



Keynote Speaker



Peg Pennington, Executive Director, Center for Operational Excellence, The Ohio State University

In a world of increasing complexity; shortened lead times, global competition, increased regulation, it can be argued that we should expect more failures to the system or 'system accidents'. This presentation will focus on how operationally excellent companies respond to system complexity to build sustainable, high quality and robust processes that not only meet, but exceed customers' expectations.

SU Students Presentation



D. Scott Sink, Ph.D., P.E., LeanSigma Certification Program Director, Integrated Systems Engineering, College of Engineering, The Ohio State University

Dr. Sink will overview the Integrated LeanSigma Certification Program in the College of Engineering (Integrated Systems Engineering) projects tackled and impacts to date. He will introduce two candidates, Chris Lontoh and Shaun Mallory, who will present their executive summaries of their Certification Capstone Projects.



Quality Management Systems



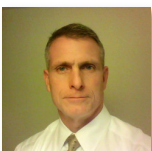
Improving Audit Effectiveness
Tom Baldrick, Quality Leadership LLC

Are your Internal and Supplier Audits as effective as they could be? This session will focus on the overall Audit Process and tools that should be used to make audits more effective and to assist the audited process or organization to improve.



Teaching and Developing Improvement Methods using Deming Principles
Francisco Pulgar-Vidal, fkiQuality

Many Lean Six Sigma deployments have a lesser impact because they are disconnected from Deming principles for management and quality. This session will focus on how to correct this and plan an effective transformation program.



ISO9001:2015 Auditor View
Burt Holm, DNV GL

This session will survey the changes to ISO 9001 in the 2015 release and how they will affect the audit process and the group will conduct an exercise using the Transition Checklist to investigate their impact



Organizational Change Management



Sucking Them In... Presenting Your Projects So Others Will Care
Julie Amling, OSU Wexner Medical Center

A project may be technically sound, but if it isn't presented in a way that makes people care about it, it could be dead in the water. This session will demonstrate specific, practical ways to present information and facilitate conversations that will engage key stakeholders.



Engaging Healthcare Professionals in Operational Excellence
Cheryl Dickerson & Susan Moffatt, The Ohio State University

Healthcare professionals are expected to think and act independently in complex systems, applying both science and judgment to daily work. Using case studies and healthcare professionals as examples, participants will learn about engagement strategies that can apply to professionals across industries and to their own unique challenges.



Kaizen Leader Training: Improving the Practice to Performance Ratio
Whitney Mantonya, Collaborative Lean Solutions
Ellen Milnes, MoreSteam.com

Being a good practitioner who is skilled with quality tools provides a foundation to be a Kaizen Leader, but the planning and facilitation requires the sharpening of additional skills. Join us for an interactive program to learn more about a model to build high impact Kaizen Leaders in your organization.



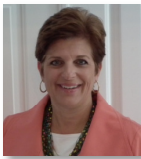


Operational Excellence



Industry to Healthcare: Leading Sustainable Improvement Bryan Krieg, Genesis Healthcare System

We will show an affiliate hospital system used tiered visual management, the Plan, Do, Check, Adjust (PDCA) process, and systems thinking to create intense focus that resulted in sustainable improvements.



Getting on the Baldrige Journey – Your Path to Operational Excellence Margot Hoffman, The Partnership for Excellence

This session will review the Baldrige Excellence Framework which promotes a systems perspective and provides organizations with a powerful set of mechanisms to guide them on their journey to organizational excellence.



Decision Making Using Simulation Curtis Theel, Genesis Healthcare System

Understand how a capacity decision was needed to start the design of a new hospital Surgery department. We will review a Simulation which proved to be a valuable tool due to a lack of decision-making information and a Sensitivity analysis which was incorporated to measure the effect of volume growth.



Quality Tools



Failure Modes and Effects Analysis (FMEA)
Andy Britt, ConiTech
Mustafa Shraim, SQPS, LTD



This session will focus on how this tool that can be used in preventing problems and identifying risks in any type of organization. It is also an excellent tool to use for the ISO 9001:2015 revision which is highlighting risk based thinking.



Using Process Maps as a tool for Process Architecture
Jordan Green and Sandy Furterer, Park National Bank



This session will review why the process map is an excellent and somewhat common tool used in many organizations to understand and document processes. Hands-on exercises using our process architecture, will be enjoyed by all participants.



Using Time Study to Reduce Door-to-Doctor Time
Patti Hoch, Madison Co. Hospital and OSU Health System

Utilizing a time study to track patient flow through the Emergency Department allowed us to reduce patients being seen by a doctor to less than 10 minutes. The time study was valuable as it enabled us to focus on the parts of the process causing the back log and run create parallel process when applicable.