

DATE:

Wednesday
January 25, 2023

Quality Conscience: Who Owns Quality?

This is a virtual/online (MS Teams) meeting. Log-in information will be provided on the registration confirmation email.

Time: 6:00 to 7:30 pm PST

Welcome & Introductions will begin at 6 pm, followed by the presentation and Q&A

Cost: Free for ASQ members and non-members

To register for this online/virtual meeting, please RSVP with your name, email, ASQ affiliation (member and section, or non-member), to [Denise](#) by January 22 for planning purposes and to receive RU credit following the meeting.

Attendance at this meeting earns RUs toward ASQ recertification.

For more information about our ASQ section and other upcoming events: www.asq614.org/



Denise Clements, CMQ-OE Vice President, Quality Director Americas, AECOM

Let's start the new year with a question a lot of people ask. Who owns Quality?

Who is responsible for Quality in *your* organization? Is it the Quality group? Quality engineers? The Audit team? Senior management? The company CEO?

Who is responsible for Quality in your home/personal life?

There are many aspects to quality and to having a Quality Conscience. Quality doesn't just happen. It requires a commitment, perhaps even a passion, for ensuring products and services are done correctly and meet standards/requirements. A commitment to quality is also a commitment to efficiency and continuous improvement.

Presenter Denise Clements will share more on this topic and the focus she is taking at AECOM to make a good quality culture even better - through personal ownership and understanding of the risks that are managed through each of us using our Quality Conscience.

Come ready to discuss some of the ways we all own Quality.

About the speaker: Denise Clements is the Vice President, Quality Director Americas, for AECOM. She also sits on the Global Integrated Management System (IMS) Steering Committee representing the global Design & Consulting Services Business, which implements, maintains, and improves the various components of AECOM's operations, providing a common global system for use on all AECOM projects.

Denise's career began as a mechanical engineer in the nuclear industry. Later, as part-owner of a small engineering-fabrication firm, she developed its nuclear quality assurance program compliant with ASME NQA-1 and managed the fabrication shop operations. Shortly after joining AECOM in 2000, Denise was named Chief Quality Officer for one of AECOM's early operating companies, DMJM Holmes & Narver. In that role, she successfully introduced the first ISO 9001-certified quality management system for the company. In subsequent years as operating companies merged and dissolved and AECOM grew not only organically but also by acquisition, she successfully led multiple mergers of disparate quality management systems into a coherent whole, all while maintaining the ISO 9001 certification. Denise also worked with AECOM developers to program systems for streamlining project management workflows, internal auditing through online tools linked to the financial system for analysis, and a supplier prequalification tool.