



## **Theme: Realize Your Impact**

The fourth industrial revolution is well underway, carving a digital path toward optimized, enterprise-wide data analytics, design, cloud computing, AI, machine learning, and IoT applications. The journey, however, is a long one, with only a fraction of organizations fully engaged in a Quality 4.0 initiative. For quality professionals, the opportunity to impact an organization's digital transformation has never been greater. For organizations, the need to leverage the skills and abilities of quality teams has never been more urgent.

WCQI 2020 will inform and guide attendees in their mission to assess, increase, and leverage their expertise in the quality arena. The knowledge and insights shared at WCQI will identify how the quality professional can significantly influence transformation initiatives at the individual and enterprise level and offer the appropriate tools and strategies to affect change, increase value, and drive an organization toward its quality goal.

### **Areas of Focus**

#### **1. Quality Foundations**

As organizations increasingly rely on quality practices to navigate through today's digital challenges, it is essential for attendees to have a firm grasp upon how, when, and why to apply those fundamental tools and techniques within their own teams and organization. These sessions will emphasize quality's nuts and bolts, such as:

- a. What every quality professional must know (concepts, team basics, roles and responsibilities)
- b. Essential tools and terms (fishbone, Pareto, lean, Six Sigma, continuous improvement)
- c. Quality systems in use (Baldrige criteria, case studies)

#### **2. The Lighthouse Series**

Explore leading-edge approaches to quality program implementation and get insight into how industry frontrunners leverage best practices, emerging technologies, and advanced statistical tools to enhance results. Topics will include:

- a. Digitization and digital quality management systems
- b. Big data and analytics
- c. Artificial intelligence, machine learning, AR/VR
- d. Supply chain
- e. Emerging standards

#### **3. Beyond Technical: Driving Quality Through Soft Skills**



Without soft skills in the mix, most organizations never fully realize their potential as a quality-driven entity. A Quality 4.0 initiative supported only by technology and process will face immediate and significant implementation barriers as teams struggle with unclear objectives, lack of teamwork/leadership, and gaps in skills required for the scope of transformative work. This area of focus targets key facets that support a holistic quality strategy, including:

- a. Optimizing communication
  - b. Leadership and engagement strategies
  - c. Skill gaps and upskilling
  - d. Team functionality
  - e. Change management
  - f. Behavior-based quality
  - g. Problem solving
  - h. Human factors
4. Sustaining Innovation

What does it take to establish and maintain a culture of continual improvement? This set of sessions explores the tools and strategies needed to create and support an everlasting commitment to quality processes—and prepare for the next disruption. Topics include:

- a. New applications in lean, Six Sigma, ISO, and Quality 4.0
- b. Mapping an organization's route to quality
- c. Integrating the latest innovations and technologies into current processes
- d. Identifying and overcoming data barriers
- e. Knowledge management