

Tuesday
September 4, 2012

LOCATION:

O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
(no host cocktail service)

6:00 p.m. - Buffet Dinner

7:00 p.m. - Presentation

DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:

\$17 ASQ members
\$20 non members
\$5 presentation only

Reservations are requested by August 29. E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

Note: All no shows will be billed unless cancelled 48 hours in advance.

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

“Future of Quality: Risk Management”

Greg Hutchins, PE **Quality + Engineering**



Greg Hutchins delivered the *Future of Quality: Risk Management* talk to the Portland ASQ section in March 2011. Someone suggested offering the deck to folks in LinkedIn. Lightning struck. The deck went viral. Tens of thousands of people from the world over requested the deck. The interesting thing is that even a year and half later, Greg still gets thousands of requests.

What happened? Several takeaways from the viral deck:

- Volatility, Uncertainty, Complexity, Ambiguity (VUCA) is the global 'new normal'
- Governments, organizations, and even professions are having a very difficult time adjusting to VUCA
- Management in most organizations seems stuck and is not able to adapt to VUCA
- Quality, engineering, supply management, and other professions are struggling to remain relevant and add value
- Quality programs are rebranding and the quality profession seems to be reframing around risk management.

Greg's presentation on September 4 will update the deck with the latest data points to support the contention that the Future of Quality is Risk Management. Greg will discuss the following:

- ❖ Explain the prevalence of VUCA and what it means to all of us
- ❖ Provide Google data on the future quality management, quality assurance, quality control, and risk management
- ❖ Discuss the future of quality management and in general the future of management
- ❖ Illustrate the risk management changes occurring with ISO registrars, ISO standards, federal standards, and quality programs
- ❖ Provide specific tools and tips on how to be resilient and adapt to VUCA.

You won't want to miss this compelling presentation. It will change how you view your profession, career, and job. Challenge Greg. Have your questions ready for him. He looks forward to meeting you.

*About the Speaker: Greg Hutchins PE is the principal engineer with Quality + Engineering – a Critical Infrastructure Protection: Forensics, Assurance, Analytics® company (www.QualityPlusEngineering.com). Q+E's current focus is on CIP cyber security and enterprise risk management. Greg is the author of a dozen best-selling books, including *ISO 9000*, *Supply Management Strategies* and *Value Adding Auditing*. Quality + Engineering is also the developer of Certified Enterprise Risk Manager® (CERM) Academy (www.CERMAcademy.com).*