



The Global Voice of Quality™

## ASQ European Quality Conference – 2017

### Theme:

### **The Next Generation of Quality: The Future is Now**

As technology and digital devices continue to rapidly change the way we do business and the way we conduct our lives, the field of Quality must keep pace with these changes. Automation, Artificial Intelligence, and the Internet of Things have transformed the products we make and sell and the ways they are produced, as well as the services we deliver. How are Quality philosophy and methods evolving to keep pace with this rapidly changing reality? How can Quality professionals apply traditional tools to today's business needs? Be part of the discussion. Share your knowledge and learn from others on the same journey.

### **Focus Areas – Select One Focus Area When Submitting Your Proposal**

#### **1. Disruptive Innovation**

- Quality in the world of digitalization: Automation and robotics, automated testing, big data, Internet of Things, new technology
- Innovation management
- Managing processes in a world of rapid change: How do we manage processes when technology changes so quickly?

#### **2. Quality Fundamentals in the Digital Age**

##### a. Quality Methodologies

###### Lean Six Sigma

- Lean thinking in the digital age
- Lean Six Sigma case studies in manufacturing, healthcare and service

##### b. Quality Management Systems

- Total Quality Management – TQM in the age of disruption; managing rapidly-changing processes
- Standards – ISO 9001:2015; standards for new, on-line, real-time process analytical technologies

c. Process Management

- Statistical Process Control (SPC) – theory and application
- Business process improvement and management
- Process validation
- Integrating process and product management

d. Quality Tools for Continuous Improvement – Application of basic quality tools in the digital age

**3. Leadership & Management**

- Quality management in the agile world for large and small organizations
- Strategies for knowledge management, team management, and strategic management
- Communicating effectively to:
  - Customers
  - Stakeholders
  - Management
  - Executive Leadership
- How can Quality become a strategic question for executives and governance leaders?