



## North East Quality Council is Celebrating 60<sup>th</sup> Anniversary working with Hartford Section

**NEQC was founded on Jan 22, 1948, 60 years ago by a few sections. Hartford section is one of those founding sections. NEQC and Hartford section are delighted to celebrate this special event. For more information on the history of NEQC, please go to [www.neqc.org](http://www.neqc.org)**

### **EVENT DETAILS:**

**Location:** Adams Restaurant, 165 ADAMS ST, MANCHESTER, CONNECTICUT

**Time:** 1:30 to 8:00 PM

**Kaizen Workshop :** 1:30 to 5:00 PM

**Networking/Social/Bar/Appetizers:** 5:00 to 6:00 PM

**Dinner:** 6:00 to 6:45 PM

**History about NEQC:** 6:45 to 7:15 PM

**Keynote Speaker:** 7:15 to 8:00 PM

**Cost:** \$30 FOR WORKSHOP ONLY OR ENTIRE PROGRAM ( IT COVERS ONLY FOOD COST, REMAINING IS COVERED BY NEQC AND THE SPONSOR)

**FOR RESERVATIONS:**

GO TO THE [WWW.NEQC.ORG](http://WWW.NEQC.ORG) FOR CC PAYMENT AND E MAIL RESERVATION AT [REGISTRATION@NEQC.ORG](mailto:REGISTRATION@NEQC.ORG)

OR GO TO [WWW.ASQHARTFORDCT.ORG](http://WWW.ASQHARTFORDCT.ORG) WEBSITE AND CLICK ON RESERVATIONS

EMAIL: [REDEASY1@COMCAST.NET](mailto:REDEASY1@COMCAST.NET)

**FOR QUESTIONS CONTACT BY E MAIL BUT IF YOU HAVE DIFFICULTIES, CONTACT BY PHONE:**  
NEQC 508-987-3800.

### **MENU:**

AFTERNOON SNACKS ARE:

COFFEE, TEA, ICED TEA, LEMONADE WITH BROWNIES AND COOKIES.

MENU: DINNER BUFFET FEATURING THE FOLLOWING — GARDEN SALAD, CAESAR SALAD, PENNE PASTA PRIMAVERA, OVEN ROASTED SALMON FILET, SLICED STUFFED CHICKEN BREAST, SEASONAL VEGETABLES, AND AU GRATIN POTATOES

CARVING STATIONS WILL HAVE ROAST SIRLOIN OF BEEF, BAKED HAM, FRESH BREAST OF TURKEY, BBQ ROAST PORK LOIN, CHOICE OF TWO.

CHEESE CAKE, COFFEE AND TEA FOR AFTER DINNER.

**Directions:** From East I-84, take Exit 62. From West I-84, take Exit 62 & 60, merge onto I-384 East ramp, take the left exit, and turn right onto Pleasant Valley Rd. Turn right onto Buckland St. Go straight through two lights (at the second light, Buckland St. becomes Adams St.). Go through two more lights, bearing to the left. Restaurant is down the road on the left. Look for stacked barrels.

**Directions from Massachusetts:** Take I-91 South to Exit 35A (Manchester I-291), take this exit and follow across the Connecticut River to Second Exit ( Exit 5 ) marked "MALL". (If you go too far you will go onto I-84/I-384). Once off on the "MALL" exit Turn Left onto Tolland Tpke. Stay in the right lane and proceed through to the Fourth Traffic Light (Manchester Honda is on your right). Turn Right at this light (Adams Street). Proceed (Bearing slightly left) through Two Traffic Lights. Adams Mill Restaurant will be on Your left (look for the stacked wooden barrels just before the entrance).

**Registration deadline: Jan 16, 2008**

**ABOUT KAIZEN WORKSHOP ( Jan 22, 2008; 1:30 to 5:00 PM) by Jay Patel, NEQC chair:**

In the early 1960's and 1970's, implementation of Quality circles, Toyota Production system (TPS), zero quality control and establishment of Kaizen Institute, Toyota and other Japanese

companies were getting stronger. Today many tools that originated within TPS, including Kaizen, Kanban, TPM, 5S, Poke-yoke and constant teaching and training of workforce, are still utilized.

