

# September 18, 2024 Invitation from ASQ Baltimore and ASQ Quality Management Division Virtual Webinar

**DATE:**

**Wednesday  
September 18, 2024**

**This is a virtual/online  
webinar via Webex. Log-in  
information will be provided  
on the registration  
confirmation email.**

**Time: 3:00 pm – 4:00 pm PDT**

(check website to confirm time)

**Cost: No charge for ASQ  
members and non-members**

**Advance registration is  
required for planning purposes  
and to receive RU credit  
following the meeting.**

Attendance at this meeting earns  
RUs toward ASQ recertification.

More information about ASQ's  
Quality Management Division is  
available [here](#).

More information about the  
Baltimore ASQ section is  
available [here](#).

For more information about our  
ASQ section and other upcoming  
events: [www.asq614.org/](http://www.asq614.org/) or our  
[myASQ community site](#).

## Change Management for Middle Managers



**Douglas C. Wood**  
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Professor, Ohio State University

Change management is the process of planning for and implementing changes in an organization. It can be a great way to improve productivity and efficiency, but it can also be risky and difficult.

The August 7 webinar, "The Faces of Change Management," explained the pros and cons of the many approaches to both leading and managing change. It can be viewed on the QMD YouTube channel at <https://www.youtube.com/@americansocietyforqualityq6666>.

This webinar will expand on the methods and explore what an ideal change management approach would look like for small to medium sized organizations.

This webinar is for all quality professionals and especially if you are in a small to medium organization (under 500 employees) and:

- Entering a new business
- Making a business improvement
- Managing a software change
- Building/transforming a business culture

Participants will:

- ✓ See how a survey of quality professional helped to rank features of change management using the Kano approach
- ✓ Learn how preparation and features of facets of change management in the well-established approaches can be tailored to smaller organizations
- ✓ Discuss the Pros and Cons of these approaches

*About the speakers: Douglas C. Wood is the author of three quality-related books and has over 40 years of experience in the areas of cost of quality, office waste, root cause analysis, and performance measurement. His firm works with clients in manufacturing, healthcare, and transactional businesses. Doug has helped others with ASQ certifications in quality auditing, management, and engineering. He has also taught auditing, Lean, Six Sigma, cost of quality, statistics, and failure modes and effects analysis.*

*Sandra L. Furterer is an ASQ Fellow and Professor of Practice at Ohio State University. Her specialties include lean six sigma, process and change management, business systems analysis, and industrial engineering. She is an experienced leader in designing and deploying process improvement change programs to achieve operational excellence, customer satisfaction and profitability targets, customer satisfaction, and profitability targets.*