



North East
Quality Council
The Global Voice of Quality™

60th Conference

Conference ❖ October 21-22, 2014
Seminars ❖ October 20, 23-24, 2014

Sheraton Springfield Monarch Place, Springfield, MA



Improvement and Innovation for Quality, Productivity, and Customer Satisfaction

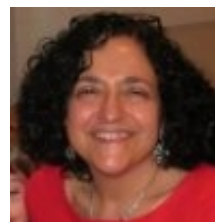
Our Keynote Speakers



Mr. Matt Episcopo,
Author and Corporate
Trainer



Mr. Thomas Pyzdek
CEO, Pyzdek Institute
Author of Six Sigma
Handbook



Ms. Rose Baczewski
V.P. Patient Safety, Quality &
Health Info Mgmt at Greater
Hudson Valley Health
System



Mr. Baskar Kotte
Chair, SC3 US Tag
ISO/TC176; TC176
Liaison to IAF

WELCOME TO THE 60TH NEQC CONFERENCE!



Jay P. Patel,
ASQ NEQC Chair,
Conference Chair

NEQC's Conferences have a tradition of bringing people together, promoting idea and technique sharing for a total perspective on system, process, people and performance improvements. To be successful, businesses and professionals need an intricate understanding of the relationship between processes, quality, cost and its impact on the customer. Many of this year's topics provide this understanding along with the tools to implement

significant improvements.

This year NEQC has put together an excellent program for professional development with 10 educational seminars and a stimulating two-day conference with 37 topics. Our conference goal is to provide improvement & innovative tools and techniques that allow you to successfully implement your ideas in your career!

This year's conference theme is "**Improvement and Innovation for Quality, Productivity, and Customer Satisfaction**" NEQC is pleased to bring the people together to help professionals & practitioners find what it takes to improve performance in this ever-changing global economy. Our speakers are experts by whom you will be inspired and their motivated messages will guide you on a path of innovative improvements of endless possibilities! Don't miss it!!

AT THIS CONFERENCE

- ❖ **FOUR TRACKS EACH DAY**, covering a wide variety of topics – 37 topics, such as:
 - ◆ **Lean**
 - ◆ **Six Sigma**
 - ◆ **FDA**
 - ◆ **ISO Related**
 - ◆ **Risk**
 - ◆ **People**
 - ◆ **Process**
- ❖ **FOUR RECOGNIZED KEYNOTE SPEAKERS:**
 - ◆ **Mr. Matt Episcopo, Author and Mentor People**
 - ◆ **Mr. Thomas Pyzdek, CEO of Pyzdek Institute and Author of Six Sigma Handbook**
 - ◆ **Ms. Rose Baczewski, VP Patient Safety, Quality & Health Information Management at Greater Hudson Valley Health System**
 - ◆ **Mr. Baskar Kotte, Chair SC3 US Tag ISO/TC176 (writing guidance documents to ISO 9001:2015) and TC176 Liaison to IAF**

- ❖ **FIVE PRE-CONFERENCE SEMINARS ON OCT. 20**
 - ◆ **ISO 9001:2015 Overview by Denise Robitaille**
 - ◆ **Lean Deployment-Mapping, Kaizen and Cultural Change by Jay Patel**
 - ◆ **Thinking Outside the Briefcase (Linking Innovative Ideas to Improved Performance) by Rob Peck**
 - ◆ **Linking Management Systems by Dr. Sandford Liebesman**
 - ◆ **Updates on International Regulatory Requirements for Medical Devices by Joseph Azary**
- ❖ **FIVE POST-CONFERENCE SEMINARS ON OCT. 23-24**
 - ◆ **Developing Integrated World-Class QMS using ISO9001:2015 by Baskar Kotte**
 - ◆ **Supplier Auditor – Auditing Supply Chain to Improve Quality, Speed, Costs & Customer Satisfaction by Jack Reardon**
 - ◆ **Customer Complaints and CAPA System by Barbara Butrym**
 - ◆ **Proactive Problem Solving and Risk Management by Robin Goldsmith**
 - ◆ **Simplified Statistics for Lean Six Sigma, Problem Solving and ASQ Certifications by Edwin May**

We look forward to seeing you there!

