



**Connecticut  
Center for  
Advanced  
Technology, Inc.**

**6/12/09**

**Location:**  
Central Connecticut State University  
Institute of Technology & Business  
Development  
185 Main St. 3<sup>rd</sup> floor  
New Britain, CT 06051

**Connecticut Quality Council presents**

**2009  
Connecticut Quality Symposium**

*Opening Address Delivered By*  
**Dr. Terry Holliday, Superintendent - Iredell-Straitsville School System**  
*2008 Malcolm Baldrige National Quality Award Winner*

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Afternoon Keynote Delivered By  
Joseph A. De Feo  
President Juran Institute



Dr. Terry Holliday



Mr. Joseph De Feo

Employees from organizations from all over Connecticut who seek practical solutions to their continuous improvement issues attend the CQC Symposium each year .

You will have the opportunity to interact with numerous company executives and academic experts, and spend the day updating your current skills and knowledge. These benefits are paramount to your future as the quality arena changes.

- Highlights**
- ◆ Expert Speakers
  - ◆ 12 Breakout Session Options
  - ◆ Peer Networking
  - ◆ Catered Luncheon

*CQC Because Quality Matters*



**Connecticut Quality Council presents**

[www.ccat.us/cqc](http://www.ccat.us/cqc)

**Phone: 860-282-4299**  
**Fax: 860-831-1078**  
**E-mail: [emarinko@ccat.us](mailto:emarinko@ccat.us)**

**Event Hours:**  
7:30-3:45

**“The Connecticut Quality Council's annual Symposium presents one of the best opportunities for Connecticut organizations to meet and share the keys to continuous improvement. “John Watson– Director Six Sigma Business Excellence, Cigna**

# SYMPOSIUM AGENDA - FRIDAY, JUNE 12

7:30-8:00a.m. Registration: Reception Area Lobby / Continental Breakfast Goodyear Room

8:00-8:10 a.m. Welcome and Opening Remarks: **Goodyear Room**

8:10-9:10 a.m. Morning Keynote

*Igniting a Passion for Learning in Your Organization or Team: A key to Navigating Through An Unpredictable ERA*  
 Terry Holliday Ph.D Superintendent  
 Iredell Statesville Schools  
 2008 Malcolm Baldrige National Quality Award

9:10-9:20 a.m. Break

9:20-10:20 a.m. Breakout Sessions I

Leadership	Tools & Techniques	Forward Thinking
<b>Improving Supply Chain Performance: Lessons Learned &amp; Best Practices at Pratt &amp; Whitney</b> Mr. Gene Flenke Manager, Supplier Continuous Improvement Mr. Robert Griffiths, Quality Director Pratt & Whitney	<b>Building a Continuous Improvement Foundation With Process Management</b> James Alloway Jr. Ph.D. President EMSQ Associates	<b>The Lean Journey of a Midsized Primary Care Group: Tools for Herding Cats to Greater Efficiency</b> Dr. Kent Stahl Mohamed A. Saleh Hartford Medical Group

10:20-10:40 a.m. Break / Refreshments / Networking

10:40-11:40 a.m. Breakout Sessions II

Leadership	Tools & Techniques	Forward Thinking
<b>Lead with Accountability: Enable your Workforce to Succeed within a Quality Deployment</b> Mr. Louis DiModugno Connecticut Quality Council	<b>Two Highly Effective Quality Problem Solving Tools</b> Mr. Richard Dixon -Ensign Bickford Mr. Harry Kenworthy - QPIC	<b>Why Lean Is Not Enough</b> Mr. Fred Shamburg Owner/President Leanovations

11:40 - 12:00 Individual networking

12:00-12:25 p.m. Afternoon Keynote

**Innovation: The Processes That Breed Success**  
 Mr. Joseph De Feo  
 President Juran Institute

12:25-1:30p.m. Lunch (Free for Symposium registrants)

1:30-2:30 p.m. Breakout Sessions III

Leadership	Tools & Techniques	Forward Thinking
<b>Implementation of Sustainable Change Processes</b> Dr. Gary Rosentreter Former Executive Director Connecticut Quality Council and VP of Organizational Development Wellpoint Inc.	<b>Lean Project Management</b> Mr. Michael Beauregard Resource Engineering	<b>How Working Toward the Baldrige Can Transform An Organization</b> Gary Burke Ph.D Director, Strategic Organization Development MidState Medical Center

