

**2010 ASQRS Conference Theme: Preemptive Quality--Making Quality Happen Where It Really Counts**

**7:15 - 8:00 A.M. Registration & Networking Begin in the Lobby - Visit the Exhibitors all day.**

**8:00 - 9:00 A.M. Welcome & Keynote Address in the Main Ballroom: Paul Speranza, Wegman's**

| Track 1 - Breakout Room 1 |   | Track 2 - Breakout Room 2  |  | Track 3 - Breakout Room 3   |   | Track 4 - Breakout Room 4 |  | Track 5 - Breakout Room 5 |  |
|---------------------------|---|--|--|---|---|---------------------------|--|---------------------------|--|
| Topic                     | Preventive Tools  | Cost of Quality  | Service Quality  | Biomedical / Medical Mfg. Quality   | Business Transformation   |                           |  |                           |  |
| 9:10 - 10:20 A.M.         | 1<br><br>Janet P. Nelson<br><br>OQL Solutions<br><br>Preemptive Six Sigma© Tools: | 5<br><br>Dr. Jack Cook<br><br>Rochester Institute of Technology (RIT)<br>Challenges of Pursuing Lean Six Sigma in Healthcare | 9<br><br>Anwar El-Homsi Transformation Partners Company<br><br>&<br>Jeff Slutsky Bausch & Lomb Inc<br>Corporate Sigma - Making Lean Six Sigma Holistic | 13<br><br>Bill Jewett, Business Consultant and Author<br><br>Strategies to Achieve Higher Quality Earlier | 17<br><br>Tony Mangione & Allison Whiting Delta Stratagem, Inc.<br><br>The New Business Model |                           |  |                           |  |

**10:20 - 10:30 A.M. Break: Visit Exhibitors Coffee & Tea served.**

| Topic              | Preventive Tools  | Cost of Quality   | Service Quality   | Biomedical / Medical Mfg. Quality  | Business Transformation  |
|--------------------|---|---|---|--|--|
| 10:30 - 11:40 A.M. | 2<br><br>Janet P. Nelson<br><br>OQL Solutions Customer Loyalty and Pre-Emptive Tips for Survey Design | 6<br><br>Dr. Jack Cook<br><br>Rochester Institute of Technology (RIT) Lean Six Sigma Tools for Healthcare | 10<br><br>John Dubuc<br><br>ROI Creations, LLC Systems Thinking | 14<br><br>Deborah Lydick<br><br>Can Healthcare Systems Really be Improved? | 18<br><br>Tony Mangione & Allison Whiting Delta Stratagem, Inc.<br><br>The New Culture |

**11:40 A.M. - 11:50 P.M. Break: Visit Exhibitors**

**11:50 - 1:10 P.M. Lunch & Luncheon Address:**

**1:10 - 1:20 P.M. Break: Visit Exhibitors**

| Topic:           | Preventive Tools   | Cost of Quality   | Preemptive Quality   | Biomedical / Medical Mfg. Quality  | Business Transformation   |
|------------------|--|---|--|--|---|
| 1:20 - 2:30 P.M. | 3<br><br>Dale Ryan<br>Ortho-Clinical Diagnostics (OCD)<br><br>Virtual D.O.E. | 7<br><br>Marcos Esterman & Hee-Rak Kang<br>Rochester Institute of Technology (RIT)<br>Warranty Cost as a Cost of Quality and the Role of Product Development Part 1 | 11<br><br>Rich Versluys<br><br>Ortho-Clinical Diagnostics (OCD)<br>CTQ Management--Six Sigma<br><br>Quality, Part 1 of 2 | 15<br><br>Dave Faller<br>Healthcare IT and Medical Systems Executive<br><br>Computer Aided Detection--Analyzing Medical Images | 19<br><br>Tony Mangione & Allison Whiting Delta Stratagem, Inc.<br><br>The People |

**2:30 - 2:40 P.M. Break: Visit Exhibitors**

| Topic            | Preventive Tools  | Cost of Quality   | Preemptive Quality   | Biomedical / Medical Mfg. Quality   | Business Transformation  |
|------------------|---|---|--|---|--|
| 2:40 - 3:50 P.M. | 4<br><br>John King<br>Consultant and Author<br><br>Using DOE to Improve Robustness and Durability | 8<br><br>Marcos Esterman & Hee-Rak Kang<br>Rochester Institute of Technology (RIT)<br>Warranty Cost as a Cost of Quality and the Role of Product Development Part 2 | 12<br><br>Rich Versluys<br><br>Ortho-Clinical Diagnostics (OCD)<br>CTQ Management--Six Sigma<br>Quality, Part 2 of 2 | 16<br><br>Lynne Hambleton,<br>Co-founder -Magee<br>Management Advisors, LLC<br>Strive for excellence requires EQ, as well as Process and Tools. | 20<br><br>Tony Mangione & Allison Whiting Delta Stratagem, Inc.<br><br>The Financial Driven System & Metrics |

**3:50 - 4:00 P.M. Break: Visit Exhibitors**

**4:00 - 4:40 P.M. Closing Address: Bobbie Goheen, CEO/President, Synthesis Management Group**

**4:40 - 5:00 P.M. Complete Conference Survey, Receive Recertification Points & Raffle Prize Drawings (Must be present to win)**