

2024 ASQ Columbus Fall Conference Learning Session Descriptions

Time	Topic	Speaker	Description
8:45 to 9:45	<p style="text-align: center;">Keynote Unleashing Creativity To Increase Productivity</p>	<p style="text-align: center;">George Nagle The Ideation Emporium</p>	<p>Do you find yourself feeling weighed down at work and that you should be getting more done? Does it feel like every time you try to do more, all you get is a pushback, griping, and overall negative productivity?</p> <p>Our 60-minute journey will explore the innate human trait that allows us all to innovate: creativity. We will touch on how the three elements of being human develop our bias and how it drastically represses our outlook. That repression also is what holds back our ability to produce effectively. When we can express our creativity, as an individual, and as a group, we can see productivity increase 20 to 40% because of a decrease in unmeaningful stress. Key points covered include:</p> <ul style="list-style-type: none"> -How to elicit more openness to encourage creativity -Why being more present builds the all too elusive trust -What holds our productivity back -Understanding intentional fun reduces stress allowing for increased productivity

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10:00 to 11:00	Team Ensemble Ideation Building	<u>George Nagle</u> The Ideation Emporium	<p>This 60-minute workshop is the follow-up, hands-on, real-time demonstration of the Bring-A-Brick concept mentioned during the "Unleashing Creativity To Increase Productivity" discussion. You are going to experience how much your bias is holding you back, find new ways to have breakthrough thinking while having fun and naturally building teams together that are motivated to accomplish big things with a method you can fully use the same day you learn it. The best part is all you need is a piece of paper, something to write with and a problem! There will be some time for Q & A, as George will cover:</p> <ul style="list-style-type: none"> -The basic "rules" to the Bring A Brick Tool -Live demonstration on a problem the audience brings the day of the workshop -How quality, when set up properly, is a productivity motivator
	Applying Systems Engineering Tools for Operational Excellence	<u>Sandy Furterer</u> The Ohio State University, Integrated Systems Engineering	<p>In this presentation the participants will learn how to apply some process-oriented Systems Engineering tools to enhance their operational excellence efforts. These tools help us to view our processes from a system view, while linking to business strategy, as well as enabling prioritization of improvement initiatives.</p> <p>The learning objectives:</p> <ol style="list-style-type: none"> 1. Learn how the integration of several systems engineering tools can provide a systems view of our operational excellence initiatives. 2. Learn how to use these basic systems engineering tools to provide a systems view: value chain, functional decomposition model, and process mapping. 3. Learn how to use some more advanced Systems Modeling Language (SysML) models to extend the basic process modeling tools to integrate system and process requirements: Block Definition Diagram, Activity Diagram, and Use Case diagrams.
	The Fundamentals of Quality Auditing	<u>Marty Hartman</u> Crown Cork	<p>Audits are a valuable quality tool to ensure quality, compliance to standards, and continuous improvement. In this workshop, we will review the types of quality audits and recommendations, as an auditor, to prepare for a successful audit.</p>
	The 7 Basic Quality Tools	<u>Jim Spichiger</u> Amazon	<p>This session will introduce attendees to the 7 basic quality tools all quality professionals should know, understand and utilize. The seven tools are: data collection sheets, histograms, process maps, Pareto charts, scatter diagrams, fishbone diagrams and control charts. The presenter will discuss the advantages and usage of each and dive deep into the first six (controls charts usage is an entire presentation by itself). Numerous examples of the first six tools will be provided. Upon completion of the session, attendees will return to their organizations and be able to effectively utilize these vital, yet simple quality tools.</p>

