

Thursday,
January 4, 2007

“25 Years of Quality: Have We Really Improved That Much?”

LOCATION: Shilo Inn
50 Comstock
Richland Washington

5:30 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. - Dinner
7:00 p.m. - Presentation



KEVIN MCMANUS

Performance Improvement Coach, Trainer & Author

DINNER BUFFET:

The Chef and crew at O’Callahan’s Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray. Your choice of coffee, tea or decaf is included with dinner.

And don’t forget to save some room for a yummy dessert!

Cost:

\$ 17 ASQ members
\$ 20 non-members
\$ 5 presentation only

Reservations are requested by December 28. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at www.asq614.org/.

If you simply look at the raw productivity trends, you could easily conclude that organizations in this country - and in others - have significantly improved in the 25 years since the NBC White Paper “If Japan Can, Why Can’t We?” initiated the Total Quality Management craze.

If you look beyond these broad indicators, however, and if you are really honest with yourself, you might arrive at a much different answer. In the past 25 years, have we really improved that much? Are our workplaces better places to work at, and are our people more effective, or does technology actually deserve much more of the credit than we as human beings do?

In this presentation, Kevin McManus will share his personal quality journey over the last 25 years. As he does, he will explore the different trends and fads that have been part of the shift toward continuous improvement in this country. He will also make a case to support his beliefs that we really have not changed that much – that absent of technology, our workplaces are not much better places to work at now than they were in 1980. Finally, he will offer a course of action that we can follow if we choose to really make our workplaces more effective and capable of sustaining significant improvements over time.

What would W. Edwards Deming, Joseph M. Juran, Peter Scholtes, and Masaaki Imai say about the degree of change that has and has not occurred in the workplace? Would they feel good about the way their philosophies and ideals have been embraced by today’s organizations, or would they shake their heads in disgust?

Mark your calendar for January 4. Take the time to spend this hour with Kevin, and then form your own opinion. Have we really improved, or do we still have a long way to go?

About the Presenter:

Kevin McManus is a performance improvement coach for Great Systems! and an international trainer for the TapRooT root cause analysis process. During his 25 years in the business world, he has served as an Industrial Engineer, Training Manager, Production Manager, Plant Manager, and Director of Quality. He holds an undergraduate degree in Industrial Engineering and an MBA. Kevin has been a member of IIE for more than 25 years, and currently serves as Senior VP of Continuing Education on the IIE Board of Trustees. He has served as an Examiner and Senior Examiner for the Malcolm Baldrige National Quality Award for seven years. Kevin also writes the monthly performance improvement column for Industrial Engineer magazine, and he has recently published a new book titled “You Can’t Win Indy in an Edsel – How to Develop a High Performance Work Culture.”