

2012 Raleigh ASQ
Quality in the Triangle Conference
Call for Papers
April 30 - May 2, 2012
Jane S. McKimmon Center
Raleigh, NC
Conference Website: <http://www.asqraleigh.org>
Conference Chair: Stuart Walker, Teleflex Medical, stuart.walker@teleflex.com

Call for papers

The Raleigh American Society for Quality invites you to submit your paper, presentation or seminar for the 2012 Quality in the Triangle Conference. The conference is presented by Raleigh ASQ Section 1113 which represents the greater Research Triangle and surrounding areas of North Carolina.

Conference Theme

Quality still counts: Make it happen

Speaking Opportunities

Monday, 30 April 2012 – (Tentative) Pre-conference seminars/workshops (half/full day)

Tuesday, 1 May 2012 – Keynote Speaker, Exhibitors and Full Day Technical Program (two tracks)

Wednesday, 2 May 2012 – (Tentative) Post-conference seminars/workshops (full day)

Call for Papers and Presentations

Visit the Raleigh ASQ web site for *updates* to the Call for Papers information: <http://www.asqraleigh.org>.

- ✓ Papers, presentations and seminars should provide information and examples that attendees can immediately apply at conference end.
- ✓ Handouts to support information provided in presentations and tutorials are highly recommended.
- ✓ Sessions should be high energy and include attendee participation.
- ✓ Technical Program sessions (Tuesday) will be limited to either **40 minutes maximum** or **80 minutes maximum** in duration including time for general question and answer activities.
- ✓ Seminars should plan for 8:30 am to 4:00 pm.

Technical Program Overview

- ✓ Technical papers and panels should be practitioner-oriented.
- ✓ They may be based on research of interest or on experiences relating to the topic.
- ✓ One complimentary admission to the May 1, 2012 technical program is provided for each technical paper or presentation selected by the Conference Committee for inclusion in the conference program.
- ✓ Travel and living expenses are the responsibility of each speaker unless otherwise approved by the Conference Committee.

Pre and Post Conference Seminar Overview

- ✓ Seminars should be practitioner-oriented.
- ✓ They may be based on research of interest or on experiences relating to the topic.
- ✓ One complimentary admission to the May 1, 2012 technical program is provided for each seminar selected by the Conference Committee for inclusion in the conference program.
- ✓ Seminar leader fees and travel and living expenses will be negotiated and approved by the Conference Committee.

Paper and Presentation Submissions

- ✓ **Brochure ready abstracts of 300 words (maximum), speaker biographies (50 words maximum) and a speaker photo are required by November 15, 2011.**
- ✓ Submissions should be sent to Stuart Walker, Quality in the Triangle Chair, at stuart.walker@teleflex.com.
- ✓ Notifications of acceptance and a Speaker Requirements Information form will be sent by December 1, 2011.

Exhibitors and Sponsors:

- ✓ To request information on Sponsor and Exhibitor opportunities contact Stuart Walker, Quality in the Triangle Chair, at stuart.walker@teleflex.com.

Suggested Paper, Presentation and Seminar Topics

- Industry trends for the face of Quality
- CAPA: Complaints and customer satisfaction, Customer satisfaction/Voice of the customer, Out of Specification Investigations, Investigation of discrepancy, Preventive actions, Root cause analysis for service industries, Whistle blowing
- Quality tools: using new technology, SPC, application, Methods validation, Quality tools for managers, Risk management tools, Design of Experiments applied to the service industries, International QMS standards, Validation (risk based approach), Design validation, Quality engineering and statistics, Reliability testing, Process validation
- Auditing (Hardware, Software, Services): Suppliers, Writing audit reports, Auditing large vendors for small companies, Supplier Qualification, FDA auditing
- Quality in: Service operations/service industry, Software, Quality case studies
- Measurements: Process-related metrics, Data presentation, Why they are important, Measuring and quantifying "soft" benefits (like compliance with process improvements), Cost of poor quality
- Lean Six Sigma: Tools and techniques, Lean Process improvement, Project management
- People: soft skills, Managing teams, People management/leadership, The role of leadership in quality, Making hard stuff fun, Train the trainer, General info on training, Evaluating training effectiveness
- Influencing management on key business decisions, Strategic business evolution in the face of turmoil (financial and environmental), Business continuity
- Giving a good presentation, Electronic records, FOA requirement, Appreciative inquiry, Quality in transitional environments