Sincerely,

NEQC Conference Committee:

Jay Patel - Conference

Helen Van Diver - Program Chair

Jack Reardon - Arrangements Chair


Edwin May - Exhibits Chair

LOCAL ATTRACTIONS

Springfield MA is within driving distance to many attractions in New England, including:

- Basketball Hall of Fame
- Six Flags New England
- The Titanic Museum
- Dr. Seuss National Memorial Sculpture Garden
- Yankee Candle Village
- Old Sturbridge Village
- Volleyball Hall of Fame
- Forest Park Zoo

SPONSORS

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**Worcester
Section**

KEYNOTE SPEAKERS

Keynote Speaker – Tuesday, October 21 – 8:00-9:00 AM
Matt Episcopo, Author and Corporate Training

TOPIC: Cutting-edge Strategies to Be Effective in Life (3Cs)

This program is geared towards people looking to increase their effectiveness. Success begins before you walk through the door. Win Before You Begin 3-Step System helps you to set the stage to win, every time. Inner game and Outer game techniques to get your mind ready to win. Powerful first impressions become point of impact; people are judged within the first seven seconds. Learn to convey power and self-confidence every time. Confidence leads to success.

Matt Episcopo has over 21 years of law enforcement experience, and retired in 2011 as a highly decorated Captain. He has won many esteemed awards throughout his career, including the Medal of Honor. He is a highly sought after speaker, trainer, and entertainer in both public and private sectors. He consistently receives rave reviews for taking his vast knowledge and experience and translating it into cutting edge business practices.

Keynote Speaker – Tuesday, October 21 – 1:25-2:25 PM
Thomas Pyzdek, CEO of Pyzdek Institute and Author of Six Sigma Handbook

TOPIC: Leading with Lean Six Sigma

Learn a new approach to leadership based on Lean & Six Sigma Principles. The leadership methods taught to managers in business schools are outdated and unsuitable for leading organizations in the modern era. There is a better way to lead using performance data and stakeholder feedback to continuously make course corrections.

Thomas Pyzdek holds more than 50 copyrights including The Six Sigma Handbook, The Quality Engineering Handbook and The Handbook of Quality Management. His works are used by thousands of universities and organizations around the world to teach process excellence. He offers online training and certification in Six Sigma, Lean and Lean Six Sigma. Pyzdek has provided training and consulting to employers and clients in all industries since 1967. Pyzdek is a Fellow of ASQ and recipient of the ASQ Edward's Medal and the Simon Collier Quality Award, both for outstanding contributions to the field of quality management, and the ASQ E.L. Grant Medal for outstanding contributions to Quality Education. Pyzdek serves on numerous editorial boards, including The Quality Management Journal, Quality Engineering and International Journal of Six Sigma and Competitive Advantage.

Keynote Speaker – Wednesday, October 22 – 8:00-9:00 AM
Rose Baczewski, Vice President Patient Safety, Quality & Health Information Management at Greater Hudson Valley Health System

TOPIC: High Reliability in Age of Uncertainty

A subset of industries focus on the need to be "highly reliable." Healthcare organizations are going through an unprecedented period of change and uncertainty. As such, theories and practice that began in the nuclear regulatory and aviation industries are now being applied in the healthcare industry. During this prevention, attendees will learn about history, theories and practices of high reliability organization. In addition, as well as practical approaches to change management and performance improvement that are applicable to any organization in any industry.

Rosemary (Rose) Baczewski is currently the Vice President of Quality and Health Information Management at the Greater Hudson Valley Health System in Middletown New York. Rose has a BSN and an MA. Rose has practiced as a Registered Nurse and Nurse Manager in major New York City teaching institutions, as well as in suburban areas of New Jersey. Rose is Master Black Belt in Lean Six Sigma, holds a certificate in Process Mastery from the Hammer Institute certified as a Lean Expert.

