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# 21<sup>st</sup> Annual International Conference on ISO 9000<sup>SM</sup>

Featuring World Quality Management Systems Experts

55+ Sessions with Leaders and Gurus of ISO 9000/QMS

The Most Comprehensive Program in the World on ISO 9000/QMS

Aviation, Space, and Defense AS9100 Update Workshop

ASQ CMQ/OE Refresher Workshop

Core Training for the ISO 9000/QMS Professionals

Conference Organized in Association with ASQ



First 50 Attendees who register by the Early Registration deadline will receive a Kindle



## ISO 9000/QMS

## THE NEXT GENERATION

*Meet our Opening Keynote Speakers...  
 Some of the Biggest Names in Quality Management*



Connie Conboy,  
 Bayer Corporation (ret) &  
 Chair of ANSI/ASQ ANAB



Joseph DeFeo,  
 Juran Institute, Inc.



Robert Ottolini,  
 General Motors



Alka Jarvis,  
 Cisco Systems & Chair of  
 US TAG to TC 176



Maj Gen Harold L. Mitchell,  
 U.S. Air Force (ret)

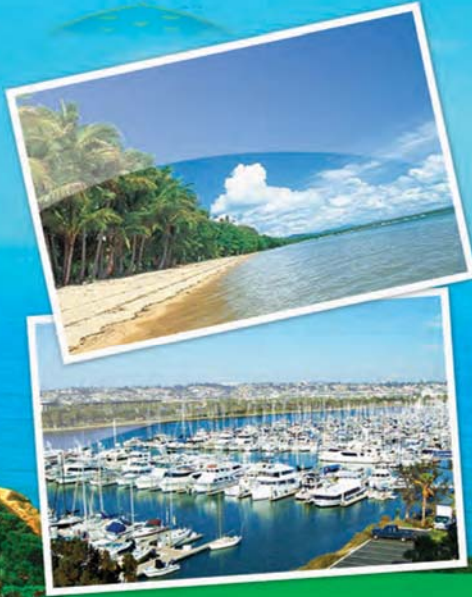
**February 18-19, 2013; Hilton San Diego Resort; San Diego, CA, USA**

Early registration Deadline: January 11, 2013



# International Conference on ISO 9000/QMS

February 18-19, 2013; Hilton San Diego Resort & Spa, San Diego, CA, USA



## Register Now!

Please contact us as follows for Conference attendance and/or Exhibits:

### EQI

Four Camden Drive  
Pittsburgh, PA 15215 USA

### Phone:

(412) 782-3383

### Registration Desk Toll Free:

1 (888) 236-9940

### Fax:

1 (866) 500-9081

### E-mail:

info@iso9000conference.com

[www.iso9000conference.com](http://www.iso9000conference.com)

### Register online:

<https://www.regonline.com/2013isolss>



## Reception with Exhibitors

Monday, February 18, 2013; 6:00 PM – 7:00 PM



Join us for a Hawaiian Themed Reception



## Location & Hotel

This year's location for both the International Conference on ISO 9000 and the Lean & Six Sigma World Conference is the Hilton San Diego Resort & Spa in San Diego, California, USA.

The Hilton San Diego Resort & Spa is on the sands of Mission Bay. The property sits on 18 acres of recreational paradise. Just six miles from the San Diego International Airport and 15 minutes from the Gaslamp District and La Jolla. The resort and spa is conveniently located one mile from San Diego SeaWorld. To take a virtual tour of the hotel, please use the following link: [www.sandiegohilton.com](http://www.sandiegohilton.com)

If you make your reservation by phone, please mention the group code **"ISO-LSS"** to reserve your room at the government or regular rate. Note that, with the group code, you should have FREE guest room Internet access. You may contact the hotel directly as follows:

Hilton San Diego Resort & Spa  
1775 East Mission Bay Drive  
San Diego, CA, 92109, USA  
Reservations Tel: 1 (877) 313-6645  
Fax: 1 (619) 275-8932

