

DATE:

**Tuesday,
November 18, 2025**

**This is a virtual/online
(Webex) event. Log-in
information will be provided
with registration confirmation.**

Time: 6:00 pm - 7:00 pm PST

(check website to confirm time)

**Cost: No charge for ASQ
members or non-members**

**Registration is required for
planning purposes and to
receive RU credit following
the event.**

More information about Inland
Empire ASQ 505 is available
[here](#).

Information about Temecula
ASQ can be found [here](#).

Information about San Gabriel
ASQ 0702 is available [here](#).

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

Quality 4.0 and AI: Turning Data into Customer Trust and Value



Sean Keyani, CMQ/OE, CQE, PMP
Program Manager and Operations Quality Professional

Artificial Intelligence (AI) is reshaping the future of quality by moving beyond compliance to create measurable business and customer value.

Drawing on insights from McKinsey & Company, the Capgemini Research Institute, Rockwell Automation, and the Aerospace Industries Association (AIA), this presentation will explore how Quality 4.0 and AI-driven Quality Assurance enables organizations to link operational performance directly to customer trust, satisfaction, and brand loyalty.

It will cover how organizations are scaling AI through strong governance, ethical frameworks, and workforce transformation. It also examines the emergence of agentic AI: where autonomous systems collaborate with humans to enhance precision, responsiveness, and traceability across quality and operations.

Sustainability and responsible AI adoption are key themes, emphasizing efficient, low-impact models that align technology investments with environmental and organizational goals.

Attendees will gain insights into how AI-enabled Quality 4.0 strategies can foster adaptive, customer-centric systems that strengthen loyalty, accelerate continuous improvement, and position quality as a strategic driver of long-term competitive advantage.

About the speaker: Sean Keyani is a program management and operations-quality professional with extensive experience in aerospace/defense and advanced manufacturing. He has led cross-functional teams in program execution, MRO, product development, and Quality Assurance, ensuring efficiency and compliance in complex engineering environments.

With a background in engineering and business management, Sean's research includes risk management, process optimization, customer centricity, and strategies for integrating AI and digital transformation in Operations.

A certified Project Management Professional (PMP) and ASQ-certified Manager of Quality and Quality Engineer (CMQ/OE, CQE), Sean has driven continuous improvement and strategic planning initiatives across industries. He also lectures on business topics, mentoring the next generation of professionals and leaders.