Keynote Speaker – Wednesday, October 22 – 1:25-2:25 PM
Baskar Kotte, Chair SC3 US Tag ISO/TC176 and TC176 Liaison to IAF

TOPIC: Global User Friendly QMS for Improvement in Today's Economy

The world now recognizes, an effectively developed QMS with built-in simplicity, improvement focused and results oriented, will realize continued benefits. This Keynote, addresses all interested parties on how to identify user friendly critical factors in developing and implementing QMS, to optimize improvement for sustainability while facing today's economic challenges.

The Keynote address emphasizes motivating all personnel involved in developing and Implementing QMS or any other Management System and provides some simplistic tools to enhance user friendliness and realize desired results.

Baskar Kotte is the founder and president of Quality Systems Enhancement, Inc. He is an ASQ CQE, CQA, RAB, Lead Auditor. He has BS in Engineering and MBA. Mr. Kotte is an original and active member of US Technical Advisory Groups ISO/TC 176, TC 207 and TC 242, the technical committees responsible for writing ISO 9000 family of Quality Management Standards, ISO 14000 series of Environmental Management Standards and ISO 50000 family of Energy Management System Standards. Chair SC3 for US TAG ISO/TC 176 and ISO/TC 176 Liaison to International Accreditation Forum (IAF). He has assisted over 600 facilities for ISO Certifications including such as ISO 9001, TS 16949, AS 9100, TL 9000 and ISO 13485.

ASQ NEQC 60TH CONFERENCE PROGRAM

TUESDAY, OCTOBER 21

| | | | | |
|---|--|--|--|--|
| 7:00 – 7:45 | | | | |
| REGISTRATION – REFRESHMENTS – EXHIBIT HALL | | | | |
| 7:45 – 9:00 | | | | |
| OPENING REMARKS ♦ KEYNOTE SPEAKER: Matt Episcopo, Author, Corporate Trainer ♦ TOPIC: Cutting Edge Strategies to Be Effective in Life (3Cs) | | | | |
| 9:00 – 9:10 | | | | |
| BREAK – EXHIBIT HALL | | | | |
| TRACK | TRACK 1 LEAN | TRACK 2 FDA | TRACK 3 PEOPLE | TRACK 4 PROCESS |
| 9:15 – 10:15 | 11A Rich Groleau Bose Production System University Achieving Operational Excellence Through Standardized Work | 12A Barbara Butrym, Consultant & Trainer, QPS Institute How to Measure Effectivity of Corrective Action | 13A Bob Faw, Chief Ignition Officer, Matchbox Group Energize! Ignite Passion and Performance with User-friendly Brain | 14A Kevin Posey, Director of Quality, CardiacAssist, Inc Strategic Innovation Assessment: Is your company ready? |
| 10:20 – 11:20 | 11B William Levinson, Levinson Productivity Systems Henry Ford's Universal Code | 12B David Potty, Consultant, Value Added Quality Services Auditing Risk Management to Meet ISO 13485 | 13B Jay Patel, Quality & Productivity Solutions Global Leadership for Today's Challenges | 14B Jim August, Dir. Of QM, American Biltrite Barbara August, Literacy Consultant Build Performance on Strength: A Counterintuitive Approach to Continual Improvement |
| 11:25 – 12:25 | 11C Richard Bivins, Trainer, QPS First Steps Toward a Lean Supply Chain | 12C Theresa McCarty, PSA & RA Mgr. Pfizer Innovation and the Power of Quality Risk Management | 13C Wally Hauck, CPS Optimum Leadership Fearless Feedback: How to Tell the Truth with Trust to Create Change | 14C Mark Hehl, Senior Consultant, Solutions4Business An Introduction to Business Continuity Planning |
| 12:30 – 2:30 | | | | |
| LUNCH ♦ KEYNOTE SPEAKER: Thomas Pyzdek, Pyzdek Institute, Author of Six Sigma Handbook ♦ TOPIC: Leading with Lean and Six Sigma | | | | |
| 2:35 – 3:35 | 11D/E Jay Patel, Quality & Productivity Solutions Kaizen Workshop – Breakthrough Improvement in Quality, Speed & Productivity | 12D Jack Reardon Consultant, QPS Process Validation – Critical Steps | 13D Jack Meagher, Principal QE, New Hampshire Ball Bearings Activity Based Learning | 14D Robin Goldsmith, President, Go Pro Management Calculate and Communicate Correct Quality Value |
| 3:40 – 3:55 | | | | |
| BREAK – EXHIBIT HALL | | | | |
| 4:00 – 5:00 | 11D/E Continued | 12E Carlos DaSilva, Quality Manager Rockwell Automation The Value of Verification and Validation | 13E Thomas Cagley Jr., VP of Consulting, The David Consulting Group The Impact of Cognitive Biases on Teams | 14E Steven Spura, SQA Mgr. & Paul Cucinott, SR. SQA Automation Engr. Pro Tek Valuation Services Implementing a SQA Automation Strategy Using the Automature Framework, A Case Study |

