



**Six Sigma for Service
Special Interest Group (SIG)**
<http://www.asq509.org/ht/d/sp/i/197/pid/197>
<http://asq0511.org/SIG/sig.html>



Sponsored by: ASQ Section 509 (MD & DC) & Section 511 (N.VA)



6σ SIG Monthly Meeting
- see reverse for 6 reasons to attend -

DATE: Wednesday, November 28, 2007 (the week after Thanksgiving)

TOPIC: “More Quality, Less Lawsuits”
Reducing Product Liability Exposure through Six Sigma and Quality Concepts

SPEAKER: Mr. David J. Biss
President/Founder, Automotive Safety Analysis (ASA) Corporation

HOST VENUE: **TEQCORNER**
Office Space - From Concept to Company
1616 Anderson Road McLean, Virginia 22102
Main Center Conference Room (3rd Floor)
(See map and directions to TEQCorner)

TIME: 6:00 - 7:00pm – Networking
7:00 - 8:15pm – Program
8:15 - 8:30pm – SIG Business & Announcements

ADMISSION: Please register by emailing your name, title, organization and industry to SixSigmaSIG@asq509.org. Registration is complimentary and ASQ Membership is not required. Cake and special hors d'oeuvres will be provided.

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Additional information on the next page.

Your competitors will be here. Your clients will be here. Shouldn't you be here too?

WHAT:
Description

Six Sigma is applied across a broad spectrum of industries. Past SIG speakers have demonstrated it in Government Services, Healthcare and New Product Development – this month: Automotive Safety.

Come to understand how safer and better vehicles (high Quality) translate to more satisfied consumers and fewer lawsuits (low Liability Exposure). This causal connection can be extrapolated to almost any industry including yours.

The format is part presentation part workshop. You will be afforded an opportunity to create a Critical-to-Quality (CTQ) Tree for your business as the speaker walks you through how he applied key Six Sigma tools such as the CTQ Tree, Failure Mode Effects Analysis (FMEA), Ishikawa (a.k.a. Fishbone) Diagram and Voice-of-Customer (VOC) techniques.

WHO:
Bios

David J. Biss is a well-known and established SME with over 30 years of professional experience in the field of automotive and highway safety research at notable organizations including the Cornell Aeronautical Laboratory (CALSPAN), National Highway Traffic Safety Administration (NHTSA), AB Volvo in Sweden and Center of Auto Safety in Washington D.C. He has authored over technical 17 publications and directed over 30 R&D programs resulting in substantial contributions to 35 more publications.

Mr. Biss has recently branched out in to product liability prevention covering all types of products and services, specializing in the prevention of injury/fatality and the reduction of all aspects of product liability exposure through use of key Quality concepts and techniques such as the Lean Six Sigma tools and management systems.

WHY:
Attend to...

- 1. Learn Six Sigma Tools ...**
See how the speaker applied the CTQ Tree, FMEA, Ishikawa Diagram and VOC techniques. You'll have a chance to create a CTQ Tree for your own business.
- 2. Earn ASQ Re-Certification Units (RU) ...**
If you attended past meetings, come to collect your 0.3 RU/meeting.
- 3. Network with other Professionals ...**
Play special ice breaker games while benchmarking and exchanging lessons learned.
- 4. Celebrate the End & the Beginning ...**
Join us as we kickoff the Holiday season with a festive atmosphere at this LAST 2007 SIG meeting, which also marks the FIRST anniversary of the ASQ Six Sigma SIG!
- 5. Taste Special Hors d'Oeuvres ...**
Instead of the usual pizzas and sodas, sample Shrimp Cocktail, Vegetable Platter, Vietnamese Egg Roll and a Special Cake (hint: contains tropical fruits lychee, longan, coconut, pandan, etc.).
- 6. Expect a Special Surprise (!) ...**
If we told you, it wouldn't be a surprise (hint: fire is involved).

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If you've been waiting for the right time to attend an ASQ Six Sigma SIG meeting, this is THE ONE.

DIRECTIONS:
to TEQCORNER



From Dulles International Airport:

Take the Dulles Toll Road (VA-267) East. Take exit number 19A towards Tysons Corner (VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

From Ronald Reagan National Airport:

Merge onto the George Washington Memorial Parkway going North. Take the VA-123/Chain Bridge exit towards McLean. Keep right at the fork in the ramp. Merge onto Dolley Madison Boulevard. Turn left onto Anderson Road, which is after you pass under the Dulles Toll Road bridges. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

Baltimore Washington International Airport:

Take I-195 West. Take exit number 2B (MD-295 S - Baltimore Washington Parkway) towards Washington. Merge onto the Capital Beltway (I-95/-495) towards Northern Virginia. Take exit number 45B, on the left towards I-66 East towards Washington. Merge onto the Dulles Toll Road (VA-267 E). Immediately, take exit number 19A towards Tysons Corner (VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

From Downtown DC:

Take Constitution Avenue West towards Virginia. Take the I-66 W ramp. Merge onto I-66 W. Take exit number 67, towards I-495 North / Dulles Airport / Baltimore. Merge onto the Dulles Toll Road (VA-267 W). Take exit number 19A towards Tysons Corner (VA-123 S). Merge onto Dolley Madison Boulevard. At first light, turn left onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.