*Conference Policy:* The International Conference on ISO 9000 and the International Lean & Six Sigma Conferences, hereby referred to as "The Conference," are organized by the European Quality Institute, a 501(c)(3) nonprofit organization based in Pennsylvania. The Conference reserves the right to rearrange workshop content/instructors. Workshops may be cancelled or instructors may be changed at the discretion of The Conference organizers. The Conference cannot assume responsibility for penalties, loss arising from cancelled travel plans, tickets, and any other type of arrangements, for loss of any articles during The Conference, the exhibits, or any associated program. We reserve the right to substitute the early registration item, with another item with a list price of \$50, if an item becomes unavailable. Actual early registration items may look different in color and size than those in this brochure or the website. The Conference is not responsible for any typographical errors.

Deadline to take advantage of the special group rate is **January 11, 2013.**

### Group Rate (Non-Government)

- The group rate is \$174 for single or double occupancy.
- You can reserve your non-government rate room using this link: [www.hilton.com/en/hi/groups/personalized/S/SANHIHF-EQI-20130214/index.jhtml](http://www.hilton.com/en/hi/groups/personalized/S/SANHIHF-EQI-20130214/index.jhtml)

### Government Per-Diem Rate

- Please note that there will be fifty rooms at the government per diem rate, currently \$133.
- You can reserve your government rate room using the link below. Please note that if you are not able to make government rate reservation, please call the Conference Office at (412) 782-3383, not the hotel. We will do our best to help you to reserve your room at the government rate. [www.hilton.com/en/hi/groups/personalized/S/SANHIHF-EQIG-20130214/index.jhtml](http://www.hilton.com/en/hi/groups/personalized/S/SANHIHF-EQIG-20130214/index.jhtml).

## TRACK 11

### Implementing ISO 9000/QMS in Healthcare

7:30 AM – 8:00 AM Continental Breakfast  
8:00 AM – 8:10 AM Announcements

8:10 AM – 8:45 AM; Session #ISO111

#### The ABC's of ISO 9000/QMS Communication and Training as Applied in Healthcare

Dr. Wanda UMBER, Chief, Strategic Planning & Learning Research, Department of VA Cooperative Studies Program, Albuquerque, NM, USA;  
Co-Presenters: Kimberly Moore, and Susan Rogers



The Veterans Administration continues to grow and the ISO 9000/QMS Consultation Division was created to provide a sustainable framework consistent with the ISO 9001 principles and to support the creation of effective and repeatable processes for use throughout Veteran Healthcare. This session will provide guidance on how to develop training and communication solutions for that purpose.

8:45 AM – 9:20 AM; Session #ISO112

#### Implementing a QMS as a Lean Initiative in Healthcare

Gary J. Wade, QA Manager, Institute for Transfusion Medicine, Pittsburgh, PA, USA

This case study illustrates a company's goal and efforts to Lean out its QMS implementation. It achieved the goal of eliminating manual processes, reducing printing from 120,000 pages per year to zero, and improving speed of delivery by 75%. This was done in the first phase of the QMS-error management process. This presentation will discuss details that are used and the lessons learned.

9:20 AM – 9:55 AM; Session #ISO113

#### The Evolution of a Healthcare Organization's Journey: Implementing ISO 9001 in a Multi-Medical Center Organization

Cynthia Due, Acting Director, Veterans Healthcare Administration, Washington, DC, USA



Veterans Healthcare Administration (VHA) Sterile Processing Services (SPS) are responsible for sterilizing reusable medical equipment. VHA's ISO Consultation Division is charged with implementing educational resources for deployment of the ISO 9001 System. The focus of the presentation will be: why Implement ISO 9001:2008 in SPS Services; comprehensive training for internal consultants; maintaining the Quality Management System; performing internal audits; and incorporating a Reliability Management System (PRISM).

