Columbia Basin Section
ASQ Excellence Through Quality™

Invitation from
ASQ Binghamton Section
October 15, 2020 Virtual Meeting

2018 Performance Awards and Recognition
ASQ Performance Silver

DATE:

Thursday, October 15, 2020

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

Time:

4:00 PM – 6:15 PM PDT (check registration site to be sure)

Cost: Free for ASQ members

To register for this online/virtual meeting, click here.

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the Binghamton ASQ Section 205, click here.

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/

Managing Quality 4.0 Combining ISO 25010 Criteria and ITIL Practices

Daniel Zrymiak, CMQ/OE, CSQE, CQE, CSSBB
Engagement Manager, Ultranauts

ISO 25010 is a well-known reference for Quality Characteristics. Software Quality refers to technical needs of stakeholders and functional suitability, performance efficiency, compatibility, usability, reliability, security, maintainability and portability.

information technology infrastructure library (ITIL) describes processes, procedures, tasks, and checklists which are neither organization-specific nor technology-specific, but can be applied by an organization toward strategy, delivering value, and maintaining a minimum level of competency.

In this informative presentation, you will learn:

- How Quality 4.0 applies proven quality practices to address several specific examples of Industry 4.0 including Additive Manufacturing, Artificial Intelligence, Digital Manufacturing, Cloud Computing, Blockchain, Big Data and Analytics, and the Internet of Things

- How to identify and apply international models (ISO 25010: Systems and Software Quality Requirements and Evaluation; ISO 25012: Data Quality) to determine applicable quality characteristics

- How to identify and apply ITIL practices for managing information and technology, with specific emphasis on Business Analysis, Change Enablement, Release Management, Deployment Management, Incident and Problem Management, and Continuous Improvement

- How to combine these practices, along with the Cost of Quality metrics, to determine the return on investment and benefit to Quality of Quality 4.0 application and deployment

About the speaker: Daniel Zrymiak is an Engagement Manager at Ultranauts, based in Surrey, British Columbia. He holds a Bachelor's degree in commerce with honors in marketing from the University of Saskatchewan in Saskatoon. He is an ASQ Fellow and has been awarded ASQ's Feigenbaum and Crosby Medals. Dan is ASQ-certified as a CMQ/OE, CSQE, CQE, CSSBB, CQA, CFSQA, and CBA. He is a Quality Press author and reviewer, member leader, and active with the Quality Management Division as a Vice-Chair of Governance and Excellence.