NOTE: Each topic and speaker details are on the NEQC website. You may review by clicking on the topic name.

ASQ NEQC 60TH CONFERENCE PROGRAM

WEDNESDAY, OCTOBER 22

| | | | | | | | | | |
|----------------------|--|--|---|--|---|--|---|--|--|
| 7:00 – 7:45 | | | | | REGISTRATION – REFRESHMENTS – EXHIBIT HALL | | | | |
| 7:45 – 9:00 | | | | | OPENING REMARKS ♦ KEYNOTE SPEAKER: Rose Baczewski, VP Patient Safety, Quality & Health Information Management at Greater Hudson Valley Health System ♦ TOPIC: High Reliability in Age of Uncertainty | | | | |
| 9:00 – 9:10 | | | | | BREAK – EXHIBIT HALL | | | | |
| TRACK | TRACK 1 SIX SIGMA | | TRACK 2 ISO RELATED | | TRACK 3 RISK | | TRACK 4 SPECIAL | | |
| 9:15 – 10:15 | 21A Anthony Osimo, Dir. of Operations - Dunkin' Donuts Distribution Center Lean Six Sigma Deployment for Warehousing and Logistics | | 22A Denise Robitaille, President Robitaille Principal Getting Managers to Care About Management Review | | 23A Gil Andrade, VP Certifications, American Certification Corporation Inc. Roadmap to QMS Registration | | 24A Scott Marchand Davis, Director of QA/RA Resonetics 5S for Knowledge Workers: Mastering the Information Workspace | | |
| 10:20 – 11:20 | 21B Lorraine Porcaro, Diabetes Clinical Coordinator, GHVHS Journey to Improved Glycemic Outcomes at Greater Hudson Valley Health System | | 22B Baskar Kotte, Founder & President Quality Systems Enhancement, Inc. Automotive QMS for Meeting Today's Challenges | | 23B/C Tanvir Mahmud, Find Your Solution Consulting & Training Quality Risk Management for Pharma and Biopharma | | 24B Mark Hehl, Senior Consultant, Solutions4Business Achieving Quality Improvement with Other Culture | | |
| 11:25 – 12:25 | 21C Richard Eng, P.S.S, Engr. The MITRE Corp. Quality Engineering: Supplementing the Magnificent Seven with Data Analytics | | 22C Barbara Butrym, Consultant & Trainer, QPS Institute Internal Audit that Adds Value | | | | 24C Stuart Simon, Sr. QM (IDS) & George Graw, Sr. QM (IDS), Raytheon Company Engineering Project Data Analysis | | |
| 12:30 – 2:30 | | | | | LUNCH ♦ KEYNOTE SPEAKER: Baskar Kotte, Chair, SC3 US Tag ISO/TC176; TC176 Liaison to IAF ♦ TOPIC: Global Friendly QMS for Improvement in Today's Economy | | | | |
| 2:35 – 3:35 | 21D Jack Reardon, Consultant, QPS Design for Six Sigma for Quality & Innovation | | 22D Barbara Butrym, Consultant & Trainer, QPS Institute Key Process Identification and Management with the Aerospace Standards | | 23D James August, Director of Quality Management American Biltrite Innovation vs Risk: Having your cake and eating it too! | | 24D/E Edwin May Director of NJ QPS & Patricia Smith, Project Mgr. Quality & Productivity Solutions Agile Project Management for Quality Projects | | |
| 3:40 – 3:55 | | | | | BREAK – EXHIBIT HALL | | | | |
| 4:00 – 5:00 | 21E Minitab Minitab 17 – New Features | | 22E Jonquil Li, EH&S Scientist & Julie Muszalski, EH&S Scientist - Capaccio Environmental Eng. Expanding Scope of QMS to Keep Current with Stakeholder Demands | | 23E Bill Mulligan, Operational Excellence Manager, Covidien Good DFMEA / Bad DFMEA | | 24D/E Continued | | |

