American Society for Quality

ASQ World Conference on Quality and Improvement 2007

April 30 – May 2, 2007
Orlando, Florida, USA

Volume 1 of 5

Printed from e-media with permission by:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571
www.proceedings.com

ISBN: 978-1-60423-139-7

Some format issues inherent in the e-media version may also appear in this print version.

Copyright and Disclaimer

This product was produced for the American Society of Quality by Omnipress.

Duplication of this product and its content in print or digital form for the purpose of sharing with others is prohibited without permission from American Society of Quality.

In no event will Omnipress or its suppliers be liable for any consequential or incidental damages to your hardware or other software resulting from the installation and/or use of this product.

No part of the product navigation and "Help" files may be reproduced or used without written permission from Omnipress.
©2007 Omnipress - All rights reserved.

American Society for Quality

World Conference on Quality and Improvement
2007

TABLE OF CONTENTS

Volume 1

The Broader Imperative: From Quality to Sustainable Development 1
Alan Bryden

You Too Can Innovate! 20
Peter Merrill

Six Sigma Integration: A Path to Excellence 61
Steve Guns

Analytical Problem Solving 81
Paul Haviland

Malcolm Baldrige Criteria for Performance Excellence: Why Your CEO Doesn't Want You to Know About It 115
David Spong, Kay Kendall

An Integrated Approach to Process Troubleshooting 161
Paul Bowman, Ted Spickler, Dr. Shri Chauk

Body of Knowledge for Design Quality Assurance 211
Danny Kahler

How Do You Handle Change? 241
John Vandenbemden

Changing the Care Environment in the NICU 278
Mary Coughlin

Innovatively Fuel Internal Customer Value: Manage the Psychological Contract! 319
Becky Starnes

I/S Performance Excellence - Leading IT Service Delivery with Lean 6 Sigma 341
Stephen Wrenn

Traits Found in Effective Reliability Programs 367
Fred Schenkelberg

Supplier Management: What™s Working, What™s Not 385
A. Arthur Rankis

How Japan's Suppa Ginosha Movement is Effective in Winning the Knowledge Transfer Race 405
Michael English

Quality Challenges During Major Disasters 426
Leonard Kotkiewicz

From Acquisition to Performance: A Tale of Transformation 451
John Blakinger

Educational Innovation in Engineering 482
Dr. Daniel D. Frey

Featured Presentation International Team Excellence Award Finalist 522
Multiple Authors

Team Competition Presentations

Molten Metal Degassing Improvement Team 600
Multiple Authors

Blood Management Center 651
Multiple Authors

Volume 2

Locomotive Fuel Conservation Team 665
Multiple Authors

Pasteurizer Operations - Optimization Through Disciplined Execution 764
Multiple Authors

Flex-O-Lators Operations Improvement 809
Multiple Authors

One Day At A Time (ODAT) 891
Multiple Authors

HMMWV Recap Team 914
Multiple Authors

Transactional Muda Busters 944
Multiple Authors

Magnekon 999
Multiple Authors

Solder Paste Printing Process 1077
Multiple Authors

Saturn (1) 1107
Multiple Authors

Saturn (2) 1132
Multiple Authors

Saturn (3) 1157
Multiple Authors

Customer Focus-Driven Reliability Program 1183
James Christopher Deepak

Tailoring Innovation to Lessen Resistance 1207
Jenifer Barr

Using Management Systems to Drive Innovation 1225
Steve Babb

Healthcare Facility Design 1249
Cliff Moser, Eduardo Egea, Stan Parnell, Alice Wainwright

Harnessing VOC to Fuel Business Growth 1269
Rob Reul

A Strong Quality Culture as Barrier to Innovation: Some Japanese Cases 1315
Robert Cole

Planning Disaster Recovery and Business Continuity 1329
Teri Stokes

Volume 3

A Brain Dynamic Scientific Approach for Innovation and Improvement 1363
Js. Gilberto Concepcion

