

MONDAY, OCTOBER 27
Day ONE: Sessions

55TH ANNUAL **MINNESOTA QUALITY CONFERENCE**
October 27 & 28, 2008

Registration – 7:00-12:00 noon

QUALITY IN ACTION – DELIGHT THE CUSTOMER

8:00 - 8:15 Welcome from Chair

8:15- 9:45 Keynote Address

SPECIAL 90 MINTUE KEYNOTE PRESENTATION

8 Dimensions of Excellence

Robin Lawton

LEAN Six Sigma

VOC, Supplier Performance, Customer Expectations

Measurement & Methods

10:15 – 11:15 Session ONE

Session 111

Kick-start DMAIC Projects with a Solid Baseline

*Rip Stauffer
Woodside Quality Solutions*

Session 121

Capturing V.O.C. to Build Quality in Process or Product Design

*Prakash Yadav
North Dakota State University*

Session 131

The Uncertainty of Customer Satisfaction Measurements

*Terrence Conder
3M*

11:30 – 12:30 Session TWO

Session 112

Process Improvement To Reduce Scrap And Also Meet Customer Aesthetic Requirements

*Sudip Dinda & Dave Hurd
Entegris*

Session 122

Voice-of-the-Customer is a 2-way Street; to be safe, you need to look both ways!

*Gary Floss
Marvin Window and Doors*

Session 132

Reading and Interpreting Calibration Reports

*Dilip A. Shah
E = mc³ Solutions*

1:45 – 2:45 Session THREE

Session 113

"LEAN Thinking for Effective Teams"

*Thomas Humphreys
QiA, Inc.*

Session 123

Why (in the world) do you buy from us? – Tying Customer Satisfaction to Profitability

*John Hehre & Norton Permuth
Creative Processes, Inc.*

Session 133

A Quality Calibration Program

*Jay L. Bucher
Bucherview Metrology Services, LLC*

3:15 – 4:15 Session FOUR

Session 114

Integrating Lean & Quality Systems to Drive Continuous Improvement in Operations

*Scott Fritz
Boston Scientific*

Session 124

Root Cause Analysis and Customer Retention

*Mike Micklewright
QualityQuest, Inc.*

Session 134

General Full Factorial Designs

*Louis Asher
3M (retired)*

TUESDAY, OCTOBER 28
Day TWO: Workshops

55TH ANNUAL **MINNESOTA QUALITY CONFERENCE**
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Registration – 7:00-12:00 noon

8:00 AM – 4:00 PM Workshops

W1: LEAN Six Sigma	W2: Measurement & Methods	W3: LEAN	W4: Voice of the Customer
<p>Decision-Making 101 for Six Sigma Managers <i>Rip Stauffer</i> <i>Woodside Quality Solutions</i></p>	<p>Auditing Calibration Suppliers <i>Dilip A. Shah</i> <i>E = mc³ Solutions</i></p>	<p>Creating a Leaner Quality Management System to Improve Internal Customer Satisfaction <i>Mike Micklewright</i> <i>QualityQuest, Inc.</i></p>	<p>Treating Customers How they Like to Be Treated <i>Jeanne Bordeau</i> <i>JMB Resources</i></p>

11:30-12:30 Conference luncheon

WORKSHOP 1	WORKSHOP 2	WORKSHOP 3	WORKSHOP 4
<p>Decision-Making 101 for Six Sigma Managers <i>Rip Stauffer</i> <i>Woodside Quality Solutions</i> <i>(Continued – Full Day Workshop)</i></p>	<p>Auditing Calibration Suppliers <i>Dilip A. Shah</i> <i>E = mc³ Solutions</i> <i>(Continued – Full Day Workshop)</i></p>	<p>Creating a Leaner Quality Management System to Improve Internal Customer Satisfaction <i>Mike Micklewright</i> <i>QualityQuest, Inc.</i> <i>(Continued – Full Day Workshop)</i></p>	<p>Critical Thinking and the “Voice of the Customer” <i>Darrel Unteraker, Ph.D.</i> <i>Medtronic &</i> <i>Richard R. Gillen, PhD</i></p>

4:00 PM Workshops Conclude