2:30-2:45 p.m. Break/Networking

2:45-3:45 p.m. Breakout Sessions IV

Leadership	Tools & Techniques	Forward Thinking
<b>The Engaged Workforce: A Culture of Trust, Accountability and Results</b> Mr. Wally Hauck Author, Lecturer	<b>Leading Edge Approaches for Improving Quality Establish Basic Conditions: A Maintenance Perspective</b> Mr. John Kravontka Fuss & O'Neill	<b>Insights into the Lean Office: How to Apply Lean Techniques to the Service Sector and "Back Office" Activities</b> Dr. Edward Arnheiter Associate Professor of Operations Management Rensselaer Polytechnic Institute

Additional Session and speaker information is available at [www.ctqualitycouncil.org](http://www.ctqualitycouncil.org) or call (860) 282-4299



**Connecticut Center for Advanced Technology, Inc.**



**"Regardless of your industry, your company size, or where you are on the quality journey, the CQC Symposium has something for you."**  
*Jamie M. Roche, M.D. M.M.M. VP of Patient Safety & Quality, Hartford Hospital*

**"American Eagle FCU is the largest federal credit union in CT, but we're still a small business. As such, it's difficult to find cost-effective quality-related resources that are of the caliber of those involved in the CQC Symposium. I've found the Symposium's variety of workshops more than adequately provide us with tools and approaches we can easily adapt to our own environment."**

*Terri Donahoe VP, Quality & Employee Development American Eagle Federal Credit Union*

## KEYNOTES

### Morning Keynote

#### **Igniting a Passion for Learning in Your Organization or Team: A key to Navigating Through An Unpredictable ERA**

*Terry Holliday Ph.D*

*Superintendent Iredell Statesville Schools*

*2008 Malcolm Baldrige National Quality Award Winner*

Survival of organizations in the 21st century requires leaders and their organizations to take action and learn in an era that cannot be predicted. What are you doing as a leader to ignite a passion for learning in your organization? This session will focus on the leadership skills necessary to create learning organizations in education, health care, business, governmental, and non-profit areas. The leadership skills necessary are a blend of 21st century tools and skills that stand the test of time. The presentation mixes humor and 21st century tools to provide attendees with several skills that can be implemented at their own leadership level regardless of the type of organization.

### Afternoon Keynote

#### **Innovation: The Processes That Breed Success**

*Mr. Joseph De Feo - President Juran Institute*

In times like the present or in competitive business situations, success often comes to the best innovators. It may seem strange, but we can learn about innovation, making something new, by studying innovations and innovation methods from the past. This session will focus on understanding the types of innovation and the methods that can be used to teach people how to be innovative. Innovation is more science than art.

## BREAKOUT SESSIONS

#### **Improving Supply Chain Performance: Lessons Learned & Best Practices at Pratt & Whitney**

*Mr. Gene Flenke*

*Manager Supplier Continuous Improvement*

*Mr. Robert Griffiths*

*Quality Director*

*Pratt & Whitney*

Do you have issues with your supply chain? What can you do to improve their performance? Pratt & Whitney has worked very hard to improve their supply chain over the past several years and has some lessons learned and best practices to share. One of those best practices is the integration between Quality and Continuous Improvement. You will hear what Pratt has done and will hear details regarding the UTC Supplier Gold program

#### **Building a Continuous Improvement Foundation With Process Management**

*James Alloway Jr. Ph.D. President EMSQ Associates*

Lean events and DMAIC and DMADV projects focus on making improvements, but ignore the day-to-day operations required to hold the gains after project completion. Process management (PcM) is the crucial, under utilized component of Lean Six Sigma that addresses this central issue. Process management is particularly important in the service sector, where the interplay between standardized processes and customer perceptions drive organizational success. Continuous monitoring of feedback from all sources, coupled with frequent capability evaluation, ensure that improvement projects are focused where they will deliver the greatest return on investment.

#### **The Lean Journey of a Midsized Primary Care Group: Tools for Herding Cats to Greater Efficiency**

*Dr. Kent Stahl and Mohamed A. Saleh*

*Hartford Medical Group*

Hartford Medical Group recognized the need for process improvement to prepare for a future in which we are likely to be paid less to do more under greater scrutiny. This presentation will share our journey through redesigned processes, establishment of explicit connection and delivery of value through out our value stream. Despite the lean successes achieved, the practice has only scratched the surface. We will share our discoveries, experiences, failures and successes, obstructions to progress in our use of the Lean management philosophy.