Tales of a Quality Warrior 1402
James Duarte

Quality Improvement through Innovative Solutions of TRIZ 1419
Maria V. Stoletova

DFSS Reliability System Thinking Assessment 1441
Forrest Breyfogle III

The Customer's Voice: Music to Your Ears? - Part 1 of 2 1477
Rob Lawton

Selling Quality Ideas to Senior Management 1538
Brien Palmer

Networking Session:€ Project Staff Training Using TWI 1572
Cliff Moser

Managing Supply Chain Knowledge 1613
Duke Okes

Innovations Through System Approach 1632
Gopal Kanji

Creativity and Innovation: The Organizational Environment is Key 1673
Tito Conti

ISO 9000 Data: Statistical Thinking Focused on EU 1719
Paulo Sampaio

Building High Performance Teams over the Internet 1759
Shauna Wilson

Kaizen Events for Office, Service & Knowledge Processes 1788
Mike Osterling, Karen Martin

Reliability Centered Maintenance 1833
David Auda

Creating a Robust Supply Chain 1865
Heather McCain

Exceeding Patient Expectations of their Hospital Experience 1886
Yani Benitez, Brooke Billingsley

Six Sigma - The Engine of Innovation 1935
Gregory H. Watson

The Nine Imperatives for Fuelling Innovation 1969
Srijayan Narayanan Iyer

Innovation Practices of European Organizations 1983
Dr. Steve Tanner

Custom Quality Measures in Healthcare: Beyond Lean 2010
Rita D'Angelo

Volume 4

Leading in a Virtual Environment 2077
Catherine Hoenig, Susan Vanden Bos

Shaving Strokes with Six Sigma 2098
Jay Arthur

Fueling Innovation: C'ing Six Sigma with Two I's 2119
Scott Laman

Data-driven Decision Making & Organizational Excellence 2195
Jonathon Andell

Co-opetition in the Evolution of Six Sigma 2231
Minh B. Tran

The International Aerospace Supplier Assessment and Approval Process 2267
Dale Gordon

Creating Generation CQI - Quality in the Classroom is Where it Starts 2325
Michele Brinn, Vaughn Overman

Expanding the Scope of Management Systems Auditing Standards 2377
Gary Johnson, Thea Dunmire

Fun in the Workplace - A Quality Idea! 2401
Glenn Walters

ASQ Community Good Works 2429
Multiple Authors

A Plant Full of Problem Solvers 2448
Clement J. Goebel

Managing Post-Production Design Change 2493
F. David Rothkopf

Quality + Leadership = Performance Excellence 2520
Pat Townsend

The Current Body of Knowledge for the Aviation, Space & Defense Industry 2545
Michael Dreikorn

Applying Quality and Innovation to the College Campus 2561
Julia Pet-Armacost, Bob Dale

Innovation in Services 2642
Alexis Goncalves

From Vision to Reality - The Innovation Process 2665
Michael Stanleigh

The Makings of a Smart Team 2715
Denise Wynne

Deming Funnel Experiment and Calibration over Adjustment: New Innovation? 2737
Dilap Shah

Volume 5

Lean Enterprise Division Networking Session 2785
Wayne Paupst, Robert Johnson

Entitlement Quality - Flawless Execution at the Speed of the Customer 2793
Robert Mitchell

CAPA in an FDA Regulated Environment 2839
Sue Jacobs

Innovative Solutions for Exceptional Customer Satisfaction 2882
Gary Griffith

Managing Value Stream Risk 2905
Ryan Nowosielski

Teaching Quality and Innovation in Higher Education 2941
John Dew

Fueling Innovation: Quality as an Accelerant of Change 2944
Jochen Amelsberg

A Systems Approach to Liability Prevention (1) 2967
Dev Raheja, Bud Gookins

Achieving Results through High-Performance Teams 3013
Mike Levenhagen, Barry Bickley, Mindy Corcoran, Jeff Porada

Using PDCA to Define and Audit TL 9000 Processes 3063
Sandy Liebesman

Getting People to use Quality Tools 3106
Richard Biehl, Connie Borror

A p-chart/I-chart "hybrid" 3121
Charles Wimberly

Deming's 'Red Bead' Experiment Performed 3143
Clement J. Goebel

A Simple Ten-Step Kaizen Method for Leaning a Service Process Flow 3151
Aaron Bruner, Bill Casey

Creating Customer Value through Innovation 3210
A. Blanton Godfrey, Mohamed Zairi

Moving from HACCP to ISO 22000 3251
John Surak, Tatiana Lorca, Steve Wilson

The Power of Organizational Social Infrastructure 3311
Richard E. Winder

Creating a Pack of Wild Dogs: On the Hunt to Transform Performance 3385
Stephen Hacker

Author Index