



Virginia Quality Conference & Forum for Excellence

Greater Richmond Convention Center Richmond, VA

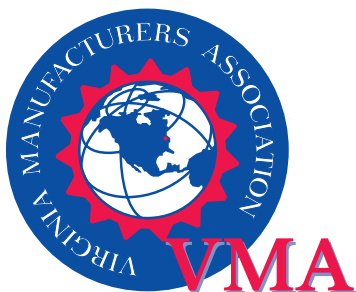
Tuesday, October 10, 2006 - Thursday, October 12, 2006

Join us at this exciting event to:

Honor the winners of the 2006 U.S. Senate Productivity & Quality Award for Virginia

Learn what it takes to be an outstanding organization by attending informative & inspirational workshops

Network with improvement professionals & executives from across the Commonwealth



Conference Agenda

October 10th, 2006

Pre-conference Sessions

9:00-5:00 Preparing an SPQA Application

9:00-5:00 Understanding the SPQA Criteria

1:00 -5:00 NAVSEA Lean Simulation

6:00 - 7:30 **Opening Reception:** Join us at the opening reception honoring our sponsors, exhibitors, and SPQA examiners. Light hors d'oeuvres will accompany a host bar.

October 11th, 2006

7:45 Continental Breakfast & Registration

Opening Remarks

* Joe Croce, Vice President, Virginia Manufacturers Association
* Bob Bowles, Executive Director, U.S. Senate Productivity and Quality Award for Virginia

8:45 - 9:30 **Keynote Speaker:**
Mark Crossley,
Quality Management Associates, Inc.
The Metamorphosis of Quality

Workshops

* "Nuts & Bolts"
Ron Chapman, 5 Star Consulting
Measuring Human Performance
-Human performance is becoming more important as a key performance indicator for business. Ron brings 20 years of experience and tips on how to better measure human performance

* "Regulatory Issues"
Dr. Victor Gray, CV Gray & Associates

Dr. Herbals Chocolate Bars
-Real world application of quality to the operation of a small chocolate production line.

* "Insights for Leadership"
Greg Brittingham, VCU Center for Public Policy
Strategic Planning for Government Organizations

-Explore ways to make your organization's planning efforts truly strategic by focusing on customer-centered outcomes.

* "SPQA: Quest for Excellence"

Mark Smith, Chair, SPQA

SPQA Demystified
-Learn the inner workings of the U.S. Senate Productivity and Quality Awards process, including practical insight into preparing a first-class application, the core values and concepts underlying the SPQA system, and key features of each of the seven categories.

* NAVSEA Lean Simulation (8am-12pm)
There is an extra \$75 charge for this session.

10:30 -10:45 Break

Workshops

* "Nuts & Bolts"
Doug Smith, NAVSEA Lean Six Sigma College
Basic Process Management
-Managing processes effectively combines

project management, facilitation, good measures, and strategic tie-in. Doug provides a perspective of managing processes that brings all the above elements to bear.

* "Regulatory Issues"

Mr. Thomas Smith

-Healthcare.

* "Insights for Leadership"

Paula Penn-Nabrit, PN&A

Leading For Results: Where There Is No Vision, the People Perish

-In the absence of leadership, even the most effective management and supervision will yield meager returns. Discover how inspiration and guidance through example can help you achieve results.

* "SPQA: Quest for Excellence"

Best Practice Panel: Collecting Customer Requirements and Using Them for Process Improvement

11:45 - 12:00 Break

12:00 - 1:45 Luncheon

Keynote Speakers

Jamie Ambrosi, Baldrige National Quality Program
A Brief Baldrige Update

Tina Rossi, Dale Carnegie Training Achieving Success Through Human Relations Skills.

-To achieve success in today's world – with its emphasis on collaboration, teamwork, engagement, motivation, and leadership – we all need to perfect our interpersonal skills. Hear Dale Carnegie's foundation principles for improving human relations and examine and identify areas you could improve to more consistently gain buy-in, encourage participation, and overcome resistance.

2:00 - 3:00

Workshops

* "Nuts & Bolts"

Mark Crossley

Accounting for Error in the Measurement Process

-Measurement is a process in itself and in order to accurately account for process variation we must know the error that the measurement system includes as part of the variation. Mark will conduct a lively discussion on how to account for measurement error and take the sting out of the words "gage R&R"

* "Regulatory Issues"

Ms. Heather Mandevill

ISO Registration

-The process of becoming an ISO registered organization.

* "Insights for Leadership"

Tina Rossi, Dale Carnegie Training

The People Side of Process Improvement

-Guidance on how to deliver ever-improving value to customers while maximizing overall organizational performance and capabilities. Focus is on involving, engaging, and maintaining enthusiastic employee participation across all levels of the organization.

Visit www.vaquality.org to register

* "SPQA: Quest for Excellence"
Best Practice Panel: Identifying Benchmarks & Comparisons

Ice Cream Social

Workshops

* "Nuts & Bolts"

Control Charts Just Ain't Good Enough

-Most people think of SPC as just doing control charts. What happens when you see an out of control condition? The speaker will conduct a discussion on good techniques on using control charts as indicators for possible problems and what to do about them.