NOTE: Each topic and speaker details are on the NEQC website. You may review by clicking on the topic name.

PRE AND POST CONFERENCE SEMINARS

**ASQ North East Quality Council is pleased to offer the following seminars in October 2014.
Pre-conference (October 20) and Post conference (October 23-24)**

| SEMINAR | INSTRUCTOR | COURSE CODE | COST |
|---|-------------------|----------------|-------|
| Pre Conference Seminars on Monday, October 20 | | | |
| ISO 9001:2015 Overview | Denise Robitaille | 101 | \$395 |
| Lean Deployment – Mapping, Kaizen and Cultural Change | Jay Patel | 102 | \$395 |
| Thinking Outside the Briefcase (Linking Innovative Ideas to Improved Performance) | Rob Peck | 103 | \$395 |
| Linking Management Systems | Jd Marhevko | 104 | \$395 |
| Updates on International Regulatory Requirements for Medical Devices | Joseph Azary | 105 | \$395 |
| Post Conference Seminars on Thursday-Friday, October 23-24 | | | |
| Developing Integrated World Class QMS Using ISO 9001:2015 | Baskar Kotte | 106 | \$700 |
| Supplier Auditor – Auditing Supply Chain to Improve Quality, Speed, Costs & Customer Satisfaction | Jack Reardon | 107 | \$700 |
| Customer Complaints and CAPA System | Barbara Butrym | 108 | \$700 |
| Proactive Problem Solving and Risk Management | Robin Goldsmith | 109 | \$700 |
| Simplified Statistics for Lean Six Sigma, Problem Solving and ASQ Certifications | Edwin May | 110 | \$700 |

Note: All seminars will be held from 9 AM to 5 PM. 0.7 CEUs per day will be awarded with certificate of attendance.

Take Advantage of our Early Bird Discounts:

- ★ 15% discount if registered before July 15, 2014
- ★ 7.5% discount if registered between July 15 and September 30, 2014
- ★ Additional 10% discount if registered 3 or more attendees from same company for same program

To Register Please Visit Our Website: www.neqc.org Or Email: Registration@neqc.org

For questions, contact Jay P. Patel, ASQ NEQC Chair and Conference Chair, at jayp@qpsinc.com

PRE-CONFERENCE SEMINARS

ISO 9001:2015 Overview

The 2015 revision will bring a new structure, new concepts and significantly changed requirements. Some of the changes will have a profound effect on organizations' quality management systems. Understanding the nature and rationale for the changes will facilitate individuals' ability to effectively implement the changes and provide greater continuity for the organization as it migrates from ISO 9001:2000 to ISO 9001: 2015.

