

ASQ Hawaii is pleased to present a half day seminar featuring recorded lectures from the 2009 ASQ World Quality Conference. Two sections are available. One section will emphasize LEAN. The other section will emphasize two quality tools. Each session will have two recorded lectures followed by a facilitated discussion.

A final joint session will focus on the **Power of Alignment**. What do we mean by alignment? It is that optimal state when strategy, people, customers, and key process improvement capability work in concert to propel growth and profits? Aligned organizations enjoy greater customer and employee satisfaction and produce superior returns to shareholders.

Each participant will receive a CD which will contain the ASQ Essential Quality Tools Bundle. The Quality Tools bundle includes 7 Basic Quality Tools webinar sessions with associated Tools & Templates.

When: Saturday, September 18, 2010.

Where: Diagnostic Laboratory Services, 650 Iwilei Road, Suite 300 *

Cost: before 9/15—ASQ/PMI/CLMA/ASCLS members-\$40. Non-members: \$50.

After 9/15—ASQ/PMI/CMLA/ASCLS members-\$50. Non-members: \$60

TIME	LEAN	QUALITY TOOLS
8-8:30	<i>Registration</i>	
8:30-9:15	Doing More with Less: Applying Lean Principles in the ER —Learn how one hospital's emergency department's fast track redesign utilized multi-disciplinary teams within to apply basic lean principles to improve process and ultimately quality of care and patient satisfaction without increasing resources or space.	Using QFD for Organizational Development —Learn how to use three House of Quality tools to build an organization that is focused on improvement and aligned with the objectives of the business.
9:30-10:15	The Multi-Disciplinary LEAN Improvement of Total Clinical Lab Testing in an Outpatient Setting —the Henry Ford Production System (HFPS) quality initiative continues to rely on empowered workers to improve outpatient medical laboratory performance.	The Process Diagram: A Key Tool for Process Thinking — The process diagram models all the essential elements of an effective process. By using this tool, champions or project leaders can identify the scope of the effort along with missing or weak elements of the process to be improved. The process diagram provides a powerful picture of the production system that focuses everyone's process thinking. Includes examples from a variety of business settings.
10:15-10:30	<i>Break</i>	
10:30-11:30	The Power of Alignment	
11:30-Noon	<i>Question/ Answer and Feedback</i>	

***Parking Note:** Free parking is located behind the Dole Cannery building (see attached map and directions). Parking in the garage is not validated and will be at the participant's expense. Enter at the front of the Castle and Cooke building fronting Iwilei Road. Do NOT take the freight elevator.

Each participant will receive a certificate for 0.5 RU

Map to Diagnostic Laboratory Services at 650 Iwilei Rd

Diagnostic Laboratory Services (DLS)
650 Iwilei Road, Suite 300, Honolulu.

The sessions will be in the DLS Board Room. Free parking is located in the back of the Dole Cannery building.

- To access the parking lot, you must enter from Alakawa St. (you cannot enter from Iwilei Road)
- Park as close as possible to the Dole Cannery building.
- After parking, come to the front of the **Castle and Cook Building** (on Iwilei Road) so that someone can let you in. (The building is secured)
- Call 808-589-5104 (DLS Board Room) if you need to get access to DLS