9:55 AM – 10:15 AM Refreshment Break

## TRACK 12

### Improving Healthcare Using ISO 9000/QMS Tools & Techniques

7:30 AM – 8:00 AM Continental Breakfast  
8:00 AM – 8:10 AM Announcements

8:10 AM – 8:45 AM; Session #ISO121

#### Integrating ISO 9001:2008 and CMS Conditions of Participation Requirements

Charli Hoialmen, President, Diversified Management Systems, Clarksville, GA, USA



This presentation will demonstrate how to develop one overriding business management system for healthcare organizations that addresses multiple requirements by the effective integration of existing business operating systems, such as ISO 9001:2008 and CMS Conditions of Participation that promote accountability, cost reduction, and improvement of healthcare delivery. Charli will discuss the process of integration of multiple standards as well as the benefits of system integration.

8:45 AM – 9:20 AM; Session #ISO122

#### Impacting a Clinical Trial's Success Using ISO 9000, cGMPs, Baldrige, and the ICH Guidelines

Dr. Julia Vertrees, Assoc. Director-QA, Department of Veterans Affairs, Albuquerque, NM, USA;  
Co-Presenters: Mike Sather, Jan Hickey, Stanley Johnson, Kathy Boardman, Cindy Colling, Shirley Madrid, Mark Jones, and Stuart Warren

The Department of VA Cooperative Studies Program (CSP) Clinical Research Pharmacy Coordinating Center is responsible for supplies used in multicenter clinical trials. Clinical supplies are the core of drug and device trials that ensure patient safety. The integrity of the supplies and process control must guarantee the results of the trial, whether positive or negative. This session demonstrates how quality standards and guidelines apply to all processes associated with the clinical supply chain.

9:20 AM – 9:55 AM; Session #ISO123

#### ISO 9001 Supports Accountable Care Organization Operations

Mickey Christensen, President, TQM Systems, Baton Rouge, LA, USA



This presentation will show how an Accountable Care Organization (ACO) can benefit by implementing an ISO 9001 management system. By doing so, the processes necessary for an ACO become easier to manage. The payoff for ACO's will be in managing efficiently while providing quality care. The measures to be reported to CMS will impact the reimbursements as well as "bonuses" for exceeding goals of quality and cost.

9:55 AM – 10:15 AM Refreshment Break

## TRACK 13

### Application of Newly Revised QMS in Aviation, Space, & Defense

7:30 AM – 8:00 AM Continental Breakfast  
8:00 AM – 8:10 AM Announcements

8:10 AM – 8:45 AM; Session #ISO131

#### AS9100: An Innovative Approach for Aviation, Space, and Defense QMS

Alan Daniels, Process and Systems Manager, The Boeing Company, Lake Stevens, WA, USA;  
Co-Presenter: L.L. Buddy Cressionnie



This presentation will focus on the aerospace standards for Quality Management System that have been promoted and implemented by the major aviation, space, and defense companies across the world. Emphasis will be on unique characteristics of these standards. The flagship standards for the International Aerospace Quality Group (IAQG) AS9100, AS9110, and AS9120 are currently being revised and current efforts will be shared.

8:45 AM – 9:20 AM; Session #ISO132

#### AS9100 Rev. C & the Supply Chain: Lessons Learned Implementing the New Revision in Small Companies

Doug Anton, Founder of AEM Consulting Group, Inc., Ashland, OR, USA;  
Co-Presenter: Carole Anton



This presentation is a brief review of aerospace industry dynamics behind the Rev. C changes to AS9100 and the additional impact of AS9101. This revision means much more than changes to the standard. It showcases the heightened expectations of the prime aerospace companies to cull the supply base and dramatically improve quality, delivery, lead-time, and cost.

9:20 AM – 9:55 AM; Session #ISO133

#### Risk-Based Auditing as a Requirement of AS9100

Dr. Catherine Martin, Audits & Surveillance, Raytheon, Fullerton, CA, USA



This presentation is about developing a risk-based quality audit process to streamline the audit process and reduce costs. A new requirement in AS9100C is to implement a risk management process applicable to product and organization. Risk-based audits represent a trend in business and financial audits. With shrinking resources and increased customer pressure, quality professionals must streamline processes to reduce costs for compliance and risk management.

9:55 AM – 10:15 AM Refreshment Break