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11:15 to 12:15	Lean- 8 Wastes	<u>Bill Soller</u> Corporate Advantage Network, LLC	<p>This Hands-On workshop will explore the "Eight Wastes and Lean" concepts. You will learn how to identify and eliminate these non-value-added activities in a manufacturing/service process. By identifying and addressing these wastes, organizations can streamline processes, reduce inefficiencies, and improve productivity.</p> <p>The workshop will walk through some basic lean concepts and have the attendees build "goal posts" from PVC pipes as a baseline and after learning some concepts, re-organize the "Production System" to reduce the amount of time it takes to make the product. This is a fun team activity where the attendees can learn some concepts and tools to take back to their organizations immediately.</p>
	Practical Tools for Process Improvement and Business Transformation	<u>Andy Hughes</u> Fisher Management Partners	<p>In today's rapidly evolving business landscape, delivering high-quality process improvement and business transformation aligned with customer needs is essential for success, particularly in manufacturing and distribution. Join Andy Hughes, a seasoned consultant with 20 years of experience in process improvement and value-capture projects, as he shares a suite of practical tools designed to help organizations effectively execute process and system transformation.</p> <p>This session will introduce attendees to a set of tools that can be used to drive efficient, effective, and high-quality decision making.</p> <ol style="list-style-type: none"> 1. Maturity Model: Assess your organization's current state and define a well-informed path to improvement. 2. Improvement Initiative Prioritization Matrix: Leveraging a practical, easy to understand, tool for prioritizing initiatives based on benefit vs. effort. 3. High Level Process Blueprint: Visualize and optimize workflow within the physical constraints of your facility for realistic and effective process improvement. 4. Software Selection Methodology: Efficiently select the right-sized software to meet your business requirements. 5. Improvement Roadmap: Develop a phased plan for implementing prioritized initiatives. 6. Business Case Template: Building robust business cases with clear visualizations to evaluate the financial benefits of your programs and initiatives. <p>Through examples and interactive discussions, attendees will gain valuable insights into how these tools can be applied to enhance process improvement and business transformation within their organizations. Whether you're an executive, quality manager, or supply chain professional, this presentation will provide practical approaches to elevate the quality of your process improvement and business transformation efforts.</p>

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Time	Topic	Speaker	Description
11:15 to 12:15 (cont)	The Future of RCA: Machine Learning-Driven Root Cause Discovery	<u>Peg Pennington</u> <u>Karina Dube</u> Moresteam	<p>Root Cause Analysis is a critical skill that all organizations need to possess and expand to succeed in today's ever-changing, complex environment. With the advancement of the digital age, immense amounts of data are captured constantly. While this creates an opportunity to understand issues at more profound confidence levels, it comes with new challenges. The sheer volume of data at our disposal has brought about a surge in irrelevant information (or noise), increasing the need for filters and levels of focus unlike anything we've encountered before.</p> <p>This presentation will discuss the fusion of traditional root cause analysis with the power of machine learning and why it's critical to the success of our continuous improvement efforts moving forward. We'll talk about the goals of root cause analysis and how machine learning can empower us in our root cause discoveries.</p> <p>Learning Outcomes:</p> <ol style="list-style-type: none"> 1. Explore the capabilities of machine learning as it relates to root cause analysis 2. Illustrate an example of how machine learning can assist with a root cause analysis 3. Describe decisions to consider when using machine learning algorithms in root cause analysis
	Navigating Uncertainty: Leveraging a Risk and Control Matrix Tool for Proactive and Ongoing Risk Mitigation	<u>Kembral Nelson</u> Nationwide Children's Hospital	<p>In today's rapidly evolving healthcare landscape, effectively detecting risks and prioritizing mitigation efforts has become a critical challenge for organizations across all sectors. To address this challenge effectively, understanding and managing risks through proactive measures is indispensable. By the end of this presentation, attendees will be able to leverage the use of a Risk and Control Matrix tool to implement proactive and ongoing risk mitigation efforts.</p> <p>This session will:</p> <ol style="list-style-type: none"> 1. Overview key components of RCM, illustrating how it enables organizations to not only assess risk but also to prioritize mitigation efforts based on identified risks. 2. Explore the implementation and benefits of a (RCM) tool as a strategic initiative for organizations aiming to enhance risk management frameworks, evaluate current risks, identify gaps, and establish a roadmap for risk mitigation efforts. 3. Highlight the practical application of RCM as a risk management framework for regulatory and patient safety risks. 4. Emphasize the importance of proactive risk mitigation in fostering a culture of safety, compliance, and organizational excellence. <p>Attendees will learn how to leverage RCM capabilities to proactively address safety concerns and regulatory challenges, positioning organizations as industry leaders in risk management excellence.</p>