#### **Lead with Accountability: Enable your Workforce to Succeed within a Quality Deployment**

*Mr. Louis DiModugno - Connecticut Quality Council*

Performing the same behaviors and actions and expecting a different result is a definition of insanity. So why do companies and organizations expect to achieve new and better results without addressing the behaviors and actions of their employees? To address behaviors and actions a cultural transition or transformation may be necessary. As opposed to having employees just perform their job descriptions, how can you take them to another level of performance? With a Culture of Accountability, employees understand their level of empowerment, know the objectives of the organization and understand the "See It, Own It, Solve It, Do It" methodology

#### **Two Highly Effective Problem Solving Tools**

*Mr. Richard Dixon*

*Director of Quality Improvement Ensign Bickford*

*Mr. Harry Kenworthy*

*Principal Quality & Productivity Improvement Center*

Using these "Killer Tools" can quickly generate clues to pinpoint and solve tough problems. Concentration Diagrams, Multi-Vari Charts, and a Structured Logic<sup>®</sup> approach are extremely effective and efficient tools to deploy in Service, Manufacturing, and Government. This session will cover an understanding of these tools along with numerous case examples. Using these tools, as part of a Visual Control strategy, creates high value added in any organization. The "Killer Tools" are far more powerful than most of the "poke and hope" tools such as Brainstorming, Affinity Diagrams and Fishbone Diagrams. Examples from Ensign Bickford of one of the "Killer Tools" will also be covered along with a discussion on ease of understanding and use

#### **Why Lean is Not Enough Conquering Complexity – For a Total Lean Transformation**

*Mr. Fred Shamburg*

*Owner/President Leanovations*

Roughly two out of three companies who have attempted a full lean transformation have reported outright failure or have dramatically fizzled in measurable and sustainable profitable growth. Through this short presentation and audience participation, this session will take a unique approach by teaching and coaching the participants that it is possible to create successful results through a strategic initiative of addressing business complexity rationalization of products and services companies offer

#### **Implementation of Sustainable Change Processes**

*Dr. Gary Rosentreter*

*Former Executive Director CQC and Vice President of Organizational Development For WellPoint Inc*

In order to stay competitive, company leaders must be able to define the changes they need, champion and support the changes, prepare and train people, communicate at all levels, develop action and project plans that are attainable and sustainable, monitor, reward and recognize progress, provide consequences for failure or resistance to change.

This presentation will examine these steps and the challenges and issues involved with the implementation of each.

#### **Lean Project Management**

*Michael Beauregard - Resource Engineering*

Whether you are conducting a one-week Kaizen event or revamping an entire operation, Lean projects must be organized and managed. Without adequate management, Lean projects can quickly unravel and could leave the organization worse off than it was before. This session will explore techniques to track and manage Lean projects and activities to ensure their success. We will discuss the role of the project leader as well as the roles that need to be played by the management team.

#### **How Working Toward the Baldrige Can Transform An Organization**

*Gary Burke Ph.D*

*Director, Strategic Organization Development*

*MidState Medical Center*

This session will contain a thought provoking discussion of how a Connecticut organization has worked to apply Baldrige principles to the way they do business and the transformational effect that they have seen within the organization. You may have considered heading your organization in this direction as well. Is it possible to test the water without committing to taking the plunge? Can your organization reap some of the benefits by taking it just one step at a time? Where would you start, and how can you know that it will be worth the effort? Followed further, how might your organization be transformed?

#### **An Engaged Workforce: Building a Culture of Trust, Accountability, and Results**

*Mr. Wally Hauck*

*Contributing Author: Blueprint for Success*

Wally Hauck explains why influence is more important than ever in our new knowledge economy and how influence can be improved by changing the environment and not trying to change individual behaviors. He explains how most leaders waste time trying to manage individual behaviors instead of spending valuable time creating an environment of engagement, motivation, trust, accountability, and results so people can manage themselves

#### **Leading Edge Approaches for Improving Quality: Establish Basic Conditions A Maintenance Perspective**

*Mr. John Kravonka - Fuss & O'Neill*

There are many Leading edge approaches and new ways of thinking, when focusing on improving quality & reducing scrap/rework. There are many different root cause analysis tools at your disposal, that can have a profound effect on the equipment problems. The most effective approach can be to simply establish basic conditions to the equipment in question. Establishing the basic conditions, can reduce or eliminate the quality problems in question.