This workshop will be based on how service or manufacturing can use Kaizen approach to their problem solving. This way, rather than solving the problems by a few people, problems are solved by almost all people. This will increase improvement rapidly and will create an improvement culture.

**Breakthrough Improvement for service industries using Lean Six Sigma**  
**By Mr. Alan Taylor, VP –EDS at Mass Mutual**

Health care professionals and their customers are more aware of the quality of the care being provided. The traditional quality tools, once only used by manufacturing, are now in demand in the the health care business. These tools help provide better service and save operating costs.

There is an aura of mystery around Lean Six Sigma. It is the systematic change producing a revolutionary transformation and proving it a HUGE success impacting the businesses. It has become a term to denote a conglomeration of strategies, objectives, tools and methodologies to improve the business' competitiveness and performance.

What makes Lean Six Sigma successful is the methodology of management commitment, employee involvement thru Kaizen and Visual controls, rigorous training, cultural change, and statistical tools. When a company commits to Lean Six Sigma, they are committing resources and justifying the costs based on the potential results—causing true personal commitment to change and improve. Training people to lead, train, implement and succeed is all a part of creating a Lean Six Sigma culture that inherently continues to succeed. It is the process, application of tools, training and management involvement that makes the optimal performance of Lean Six Sigma a reality. These can succeed when there is knowledge, buy-in from the top and tools to make it work!

**The Presentation will focus on the story where EDS at MassMutual made breakthrough improvements in less than 6 months.**

**Topics:**

- Lean and Six Sigma methodologies applied to MassMutual
- How to deploy tools especially Kaizen, Visual Management
- How the culture was changed in just 3 months
- How breakthrough improvements made going from 1 to 5 sigma level and turn around time 9 to 3 weeks lead time.

***Don't miss this opportunity to learn how you can implement Kaizen and Six Sigma methodologies and make breakthrough progress in your organization.***

## **SPEAKERS**

### **JAY P. PATEL, ASQ- Fellow, Six Sigma Black Belt, CQA, CQIA, CQE, CCT, CQT, HACCP Auditor, CQM, CQA- BIO MED ; RAB-QSLA**



Jay P. Patel is CEO of Quality & Productivity Solutions, Inc., an international consulting and training firm specializing in Six Sigma, Quality Systems, Lean and Business Improvements. He has more than 20 years of experience in the management and quality and held wide-ranging positions including Plant Manager and Corporate Director of Quality. His professional experience includes working at: General Electric, Allied Signal- Bendix, United Technologies-Carrier, and Cabot Safety Corporation besides being a consultant for many Fortune 500 companies. Jay has 10 ASQ certifications including Six Sigma Black belt. He is also Master Black Belt and teaching all levels of courses including Lean Expert, Master Black Belt and DFSS. He has Bachelor and Master degrees in Engineering with MBA. Jay is an RAB-Quality System Lead Assessor. He has been a Chapter President of the Project Management Institute and the Institute of Industrial Engineers. He has been ASQ Worcester Section and NEQC Chairman. Jay also has served several professional organizations and has won national awards/recognition. Jay has been a speaker for IIE, PMI, SME, APICS etc. Jay has been a Malcolm Baldrige Award Examiner.

### **ALAN TAYLOR, VP of EDS at MassMutual, PMI PMP**



Alan Taylor is the Vice President of Enterprise Distribution services at MassMutual in Springfield, MA. He has over with 25+ years experience in all facets of Information Systems discipline, with concentrated expertise in planning and managing enterprise strategic solutions. He has proven ability to lead organizations in business process redesign, continuous service improvement, and technology architecture to optimize complex enterprise systems, achieving alignment with corporate business, financial, and technical objectives. Alan has Systems experience coupled with 10+ years managing service operations in financial and healthcare industries. An effective planner and leader who can manage direct reporting or matrix teams, and communicate effectively across multiple organizations.

He holds Masters in Communications and Information Management and Bachelor degrees in Math/Computer Science. He is PMI certified Project Management Professional (PMP). He is the recipient of many awards including MassMutual Excellence in Leadership, 2004 Volunteer Leadership – Project Management Institute for work in the PMI Human Resources Specific Interest Group and 1995 Associates Rising STAR – one of five selected each year as an example of excellence in creativity and leadership resulting in company recognition in the industry or major revenue/profit contribution