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1:15 to 2:15	Design of Experiments	<u>Mustafa Shraim</u> Ohio University	<p>Whether your aim is to understand a process or optimize it, design of experiments (DoE) is an essential methodology for quality professionals to understand and use. This methodology has been used in both the manufacturing and service industries for a long time with great success as opposed to experimenting using one factor at a time. One of the most important benefits is the ability to estimate interactions between factors.</p> <p>In this interactive, hands-on session, attendees will learn DoE by participating in designing and running simple experiments using the catapult as a process . We will utilize classical factorial experiments and do some analysis using factorial (and interaction) plots as well as analysis of variance. We will utilize Deming's Plan-Do-Study-Act (PDSA) cycle as a framework.</p> <p>At the conclusion of this session, attendees will:</p> <ul style="list-style-type: none"> - Understand the context in which DoE can be very useful - Learn how to design a simple factorial experiment - Learn how to analyze and interpret the analysis using factorial plots and other methods - Understand what to do next to continue improvement - Have fun!
	Root Cause Analysis: Embracing your inner child	<u>Mike Villa</u> Paladin Audits & Consulting, LLC	Utilizing a simple, yet powerful, tool to break down emotional barriers to Root Cause Analysis, "5-Why" can help your organization better understand true root cause elements of your problems and accelerate targeted improvements.
	Engaging the greatest tool of all - empowered frontline problem-solvers!	<u>Michelle Gauntner</u> OhioHealth	Embark on a journey to explore a collection of tools enacted to make tomorrow better than yesterday! How do we activate frontline problem-solvers to utilize tools each day to promote sustainable process improvements where the work is done? We meet them where they are to coach to the A3 problem-solving process, one step at a time, using a collection of tools including: impact effort matrices, multi-voting metric selection, daily data collection, run charts, pareto principles, and 5-whys. Join us as we share how to leverage these tools to build a culture to engage the greatest tool of all – empowered frontline problem-solvers!
	How to turn a big problem into a series of small ones	<u>David Veech</u> Fisher College of Business, OSU	In this presentation, we will focus on defining a problem by reducing its scope. Reducing the scope makes any problem easier to solve. We'll demonstrate several different ways to break a problem down using a problem breakdown tree, some good ol' data, and a bit of critical thinking.

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2:30 to 3:30	Onboarding for Excellence	<u>Tracy Owens</u> The Ohio State University College of Engineering	Onboarding can be a source of frustration for any role in any type of organization. This presentation looks at the process from the hiring manager's point of view in pursuit of timely and thorough onboarding. Explore 5 new tools that can help onboard new team members more effectively.
	Demand Forecasting in a Post Pandemic World	<u>Brad Hollingsworth</u> Hollingsworth Consulting LLC	Quality, reliable, and timely forecasts and projections are essential to plan sufficient budgets and adequate operational resources to fully fund anticipated and expected demand as required by industry or ADA regulations. Training and testing of different models position organizations to identify and select the best fit. Participants will discover how the Long Short-Term Memory (LSTM) model is surpassing traditional forecasting methods for a major transit operation in Los Angeles, CA (In this case study, a Mean Adjusted Percentage Error (MAPE) of 0.93% compared to previous forecasts, which were 7.31% for the same testing period). Learning Objectives: <ol style="list-style-type: none"> 1. Understand how AI positions your organization to elevate forecasting capabilities 2. Identify some of the key advancements in LSTM and machine learning models for up-to-the-minute quality demand forecasting 3. Enhance your AI knowledge and create your own roadmap for budgeting, operations resource planning and allocation.
	Driving Business Performance Using Value Stream Mapping	<u>Douglas Hartshorn</u> Ashland University	In this presentation, you will learn how to create and use Value Stream Mapping to plan and execute continuous improvement activities that align with your organization's strategic priorities. You will learn how to drive your organizations performance to gain a competitive advantage in your industry. The presentation will provide real life examples of current and future state value stream maps. You will learn how to select the areas of your business to map and gain the maximum benefit. The presentation will provide examples of transformation plans and how to execute those plans to drive continuous improvement and accountability in your organizations.
	Rapid and Sustained Excellence: Blending Short Term Gains with Long Term Quality Efforts	<u>Tyler Tumberg</u> The Ohio State University Wexner Medical Center	This presentation is designed to highlight means to enhance organizational efficiency by integrating Rapid Improvement Events (RIEs) with sustained, long-term process improvement and quality initiatives. The dual approach aims to achieve immediate, tangible improvements while establishing a foundation for ongoing, sustainable progress.