Lean Deployment – Mapping, Kaizen and Cultural Change

This course provides lean assessment methodologies, how to change culture, key tools and techniques to help reduce non-value added activities, cost, and cycle time. Participants will learn how to implement Lean and provides an understanding of Lean can be implemented to improve an enterprise. Participants acquire the knowledge, tools and skills needed to improve speed, flexibility, and productivity to become powerful change agents within their businesses to reduce waste.

Thinking Outside the Briefcase (Linking Innovative Ideas to Improved Performance)

This training teaches participants how to apply the tool of Appreciative Inquiry to spark creative collaborations. Fun, hands on exercises demonstrate how to dig a well of good will by making small but valued deposits in a colleague's emotional bank account. Key principals like "what we appreciate, we cultivate" accelerate innovation by asking: "What's right?"...and focusing on strengths instead of fixating on weaknesses. Interactive, cooperative games let attendees experience firsthand how to give and receive feedback that fosters more insightful listening and wiser choices.

Linking Management Systems

In this seminar, we describe methodology to eliminate the silos between quality, finance, environmental, and IT Systems. Removing silos results in better communication and an improved bottom line. The Seminar will be very interactive. Attendees will complete exercises and discuss them during the seminar. There are four parts to the seminar.

Updates on International Regulatory Requirements for Medical Devices

This seminar will provide an overview of the increasing requirements, highlighting some of the requirements in key markets around the world, as well as describing the common denominators between many of the international requirements. The seminar will provide some recent and real time experiences and advice to assist the pursuit of international registration of medical devices.

POST-CONFERENCE

Developing Integrated World-Class QMS Using ISO 9001:2015

This interactive session provides a disciplined path for developing a QMS using ISO 9001: 2015, intended to provide all you have to know about this upcoming revision of ISO 9001 with current challenges for quality, cost and speed. How QMS should be developed considering tools such as Six Sigma, Lean, Process Management, Customer Satisfaction and Agile Methodologies. This also will provide road map, tools, and some documents, so that you do not need to hire consultants.

Supplier Auditor – Auditing Supply Chain to Improve Quality, Speed, Costs & Customer Satisfaction

This seminar has been designed for supply chain and quality personnel that are charged with auditing and improving the suppliers. Supply chain and quality team members should learn best practices to audit suppliers and develop the suppliers for new challenges to receive quality products and services on time at the least cost. This seminar will provide you with an understanding and gaining knowledge and tools for auditing and improving suppliers. The certification marks the competency in auditing the suppliers.

Customer Complaints and CAPA System

Nothing gets you in hot water faster than a botched response to a customer complaint. This interactive seminar starts with a hypothetical complaint, then traces it through the regulatory system. This seminar provides a fine-grained level of interactivity and solutions you can put into effect at once.

Proactive Problem Solving and Risk Management

After examining often misunderstood essential risk concepts and their consequences, this eye-opening interactive seminar workshop introduces the powerful Problem Pyramid™ disciplined technique for systematically getting the REAL problem right and reliably guiding a path for effectively solving it.

Simplified Statistics for Lean Six Sigma, Problem Solving and ASQ Certifications

This presentation is designed to identify, describe, and explain the most important statistics related to the Lean Six Sigma Methodology, in a systematic and meaningful way, with an eye to practicality. This presentation is intended for those striving to become Green Belts and Black Belts, who seek a deeper understanding of the statistics they have already learned and who want to better apply statistics during Lean Six Sigma Projects.



