been actively involved in ASQ's VoC efforts since 2011 at the Section, Division and ASQ levels. He is a member of the ASQ VoC Advisory Committee, has been a VoC peer group facilitator for both Sections and Divisions, and has presented on VoC at ASQ WCQI Community Leadership Institutes and Member-Leader training events. He is also a Past Section Chair.
  - He is an ASQ Certified Manager of Quality/Organizational Effectiveness (CMQ/OE) and Certified Quality Auditor (CQA).
  - Peter is a graduate of the United States Naval Academy with a BS in Mechanical Engineering and has an MBA from the University of Phoenix.
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## **Tutorial 2 (Special): “1-2-3 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.



**1-2-3 Decision Making** – 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!

This is part 4 of 4 in a part series on the principles of Bobby Albert's True North Business Leadership. This series will make a positive impact on your business and your life! You'll leave with a fresh perspective, new ideas, and specific next steps to take in your leadership journey.

Speaker: **Bobby Albert**, President of Values-Driven Leadership LLC

- Bobby led the Albert Companies to unprecedented growth—and he did so during one of the most challenging economic periods of our lifetime. His unique leadership, coupled with an unending desire to learn, enabled this CEO and his team to grow revenues, profits by 500 percent between 2005 and 2011, the year he sold his business to a publicly traded company.
- Using a values-driven approach, Bobby created a unique and special workplace culture. The Best 100 Companies to Work for in Texas awarded their coveted designation to the Albert team for the first two years they applied for consideration. A life-long entrepreneur, Bobby has started up twelve different businesses and acquired nine others. His approach to business has been to value people, seek wisdom, embrace humility, and never stop learning.
- He is currently president of Values-Driven Leadership, LLC. His passion is to help other leaders build inspiring workplace cultures through values-driven leadership. Bobby writes, speaks, and consults with key leaders to share the principles and practices that he used to grow his company from five employees to an organization of more than 150 team members.
- As a regular contributor on Fox News Radio, Bobby provides insight on leadership, workplace culture, and employee engagement.
- Bobby's first book, *Principled Profits - Outward Success Is an Inside Job*, reveals the time-tested principles that enabled his success. His second book, *True North Business*, is a leader's guide to extraordinary growth and impact.
- A cycling enthusiast, Bobby has logged almost 100,000 miles on his road bike. He and his wife, Susan live in north Texas and have three married sons and eight grandchildren.



<https://bobbyalbert.com/>

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**Prepaid Meal Purchase via Web:**


We have full capability to accept pre-paid meals and/or plan a vegetarian meal via the web using the Square Market system. The cost is the same as the cash, check or credit “at the door”.

A bonus for pre-paid meals will be “**NO LINE AT CHECK-IN**”. Just like at Roundup, you will be able to pick up your badge and enter the seating area, without stopping at the check-in desk.

Link: <https://squareup.com/market/asq-section-1416> .

Choose: **PD Meeting ASQ Dinner Pre-Paid** (screen change)

**Add to Basket** (change meal count as needed)

**Go to Basket**  (verify/adjust meal count – add note as you wish)

**Checkout**

**Continue as a Guest** (complete personal & credit card info)

**Place Order** (you will get an email receipt).

If problems, contact [jbreckline@att.net](mailto:jbreckline@att.net)

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### **Typical Meeting Schedule:**

**5:30** – 6:00 Check-in – Networking

**6:00** – all Tutorials start and run concurrently (30 min)

**6:30** – Dinner – no reservations required – \$20 at door

Not required to have dinner to attend meeting

**7:15** – Recognition and Short What’s Happening Meeting

**7:30** – Program Speaker (45 min)

**8:30** – Head on Home...

### **Location:**

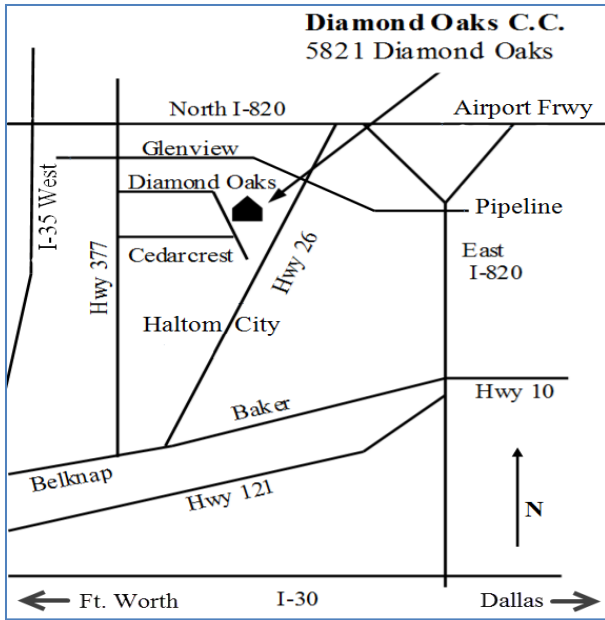
**5821 Diamond Oaks Drive North,  
Fort Worth, TX 76117-2862**

[MAP HOTLINK](#)

### TRAFFIC ALTERNATIVES:

For the ‘northerners’, use 114 to 377 south

From east or downtown, take 10 to 377 north



Not to scale