Walk through a case study, (with pictures and examples) of a manufacturer that used this approach to reduce a 6,000ppm quality problem on a production line, to <200ppm with less than 2 weeks of focused effort.

#### **Insights Into the Lean Office: How to Apply Lean Techniques to the Service Sector and Back Office Activities** - Dr. Edward Arnheiter

*Associate Professor of Operations Management*



*Rensselaer Polytechnic Institute*

When it comes to applying lean management to manufacturing, success stories abound. Many books, case studies, articles, and success stories have been written about lean in the factory. Toyota Motor Corporation, of course, developed lean techniques to make cars. But even car factories have plenty of service processes, including purchasing, IT, and accounting departments. There may not be any widgets moving through the purchasing department, but there IS plenty of paperwork pushing, transactional work, and electronic information movement. Service lean has huge potential, but how does one adapt lean, with its Mfg-focused jargon and examples, to the office environment? For example, "flow" for widgets is easy to visualize, but what does "flow" mean for office processes? This session will discuss some useful tools for the lean office. Similarities and differences between manufacturing lean and service lean will be discussed. A service lean exercise will be conducted to illustrate some of the lean tools that are useful in the office environment

# CQC Quality Symposium Registration Form

**One Registration per person – Please include breakout sessions (One per time slot)**

	Leadership	Tools & Techniques	Forward Thinking
<b>9:20- 10:20</b>	<input type="checkbox"/> Improving Supply Chain Performance: Lessons Learned & Best Practices at Pratt & Whitney	<input type="checkbox"/> Building a Continuous Improvement Foundation With Process Management	<input type="checkbox"/> The Lean Journey of a Midsized Primary Care Group: Tools for Herding Cats to Greater Efficiency
<b>10:40-11:40</b>	<input type="checkbox"/> Lead with Accountability: Enable your Workforce to Succeed Within a Quality Deployment	<input type="checkbox"/> Two Highly Effective Quality Problem Solving Tools	<input type="checkbox"/> Why Lean Is Not Enough
<b>1:30-2:30</b>	<input type="checkbox"/> Implementation of Sustainable Change Processes	<input type="checkbox"/> Lean Project Management	<input type="checkbox"/> How Working Toward the Baldrige Can Transform An Organization
<b>2:45-3:45</b>	<input type="checkbox"/> The Engaged Workforce: A Culture of Trust, Accountability and Results	<input type="checkbox"/> Leading Edge Approaches for Improving Quality Establish Basic Conditions: A Maintenance Perspective	<input type="checkbox"/> Insights into the Lean Office: How to Apply Lean Techniques to the Service Sector and “Back Office” Activities

<p>Please fill in all of the information below</p> <p>_____</p> <p>Name _____</p> <p>_____</p> <p>Title _____</p> <p>_____</p> <p>Company _____</p> <p>_____</p> <p>Address _____</p> <p>_____</p> <p>City _____ State _____ Zip _____</p> <p>_____</p> <p>Telephone _____ Fax _____</p> <p>_____</p> <p>Individual E-mail Address (For Confirmation) _____</p> <p>Method of payment:</p> <p><input type="checkbox"/> Credit Card: <b>Amex</b>    <b>Visa</b>    <b>MasterCard</b> (circle one)</p> <p>_____</p> <p>Credit Card Number _____ Exp Date _____</p> <p>_____</p> <p>Printed Name &amp; Authorized Signature _____</p>	<div style="text-align: center;">   </div> <div style="background-color: blue; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p><b>\$295 per person CQC Members</b>  <b>\$395 per person Non Members</b>  <i>Become a CQC member &amp; receive the \$100 member discount immediately</i></p> <p>-----</p> <p><i>Cancellation Policy:</i>  <i>Registrants who do not cancel more than 10 days prior to the program date are liable for the full event fee</i></p> </div> <div style="background-color: yellow; padding: 10px; text-align: center; margin-top: 10px;"> <p><b>Address for Registrations:</b>  <b>Connecticut Center for Advanced Technology Inc. Attn: CQC</b>  <b>222 Pitkin St Suite 101</b>  <b>East Hartford, CT 06108</b>  <b>Phone: 860-282-4299</b>  <b>Fax: 860-831-1078</b>  <b>Web: <a href="http://ccat.us/cqc">ccat.us/cqc</a></b></p> </div>
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