



Strengthen Your Supplier Quality Toolkit!

Supplier Auditing (taught by Dennis R. Arter) Supplier Certification (taught by Richard A. Gould) Supplier Nonconformances (taught by Kathryn E. Roberts)

Three 1-day seminars
Attend one, two or all

4 locations in Jersey area
April 18-23, 2011

	Location	Supplier Auditing	Supplier Certification	Supplier Non-conformances
Plainview (L.I.) NY	Holiday Inn Plainview 215 Sunnyside Blvd Plainview, NY 11803, (516) 349-1240	Monday April 18	Tuesday April 19	Wednesday April 20
Princeton NJ	Holiday Inn Princeton 100 Independence Way Princeton, NJ 08540, (609) 520-1200	Tuesday April 19	Wednesday April 20	Thursday April 21
Allentown PA	Holiday Inn & Suites – Dorney Park 3620 Hamilton Blvd Allentown, PA 18103, (610) 437-9255	Wednesday April 20	Thursday April 21	Friday April 22
Vineland NJ	Wingate by Wyndham 2196 Landis Ave Vineland, NJ 08360, (856) 690-9900	Thursday April 21	Friday April 22	Saturday April 23

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

Duration and Location

Registration starts at 8:00 a.m. with coffee and tea available. Each presentation will start at 8:30 a.m. and finish at 5:00 p.m. with 30 minutes for lunch. A certificate for 0.8 ASQ Recertification Units per seminar will be provided to each participant.

Seminar Fee and Registration

Cost is \$400 per participant for a single seminar, \$650 for two, and \$800 for three. Mix and match people and courses as you wish. All amounts are in U.S. dollars.

Fee includes lunch, seminar notes and textbook (*Quality Audits for Improved Performance, Supplier Certification, and Correct! Prevent! Improve!*)

Technical Questions? **Dennis (509.783.0377) or Dick (623.546.7821) or Kathryn (919.870.7712)**

Registration Questions? Contact ASQ Customer Care at 800.248.1946 (help@asq.org)

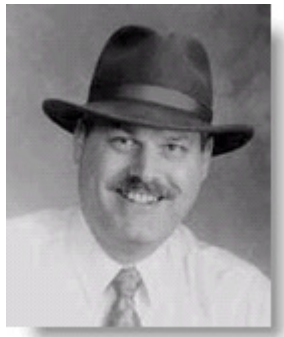
Supplier Auditing

Taught by *Dennis R. Arter*

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

Supplier Auditing is designed for management, professional and technical personnel who want to improve supplier relations and performance. 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. This seminar emphasizes supplier partnerships and how auditing benefits both parties.



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. Active in the Customer-Supplier Division, he was co-chair of the Third China-America Quality Conference held in Shanghai in September, 2004. He may be reached at dennis@auditguy.net.

Level:

Basic – no prior knowledge of auditing quality systems required.

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

Taught by *Dick Gould*

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

Supplier Certification is designed for quality, materials management, professional and technical personnel who want to improve quality and customer-supplier relationships in their companies. The instruction applies to customer-supplier relationships in any industry, large or small. Interactive exercises are used to reinforce the material being discussed.

The seminar begins by defining the supply chain and certification. It explores how product and service requirements are defined and accepted as well as the effect of risk in the supply chain. Supplier selection, certification processes, certification agreements and ongoing supplier performance measurements are covered.

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



Richard A. Gould is an ASQ Fellow and member of the ASQ Board of Directors. He is 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 has presented seminars and papers at local, national, and international venues.

Who should attend?

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

Level:

Basic – no prior knowledge of supplier certification required.

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 9001 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

Handling Supplier Nonconformances

Taught by *Kathryn E. Roberts*

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

Handling Supplier Nonconformances is for management, professional and technical personnel who want to gain an in-depth insight into the differences between short-term action and long-term action when dealing with supplier issues. Participants will learn how to develop, implement and maintain an effective supplier nonconformance program in their organization. This instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.).



Kathryn E. Roberts is a consultant and author of *Correct! Prevent! Improve! Driving Improvement Through Problem-Solving and Corrective and Preventive Action*. She has over twenty years of supplier management experience in a variety of industries. Kathryn is a past Section Chair and a past Regional Councilor for the American Society for Quality, a past Examiner for the North Carolina Performance Excellence Process, and a past Certified Quality Auditor. Kathryn may be reached at kr Roberts@thebluewatergroup.com.

Level:

Basic – no prior knowledge of handling supplier nonconformances is required.

Topics Covered

How to Identify Supplier Problems

Typical supplier problems
Criteria for supplier issues

How to Separate the Vital Few from the Trivial Many

NCR basics
SCAR basics
NCR vs. SCAR
Vital few vs. trivial many

Understanding & Implementing a NCR Process

NCR process
NCR form
NCR elevation
MRB process

Understanding & Implementing a SCAR Process

SCAR process
SCAR form
Root-cause analysis
SCAR records

Monitoring, Measuring & Reporting Supplier Nonconformances

Supplier nonconformance responses
Supplier nonconformance metrics
Supplier nonconformance records

Implementing an Effective Supplier Nonconformance Program

Key components
Required personnel
Key tips & traps