

August 7, 2024
Invitation from ASQ Baltimore and
ASQ Quality Management Division
Virtual Webinar

DATE:

Wednesday
August 7, 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](#).

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

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

The Faces of Change Management



Douglas C. Wood
CQE, CQA, CQPA, CSSBB, CMQ/OE
President, DC Wood Consulting



Sandra L. Furterer
CQE, CSSBB, CMQ/OE
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.

Some of the positives of change management include improving business processes and increasing productivity, improving communications, and reducing costs. On the other hand, there is the risk of failure, the costs of implementation, the time required, potential disruptions to workflow and productivity, and the overall stress that comes with being asked to adapt to new changes.

This talk will help make sense of the many approaches to both leading and managing change. Many pros and cons of these approaches will be shown, including how many quality experts today see their attributes. (A second webinar, in September, will explore what an ideal change management approach might look like for small to medium sized organizations.)

This webinar is for all quality professionals and especially if you are:

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

Participants will gain an understanding of:

- ✓ The main approach of the major change management systems
- ✓ 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.