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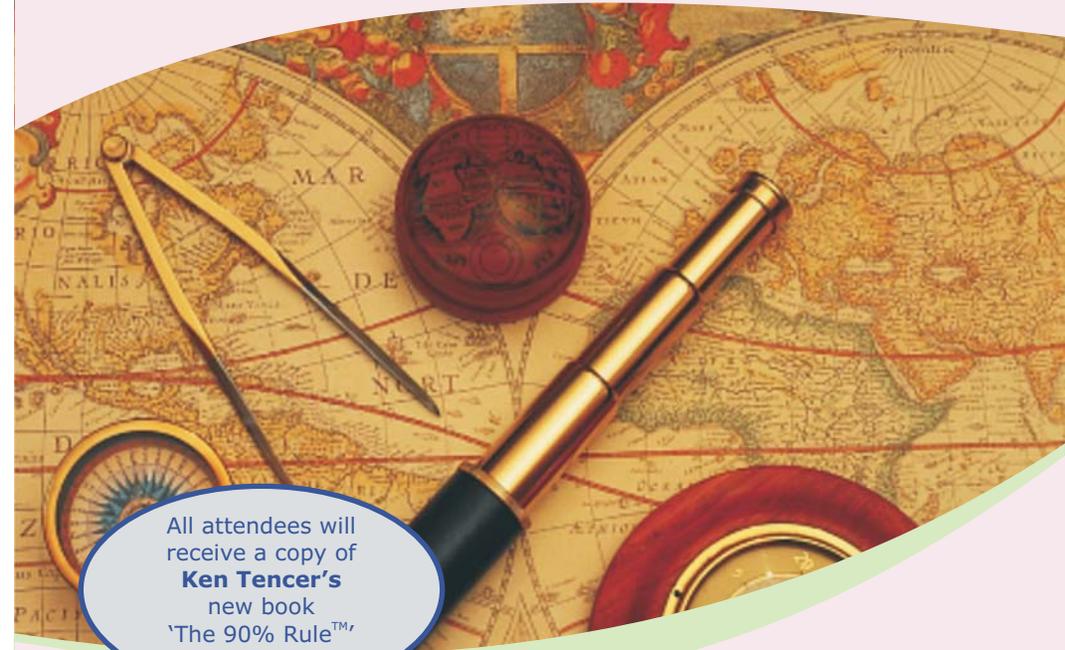
Advancing Business Excellence



ASQ Toronto Fall Seminar 2010

"QUALITY in A NEW WORLD"

A day of ninety-minute workshops, from the best speakers on Quality.
You pick your preference!



All attendees will receive a copy of **Ken Tencer's** new book 'The 90% Rule™'

You are invited to attend the 2010 Toronto Fall Seminar
Holiday Inn - Airport East,
600 Dixon Road, Toronto, ON.
Thursday, 7th October, 2010

Program Details: www.asqtoronto.org
REGISTER ONLINE AT: www.onlineregistrations.ca/asq
or email treasurer@asqtoronto.org



Conference Fee
Members: \$120 including HST
Non-Members: \$135 including HST
Payable in Advance by Registration
Earn 1 RU credit



Sign-In 08:00 - 09:00

0900 - 1000 Keynote Speaker: Ken Tencer



Topic: The 90% Rule

Ken Tencer is CEO of Spyder Works Inc., and a successful entrepreneur who has built international companies in manufacturing, product development, distribution and professional services. As CEO of Spyder Works, Ken has moved from communications to strategy: helping numerous organizations create more effective growth plans by focusing on what they do best. The 90% Rule is the toolkit that companies have been looking for. As a book, a management philosophy, a keynote or a workshop, the 90% Rule (www.90percentrule.com) is a process for lower-cost, continuing growth. It minimizes the risks of innovation by helping business leaders focus step-by-step on adjacent market opportunities where they already know 90% of what they need to succeed!

Mid Morning Break 10:00 - 10:15

10:15 - 11:45 **Larry Coudenys, President & CEO** Coudenys Management Systems, Inc. (CMSI)



Topic: : "ISO 14001 & ISO 18001 : Know Your Risk - Reduce your Risk"

The seminar will discuss the EMS and H&S standards as the link to Management Ownership & Commitment for ensuring conformance to standards and compliance to regulations.

Larry Coudenys, is a qualified lead auditor in ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949 and ISO 17025 and has extensive experience as a trainer of management systems for over 10 years. In his capacity of performing audits, allowing him to carry an extensive understanding of multiple industries and their application to risk reduction, cost improvements and shareholder value and stakeholder confidence. www.coudenysmanagement.com

10:15 - 11:45 **Khurshed Kutky, Manager** Risk Management Solutions at QMI-SAI Global



Topic: : *Enhancing Reliability and Reducing Risk in Your Supply Chain.*

Global outsourcing reduces costs. However, it is critical to identify, evaluate and manage risk in the supply chain and minimize the risk of business disruption. Common risks and causes that can impact a company's financial performance will be identified together with solutions that can reduce the risk of incidents.

Khurshed Kutky is a Senior Member of ASQ, an OH&S, Environmental and Quality Management Systems Lead Auditor, a CQE and an instructor for management systems training with over 20 years of international experience in auditing manufacturing and service industries. www.qmi-saiglobal.com

Lunch 11:45-13:15

13:15 - 14:45 **Marci Segal**



Topic: : *Inputs and Outputs: Using Creativity to Improve Quality*

Are you open to respond, adapt to and enhance your systems as technological, supply chain and market changes occur? In this interactive session you will learn how to prepare to free thinking to generate new ideas and make new decisions.

Marci Segal, Master of Science in Creative Studies, is Canada's first accredited Creativity Professional is a speaker, consultant, author, blogger and co-founder of World Creativity and Innovation Week April 15-21, 2010. www.creativityland.net

13:15 - 14:45 **Dr. Daniel Rand**



Topic: : *The Power of Lean Six Sigma Tools in Healthcare Quality Improvement*

Healthcare institutions world-wide are realizing the benefits of statistical thinking and Lean Six Sigma tools for quality improvement. Some have hired Lean Six Sigma experts from industry; others are training from within. Several case studies from the literature and from personal consulting experiences will be highlighted.

Dr. Daniel Rand teaches Statistics at Winona State University. Dan is a Fellow of ASQ, chairperson of Section 1216, and co-chair of the Conference Committee of ASQ's Healthcare Division.

Refreshments 14:45 - 15:00

15:00 - 16:30 **Elizabeth C. Huggins** Marketing Innovation Change Unlimited



Topic: : *Change Leadership & Innovation In The New World*

There is an important difference between managing and leading. Managing is about product and process. Leading is about people. In this interactive session you will experience new tools and perspectives to help you lead better no matter where you are in the organization, anticipate the future quickly and accelerate innovation.

Elizabeth Huggins, of Marketing Innovation Change Unlimited, accelerates big brands, new ventures and the thinking productivity of teams engaged in innovation and change initiatives.

15:00-16:30 **Andrew Milivojevic, President** The Knowledge Management Group Inc.



Topic: : *Innovation and Economic Competitiveness*

Andrew will discuss innovation and explain how it determines our competitive position in the marketplace. He will illustrate how technological progress affects productivity and illustrate how Canadian companies can regain their competitive position through a systematic approach that fosters innovation resulting in technological advancements and improvements in productivity.

Andrew is a fellow of ASQ and is recognized by the Society as having achieved professional distinction in the theory and application of quality. He received citations for advancing quality, six sigma, and innovation in Canada.