



Customer-Supplier Division

Strengthen your Supplier Quality Toolkit!

Supplier Auditing (taught by Dennis R. Arter)

Supplier Certification (taught by Richard A. Gould)

Two 1-day seminars
Attend one or both

4 locations – MN and WI
September 22 – 26, 2008

	Location	Supplier Quality Audits	Supplier Certification
Minneapolis, MN	DeVry College St. Louis Park 400 Highway 169 S, Bldg. 400 St. Louis Park, MN 55426	Monday September 22 (CSD01)	Tuesday September 23 (CSD02)
Rochester, MN	Mayo Civic Center 30 Civic Center Drive, Riverview Suite A Rochester, MN 55904 (covered parking at \$8/day)	Tuesday September 23 (CSD03)	Wednesday September 24 (CSD04)
Madison, WI	Courtyard by Marriott – Madison West 2266 Deming Way, Discovery Room Middleton, WI 53562 Hotel Front Desk: (608) 203-0100	Wednesday September 24 (CSD05)	Thursday September 25 (CSD06)
Appleton, WI	Hilton Garden Inn 720 Eisenhower Drive, Van Asten Room Kimberly, WI 54136 Hotel Front Desk: (920) 730-1900	Thursday September 25 (CSD07)	Friday September 26 (CSD08)

Offered by the **ASQ Customer-Supplier Division**

Duration and Location

Registration starts at 7:30 a.m. Each presentation will start at 8:00 a.m. and finish at 5:00 p.m. with one hour for lunch. A certificate of completion for 0.8 ASQ Recertification Units will be provided to each participant.

Seminar Fee and Registration

\$400 per participant per class. Deduct \$75 per registration for registrations completed by August 22 or for three or more from the same company any time! Register for both seminars and save \$150 per registrant! (No more than one discount may be applied per registrant.)

Fee includes lunch, course notes and a copy of *Quality Audits for Improved Performance* and/or *Supplier Certification*.

? **Technical Questions? Contact instructors Dennis (509.783.0377) or Dick (623.546.7821)**
Registration Questions? Contact ASQ Customer Care at 800.248.1946 (help@asq.org)

SEPTEMBER 2008 ROADSHOWS

Quality Audits For Improved Supplier Performance

Taught by Dennis R. Arter

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Quality Audits for Improved Supplier Performance is a one-day seminar designed for management, professional and technical personnel who want to improve supplier relations. It is a **basic course**. No previous knowledge of auditing or quality systems is required (or even assumed). The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the Certified Quality Auditor exam will enjoy the review.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. Upon completion of the seminar, you will understand the difference between inspection, compliance audit, and performance audit. This seminar emphasizes supplier partnerships and the performance (value-added) audit.



Dennis R. Arter is a consultant and author of *Quality Audits for Improved Performance*. He was part of the team that developed the *Certified Quality Auditor* program way back in 1988. He is an ASQ Fellow and former member of the ASQ Board of Directors. He is active in the Customer-Supplier Division and was co-chair of the Third China-America Quality Conference held in Shanghai in September, 2004. Dennis can be reached at dennis@auditguy.net.

Topics Covered

Supplier Quality

- Concepts
- Need for change

Purchasing Controls

- Your requirements
- Selecting a supplier
- Awarding the business
- Monitoring performance

Your Audit System

- Authority
- The audit boss
- The audit team
- Scheduling audits

Preparing to Audit

- Purpose and scope
- The requirements
- Audit plan
- Checklists

Fieldwork

- Opening meeting
- Gathering facts
- Communications

Reporting Results

- Analyzing data
- Cause and effect
- Findings
- Overall analysis
- Closing meeting
- Formal report

