



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

3 locations – PA, DC, VA
May 21 – 24, 2007

MAY 2007 ROADSHOWS

	Location	Supplier Quality Audits	Supplier Certification
Harrisburg, PA	Radisson Penn Harris Hotel & Convention Center 1150 Camp Hill Bypass Camp Hill, PA 17011 Hotel Front Desk: (717) 763-7117	Monday May 21	Tuesday May 22
Wash. D.C. area	Holiday Inn Gaithersburg 2 Montgomery Village Ave Gaithersburg, MD 20879 Hotel Front Desk: (301) 948-8900	Tuesday May 22	Wednesday May 23
Richmond, VA	Courtyard by Marriott Richmond Airport 5400 Williamsburg Road Sandston, VA 23150 Hotel Front Desk: (804) 652-0500	Wednesday May 23	Thursday May 24

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

Duration and Location

Registration and continental breakfast start at 7:00 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 April 30th 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 continental breakfast, lunch, course notes and a copy of *Quality Audits for Improved Performance* and/or *Supplier Certification*.

? **Technical Questions? Contact Jeff Jaswa at (614) 298-1811 or jeff.jaswa@cbs.akzonobel.com.**
Registration Questions? Contact SG Meeting Services (Susan) at (254) 776-3550.

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

Seminar Registration Form

Four Ways to Register:

On-line: www.asq.org/cs *	Mail your completed form to: SG Meeting Services 5400 Bosque Blvd Suite 680 Waco, TX 76710	Fax your completed form to: SG Meeting Services (254) 776-3767	Phone SG Meeting Services (254) 776-3550 (Susan) Requires written confirmation.
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*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 Susan at *SG Meeting Services @ (254) 776-3550.*

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

YES NO (circle one)

Please indicate your choice

	Supplier Audits	Supplier Certification
Harrisburg, PA	Mon, May 21, 2007	Tue, May 22, 2007
Washington D.C. Area	Tue, May 22, 2007	Wed, May 23, 2007
Richmond, VA	Wed, May 23, 2007	Thurs, May 24, 2007

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 – www.asq.org/cs