



Tomorrow's Quality Today

STL Spring Conference

April 20, 2012

10:00 am - 10:00 pm

STL West County
DoubleTree

\$170* Early Bird price for
first 100 registrants
until December 31, 2011

* Lowest price that will be available for this conference

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Agenda

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| 10:00 am | - Opening, Registration & Welcome |
| 11:00 am | - Exhibitors, Special Presentations |
| 12:00 pm | - Lunch |
| | - Tomorrow's Quality Today in Education |
| | - Tomorrow's Quality Today in Healthcare |
| 1:30 - 4:00 pm | - Workshops:
Quality Function Deployment by Charles Cox
3 Key Concepts: Integration of Six Sigma by Jerry Mairani |
| 4:30 pm | - Exhibitors, Special Presentations |
| 5:30 pm | - Dinner |
| | - Tomorrow's Quality Today in Transportation |
| | - Tomorrow's Quality Today in Government |
| 7:30 pm | - Tomorrow's Quality Today in Retail & Service |
| 8:00 pm | - Amazing Entertainment !!! |
| 10:00 pm | - Official Close |

Keynote Speakers



Michael George

Director of the Institute of Business Entropy, which helps companies and government entities reduce their cost of operations and improve effectiveness through recognition of the role of Entropy. Michael George is a thought leader and executive advisor helping Global 1000 companies and U.S. Government agencies truly connect strategy to execution and process improvement. His latest book, *Transforming Government using Lean Six Sigma* shows how government can reduce costs by 20% while improving mission effectiveness. Author of multiple books on Lean Six Sigma.



Charles Cox

Coauthor of: *The QFD Handbook, First Edition*
Lean Six Sigma Master Black Belt with 3 decades of performance improvement experience in both transactional and manufacturing environments. He has applied his passion for disciplined, rapid improvement with senior executives, middle managers, supervisors and single contributors in the Americas, Africa, Asia, Australia and Europe, designing and leading programs with as few as 12 and over 500 participants, saving clients millions of dollars, often reducing cycle times more than 70%, streamlining processes and fundamentally changing enterprise operations and the organizations' competitive position in the market. He will provide a workshop on Quality Function Deployment.



Dr. Robert Gee

The Founder and President of **The National Graduate School**. The National Graduate School is the nation's only accredited higher education institution devoted to degrees, certifications and tailored programs for policy development, strategic management and data-driven assessment of quality systems.



Jerry Mairani

Thirty year quality professional and Past President and Chairman of the American Society for Quality. He served on the Board of Directors for the California Council for Excellence and is a past Senior Examiner for the California Governors Board of Examiners.

He holds certificates as: ASQ Certified Black Belt, BSA Certified Master Black Belt, BSA Certified Black Belt, Moresteme Certificate Lean Six Sigma.

He will provide a workshop on 3 Key Concepts of Integration of Six Sigma.



Rhonda Hamm-Niebruegge

As our pre-dinner Keynote speaker, she will give a first-hand account of Lambert Airport when the tornado struck in April of 2011. She will communicate events during, after, as well as current activities. The airport has just won an Airport of the Year Award for its security from the Transportation Security Agency (TSA). This is the first time Lambert has won the award. Lambert received more awards than any other airport today.

Additionally, Rhonda won an Airport Director Award for Lambert's response during the tornado. She is also involved in Public Art and Culture Program to help meld the iconic design of the airport with the needs of today's travelers.

She has held previous positions of Managing Director, Saint Louis Hub for American Airlines, as well as Vice President of North American Operations for Trans World Airlines. She is actively involved with Habitat for Humanity, ROE St. Louis Women's Executive Network, The Children's Charity among other groups. She has received numerous honors as the Saint Louis University Global Leadership Receptient and Cambridge's Who's Who of Executive Professionals Honored Member.