

January 15, 2025  
**ASQ Pacific Region and  
San Gabriel Valley ASQ  
Virtual Meeting**

**PACIFIC REGION EVENT**

Hosted by San Gabriel  
ASQ Section

DATE:

Wednesday  
January 15, 2025

This is a virtual/online  
(WebEx) meeting. Log-in  
information will be provided  
on the registration  
confirmation email.

Time: 6:00 to 8:00 pm PST

There is no charge for ASQ  
members or non-members,  
but advance [registration](#) is  
required.

Attendance at this meeting earns  
RU credit toward ASQ  
recertification.

More information about San Gabriel  
Valley ASQ section 0702 is  
available [here](#).

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

# Sustainable Change Management



**Dr. Manu K. Vora**  
Chairman & President, Business Excellence, Inc.

Business excellence is defined through the Baldrige Performance Excellence Criteria. It includes improving customer outcomes and increasing productivity through the organization's key processes and is driven by organizational leadership and management.

Sustainable organizational change requires being able to continuously adapt and improve processes in order to make lasting changes and maintain a competitive edge in the business market. This involves not only implementing proposed changes but also sustaining them for a lengthy period of time.

To take business productivity and growth to new heights, you'll need to apply a practical framework and proven approach for business excellence.

This presentation will focus on three pillars of successful change management:

**Leadership** – key to initiating change for the benefit of the organization

**Talent Management** – important to recruit and retain the right team members and to create a culture of continuous learning and development

**Project Management** – vital to successfully achieve goals

Dr. Vora will also share useful tips on how to lead sustainable change management across various domains.

***About the speaker:** Dr. Manu K. Vora is Chairman and President of Business Excellence, Inc., a global quality management firm with over 49 years of leadership experience in guiding Fortune 500 companies with the U.S. Baldrige Performance Excellence framework. For over 31 years as an Adjunct Faculty, he has taught Operations Management courses at business schools globally. He has contributed at 680 educational institutes in 36 countries across 5 continents. Since 2013, he has taught soft skills using technology to 1.2 million people.*

*Dr. Vora received his B.Tech. (Honors) in chemical engineering from Indian Institute of Technology (BHU), M.S. and Ph.D. in chemical engineering from Illinois Institute of Technology, Chicago, and MBA with Marketing Management from Keller Graduate School of Management, Chicago. He is a Past Vice President of ASQ and an ASQ Fellow. He is a sought-after speaker on business excellence and quality management with over 1,300 presentations globally and has over 75 scholarly publications. Dr. Vora has received numerous awards from institutions in the United States, United Kingdom, and India. Since 1989, he has served as Founding Director & President of Blind Foundation for India where his team has raised over \$6.5 million to serve two million blind people in India.*