**North East
Quality Council**
The Global Voice of Quality™

60th Conference Registration Form

**Please complete a separate form
for each attendee.**

PLEASE PRINT OR TYPE INFORMATION

Name: _____ Member No.: _____ Section/Chapter: _____
 Mailing Address: _____ City: _____ State: _____ Zip: _____
 Phone (Work): _____ (Cell): _____ Fax: _____
 email (work): _____
 Company Name: _____ Job Title: _____
 Co. Address: _____ City: _____ State: _____ Zip: _____

PLEASE ENTER THE EVENTS YOU WISH TO ATTEND

| Event Date | Title | Fee |
|-----------------|--|-------|
| Oct 21-22, 2014 | Conference -2 days (8 AM to 5 PM) Code: 100 | \$550 |
| Oct 20, 2014 | Seminar: Pre conference (9 AM to 5 PM) Code: 101 to 105 • Seminar Name: _____ Course Code #: _____ | \$395 |
| Oct 23-24, 2014 | Seminar: Post conference (9 AM to 5 PM) Code: 106 to 110 • Seminar Name: _____ Course Code #: _____ | \$700 |

Payment Information: Check Credit Card **Total Fee: \$** _____

***Discount: \$** _____

Note: ASQ NEQC Tax ID No. 39-0912502 (Corporation) **Net Fees: \$** _____

HOTEL ACCOMMODATIONS

You are responsible for making your own reservations. Please contact hotels directly for directions and special hotel rates for registration. You can log onto our website - www.neqc.org - for hotel details.

PAYMENT INFORMATION (Note: Confirmations will be made by email only)

Advance registration must be accompanied by payment in full for all desired events. Make checks payable to ASQ NEQC (ASQ North East Quality Council).

Credit Card Information

Check One: Visa M/C AmEx

Name on Card: _____

Billing Address: _____

Card No. _____

Expiration Date: _____

Security Code on Back of Card: _____

Signature: _____

To Register, use one of the following:

1. Visit our Web site
www.neqc.org
2. email form, with credit card information (see bottom of form)
registration@neqc.org
3. Mail and enclose check payable to **ASQ NEQC**
ASQ NEQC Administrator
c/o Quality & Productivity Solutions
28 Lord Rd. Suite 205
Marlborough, MA 01752
(508) 766-0777

*** Discount Information**

- * Register before July 15 – 15% discount
- * Register between July 15 and Sept 30 – 7.5% discount
- * 3 or more registered from the same organization for the same program – 10% discount

IMPORTANT COMPANY MAIL:

If this person is no longer with this Company, please deliver to your Organization's Director of Quality or Director of Operations.

For Further Registration and Exhibit Information

Website: www.negc.org

email: registration@negc.org

Please Circulate This Brochure to All Management and Operations Professionals

A Sampling of this Conference Topics Include:

- ◆ **ISO 9001 / ISO 13485 / AS 9100c** ◆ **Lean Six Sigma** ◆ **Risk** ◆ **Innovation** ◆
- ◆ **Leadership** ◆ **Medical Devices** ◆ **Process Improvements** ◆ **Kaizen** ◆
- ◆ **Healthcare** ◆ **Supplier Excellence** ◆ **Quality** ◆

Reasons to Attend This Event:

- ◆ Maximum Value – Attend 10 Sessions in 2 Days
- ◆ Early Bird Discounts – Up to 25%
- ◆ 38 Sessions and 4 Keynote Speakers in 2 Days
- ◆ Programs for Everyone - Beginners to Advanced
- ◆ Opportunities in Networking and Access to Experts
- ◆ Case Study Workshops & Presentations
- ◆ Success Stories to Share for All Types of Industries
- ◆ Perfect Time to Enjoy Autumn in New England!



CONFERENCE (2 DAYS) - \$550
PRE CONFERENCE SEMINAR (1 DAY) - \$395
POST CONFERENCE SEMINAR (2 DAYS) - \$700
-ASQ MEMBERS & NON-MEMBERS PAY SAME PRICES-

DISCOUNTS AVAILABLE

- 15% discount if registered before July 15
- 7.5% discount if registered between July 15 - September 30
- 10% discount if 3 more attendees register from the same company for the same event

NEQC was founded in 1948 and is a grouping of 28 Sections of ASQ, located in CT, MA, NH, NJ, NY, PA, RI, and VT.

There is still time to be an Exhibitor or Sponsor for this event. Don't miss out on this excellent opportunity to network and expose your organization to over 250 attendees.