



ASQ

AMERICAN SOCIETY
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Rochester Section 204

Professional Development Meeting

Wednesday, March 14, 2012

Why Process Improvement Efforts Fail: Let's Get Real

By Dr. Jack Cook

Place: Ricks Prime Rib 898 Buffalo Rd Rochester , NY 14624

Time: **5:30 – 6:00 PM** Registration

6:15 – 7:00 PM Dinner with the choice of the following: Chicken French/
Prime Rib/Orange Roughy

7:00 – 7:10 PM Section Announcements / Introductions

7:10 – 8:00 PM Program

Reservations: Reservations may be made online at www.asqrs.org or by e mail fc Battaglia@prodigy.net.

All reservations for dinner and program must be received no later than 4:00 P.M. the day before the dinner meeting. Dinner will start at 6:15 and this is a sit down dinner.

Payment: \$20.00 (Student members \$15.00) for Dinner and Program.

Cash, check, or credit card at the door.

About the Program:

Have you had less than stellar results from your process improvement efforts? Do projects seem to linger on forever? Have you asked yourself how are improvements going to be sustained if we were horrible at process management in the first place? This presentation will address these real and recurring problems. Specific actions that must be taken before improvements are attempted will be provided. A plan of attack with detailed timelines as well as a discussion of how to manage such projects will be discussed. Anyone whose company is pursuing process improvement, independent of the methodology, will benefit. So, if you're pursuing Lean, Six Sigma, Theory of Constraints, ITIL, or CMMi you'll benefit from these tips.

About the Speaker:

Dr. Jack Cook is a professor, speaker, author, and consultant. He has an entertaining and engaging approach that brings theories to life. Dr. Cook is a Master Black Belt, Certified Fellow in Production and Inventory Management (CFPIM), Certified Supply Chain Professional (CSCP), Certified Professional in Supply Management as well as a Certified Software Quality Engineer (CSQE). Dr. Cook has coached and mentored hundreds of process improvement projects in numerous industries and companies in the area.

You do not have to be an ASQ member to attend. All are welcome. Membership forms are available at each meeting. For more information about ASQRS including membership, contact Section Chair Leigh Rundell, lfr@qvii.com