* "Regulatory Issues"

Mr. Frank Dawes

HAACP and GMP

-Auditing food services

* "Insights for Leadership"

Mike Novak, Senior Analyst, IRS and President, DC Chapter of the Knowledge Management Professional Society and Board Co-Chair, Federal Knowledge Management Working Group

Taking the Mystery Out of Knowledge Management

-What is Knowledge Management and how does it, along with measurement and analysis, comprise a fact/data-based business decision-making process?

* "SPQA: Quest for Excellence"

Best Practice Panel: Systems For Measuring, Analyzing & Sharing Information For Decision Making

Reception

Light hors d'oeuvres will accompany a host bar.

SPQA Dinner & Awards Celebration

Here's your chance to learn more about what it takes to be a world-class company. Join us as we honor the Virginia and Washington, DC organizations who in 2006 demonstrated exceptional performance practices. Dinner is included in your conference registration.

Keynote Speaker

The Honorable William T. Bolling, Lieutenant Governor, Commonwealth of Virginia



October 12th, 2006

7:45 Continental Breakfast & Registration

8:30 - 8:45 Welcome

8:45 - 9:30 **Keynote Speaker**
Clare Crawford-Mason, Producer, "Good News - How Hospitals Heal Themselves"

This news documentary reports, for the first time, the depth of the patient safety problem and how two large hospital systems have saved lives and reduced errors, infections and waste by using Toyota management principles. These methods

could improve every hospital in America dramatically and reduce health care costs by as much as 50 percent – all without external help or additional funding.

9:30 - 10:30

Workshops

* "Nuts & Bolts"

Characteristics of Effective Standard Work

-SOPs, Work Instructions, Policy manuals are often ineffective tools in reducing variability of work. By incorporating the Lean concept of Standard, you too can make those dusty SOPs and work instructions become more useful.

* "Regulatory Issues"

Mr. Cal Morris

ISO 9001:2000, A quality management system, is it right for you?

-ISO 9001: 2000, Changes now dovetail into how you build a business plan.

* "Insights for Leadership"

Judith M. Little, Ed.D., Retired Assistant Superintendent of Human Resources, Hanover County Public Schools & Jack Anderson, Director of Personnel, Hanover County Public Schools

Lessons Learned from The World is Flat

-From the perspective of Thomas L. Friedman's The World is Flat: A Brief History of the Twenty-First Century, how leadership in business, industry, government and education must inspire and provide the vision for innovation and economic growth.

* "SPQA: Quest for Excellence"

What's Best for Your Organization? The Difference Between Baldrige, Six-Sigma, & Lean

-How do you know which performance improvement system is best for your organization?

10:30 - 10:45 Break

Continued on the back

NAVSEA Lean Simulation Pre-conference and Wednesday Session:

The simulation is a learning exercise that simulates either a motor rewind process or a software design process. Its purpose is to provide an opportunity to apply some basic Lean, Six Sigma and Theory of Constraint concepts to a representative work scenario, and begin to see how some of these techniques can lead to changes. The simulation has 3 rounds. The first round baselines process metrics. In between subsequent rounds the participants are given training on basic Lean, Six Sigma and Theory of Constraint concepts and tools. The student is then given the opportunity to apply the concepts and use the tools. The simulation will take about four hours to complete.

10:45 - 11:45

Workshops

* "Regulatory Issues"

Mr. Mark Latino

Let's stop the triggers

-FMEA and root cause analysis

* "Insights for Leadership"

*Ken Smith, Managing Principal,
Strategic Directions*

Energizing Baby Boomers:

The Value of Legacy

-The Baby Boomer anomaly has created an unusual workforce demographic that will be with us for the next decade. This workshop provides perspective and strategies for organizations that seek to make this unusual dynamic a cause for celebration.

* "SPQA: Quest for Excellence"

Dr. Lloyd C. Jones, retired Assistant

Superintendent of Instruction, Hanover County

*Dr. Carol Cash, Principal,
Hanover High School*

How Quality Management Practices Help Schools Exceed No Child Left Behind Requirements

-How to use the Baldrige Education Criteria for Performance Excellence Framework: A Systems Perspective to meet the requirements of NCLB.

11:45 - 1:30

Network for Excellence Lunch

Select the table of your choice to discuss various quality and performance excellence-related topics.

1:30 - 2:00

Feedback session

About the U.S. Senate Productivity & Quality Award

Over 23 years ago, the US Senate created the Senate Productivity and Quality Award program. Still going strong in Virginia, SPQA is the Commonwealth's premier award program for performance excellence. More than an award, the program helps organizations achieve performance excellence through a process of training and education, evaluation, feedback, and recognition. Many top Virginia organizations are using the SPQA performance criteria and core values, modeled after the Malcolm Baldrige National Quality Award, as a proven business model.

Hotel Accommodations:

Richmond Marriott
500 East Broad Street
Richmond, VA 23219

(P) (804) 643-3400 / (F) (804) 649-3725

Conference Rate: \$139/night

Group name: Virginia Manufacturers Association

Monday, October 9 - Thursday, October 12

Greater Richmond Convention Center:

403 North 3rd St
Richmond, VA 23219
<http://www.richmondcenter.com>



Many thanks to our sponsors to date:

Chesterfield County, Datatel, Hanover County Public Schools, City of Virginia Beach, and the Virginia Department of Business Assistance.

Sponsorship and exhibit opportunities still available.

Visit www.vaquality.org