Follow up

- Corrective action
- Response evaluation
- Audit closeout

Summary

Supplier Certification: The Quality Link in Supply Chain Management

Taught by Richard A. Gould

A one-day seminar sponsored by the
ASQ Customer-Supplier Division

Supplier Certification: The Quality Link in Supply Chain Management

is a one-day “hands-on” seminar designed for Quality & Materials management, along with professional and technical, personnel who want to improve Quality and customer-supplier relationships in their companies. It is a **basic course**. No previous knowledge of Supplier Certification is required (or even assumed). The instruction can apply to Customer-Supplier relationships in any and all industries, large or small. Purchasing, commodity team members, and supply chain management professionals will also find the information quite beneficial and are encouraged to attend. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and “certification”. It then explores how product and service requirements are defined and accepted as well as the impact of Quality Management System standards. Team members and their responsibilities in the supplier selection and certification process are discussed. Certification agreements and ongoing supplier performance measurements (supplier “report cards”) are covered.

Participants will receive techniques that they can put to use immediately in their company.



Dick Gould is a Fellow and Director of ASQ, as well as an ASQ-Certified Manager of Quality/Organizational Excellence, Quality Engineer, and Quality Auditor. He is a charter member and past-chair of the Customer-Supplier Division of ASQ. He is a speaker and author at the international, national, and local levels. Dick can be reached at Dick@DickGouldCSP.com.

Who should attend?

Quality Assurance and Materials professionals
Supply Chain Management professionals
Procurement Quality professionals
Purchasing planners and buyers
Material and Inventory control planners

Topics Covered

Supplier Certification?

Continuous improvement?
Corrective action?
Cover your assets?

Introduction and Definitions

The Supply Chain
Supplier Certification
Limits on definitions
Supplier classifications

Specifications

Importance of specifications
Specification reviews
Classification of characteristics

What about ISO & clones?

ISO 9000:2000 Clones?
If not ISO, then?

Choosing Suppliers

Supplier Selection strategy
Data-driven choices

The Players

Customer team
Supplier team
Certification Agreements

Supplier Performance Measurement

Metrics and Report Cards
Use and recognition

Conclusion

ASQ Customer-Supplier Division Seminar Registration Form

Four Ways to Register:

On-line*: www.asq.org/cs/courses/	Mail your completed form to: ASQ CSD Roadshow Seminars Box 3005, Milwaukee, WI 53201	Fax your completed form to: ASQ CSD Roadshow Seminars (414) 272-1734	Phone ASQ Customer Care (800) 248-1946
--	---	---	---

***NOTE:** Multiple registrants cannot be done via the website.

(Please print clearly)

Full Name _____ First Name for Badge _____

Company Name _____ Title or Department _____

Address _____

City _____ State/Province _____

Zip/Postal Code _____ Country _____

Tel _____ Fax _____

E-mail _____

Do you have any special needs?

If so, please contact ASQ Customer Care @ (800) 248-1946.

May we e-mail you information about future CSD learning opportunities?

YES NO (circle one) (SVY1)

Please indicate your choice

	Supplier Audits	Supplier Certification
Minneapolis, MN	Mon, Sept. 22, 2008 (CSD01)	Tue, Sept. 23, 2008 (CSD02)
Rochester, MN	Tue, Sept. 23, 2008 (CSD03)	Wed, Sept. 24, 2008 (CSD04)
Madison, WI	Wed, Sept. 24, 2008 (CSD05)	Thu, Sept. 25, 2008 (CSD06)
Appleton, WI	Thu, Sept. 25, 2008 (CSD07)	Fri, Sept. 26, 2008 (CSD08)

Please use one form per person. You may photocopy this form for additional registrations.

All orders must be paid in U.S. dollars drawn on a U.S financial institution.

Please make checks payable to: **ASQ Customer-Supplier Division**

(see first page for seminar fee)

Method of payment: Check or Money Order enclosed _____

Purchase order # _____

VISA / MasterCard / AMEX

Total Amount \$ _____

Account Number _____ Exp Date _____

Cardholder Name _____

Cardholder Signature _____

Check our website for future presentations – <http://www.asq.org/cs/courses/>

SEPTEMBER 2008 ROADSHOWS