

Sustaining Quality:

Survival Tactics for Turbulent Times



April 20, 2010

8:30 a.m. - 4 p.m. EST
Baxter Hood Center
York Technical College
Rock Hill SC

Registration Fee

Early bird registration is \$150. Please register by March 31, 2010.

Beginning April 1, registration is \$175.

Keynote Speaker: Mark Crossley
Approaches to improving quality—will they never end?

Lunch Keynote: Pamela Geer
Seizing the Elusive "It"

Breakout sessions - Lean Track:

TRIZ – Systematic Invention, Ed Gillespie
Transformation Science, Dave Files
Using Kaizen to Layout a New Distribution Center, Justus Sasse
Lean in Service & Healthcare, Melanie Sudduth
Personal Leadership before Organizational Leadership, Kam Gupta

Breakout sessions - Quality Track:

Being Right, Being Credible, Mark Crossley
The Situation Analysis Approach, Marianne Stoddard
Automotive Case Study Using Designed Experiments, Len Brown
Corrective Action, Jack Dearing
Cause & Effect Diagrams, Effective Use for Root Cause Analysis, Patricia Trudeau

Hosted by:



Charlotte
Section



For more information

contact Bonnie Taylor, btaylor@scmep.org

Online Information & Registration

www.scmep.org/asq_registration.html