

ASQ TORONTO SECTION 402

Toronto Section of the American Society for Quality (ASQ) - a section of about 1400 members who are quality professionals of various levels and in many different industries or businesses. We are all interested in promoting Quality, and we offer a number of different ways to do this, such as meetings, training, networking, etc.

ASQ Toronto Spring Seminar

Sustaining Business Excellence through Quality Systems!



Program Details: www.asqtoronto.org
REGISTRATION ONLINE -or Email: treasurer@asqtoronto.org

Tuesday, April 25, 2017
Edward Village Markham
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 Tel: 905.305.5501
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Conference Fee

ASQ	Early Bird Before Mar 31st, 2017	After Mar 31st, 2017
Members:	\$99 + Tax	\$120 + Tax
Non-Members:	\$120 + Tax	: \$135 + Tax

Parking is Free

Please note that Lunch is not included in the price of the seminar; registration starts at 8:15

8:15AM- 9AM – Registration / KEYNOTE SPEAKER – 9:00 TO 10:15am

Keynote Speaker: Denis J. Devos, Devos Associates

Topic: ISO 9001 as a Platform for Business Excellence



Since the introduction of the first ISO 9001 standard 30 years ago, quality assurance practitioners have been asking themselves how to get senior management to understand the role of a Quality Management System in supporting their wider business success. From the Process approach in 2000 to the introduction of Risk Based Thinking in 2015, ISO 9001 has continued to evolve itself from a product-inspection based standard to a business management standard that emphasizes Customer satisfaction and continuous improvement throughout the organization. This presentation will briefly describe the evolution of the ISO 9001 standard and describe the latest breakthrough concept, Risk Based Thinking, and how it can assist organizations in taking itself to the next level of competitiveness. Denis will demonstrate to us that Risk Based Thinking is intuitive, and that all of us already have an eye for risk. The presentation concludes with the introduction of a very simple qualitative approach to Risk Based Thinking that is very easy to use in small cross-functional teams in any organization. This presentation is a must-see for anyone who will be upgrading their Quality Management System and looking to derive more benefit from it for their businesses.

Bio: Denis Devos is a professional engineer, a Fellow of the ASQ, and is a recognized expert in the application of the ISO 9001 and IATF 16949 standards. Denis began his career at General Motors where he got his start with the first 1987 version of ISO 9001 and led the very first implementation at a GM plant in North America. Over the past 16 years, Denis has been in private practice providing training and advisory support to clients in a variety of industries. Currently, Denis is the Vice Chair Global for the ASQ Quality Management Division.

Stream A

10:30 am TO 12:00 am

Stream B



Speaker: Joseph Muratore, Commercial Director, BSI Group Canada Inc

Topic: How to implement a risk based approach into your ISO 9001:2015 Quality Management System

Risk-based thinking is something we all do automatically and often subconsciously.

The concept of risk has always been implicit in ISO 9001 – this 9001:2015 revision makes it more explicit and builds it into the whole management system. • Risk-based thinking ensures risk is considered from the beginning and throughout the process approach; What you will learn in this presentation: • Why managing risk important in a quality management system. • How risk is being incorporated into the new ISO 9001:2015 standard.; • The benefits of a risk based approach.;

• What this means for organizations and how they can prepare for their ISO 9001:2015 Transition Audit.

Bio: : Joseph Muratore currently leads BSI in the United States and Canada, bringing a unique combination of technical expertise and business acumen to the organization's leadership. Tasked with directing the efforts of multiple teams, Joe oversees providing organizations with solutions that drive business performance, embed excellence and facilitate organizational resilience. Joe honed his corporate skills as co-owner of a successful medical imaging company, pairing his technical knowledge and his skill as a strategist to ensure clients were provided best fit solutions while safeguarding quality. At BSI, Joe leads an exemplary team, imparting his passion to help organizations reach higher levels of business performance through enhanced certification solutions, technology advances that can streamline operations,



Speaker: Francois van Heerden, Security and Privacy IT Architect at Ministry of Community and Social Services

Topic:

An overview of the current state of cyber security threats from criminal organizations and nation states: how it applies to industry and what steps need to be taken to secure and protect industrial systems against attacks.

Bio: Francois van Heerden is a security and privacy professional with over 26 years of progressively challenging experience in the information technology field. He has deployed enterprise level network applications and technologies ranging from intrusion detection and prevention systems, anti-virus and anti-spam to business driven financial and service delivery for the public. Francois has extensive experience in security and privacy awareness and believes that an educated and informed user is the best defense against the evolving threat environment facing corporations today. He has delivered numerous presentations at conferences and is an accomplished, entertaining speaker who intersperses real incidents into his presentations

Stream A

1:15 pm TO 4:30 pm

Stream B



Speaker/Panelist: Desmond Mahadeo, Quality Manager EGI

Topic: Quality in Service Industries and Manufacturing, is it the same?

A look the application of Quality systems in Service and Manufacturing sectors, exploring differences in deployment, KPI's, data collection, continuous improvement approaches, change management, procedures, work instructions and measures of success. This is based on experiential learning working in various sectors, in positions of consultant, and management roles in Continuous Improvement, in Plant, Operations, Production and Quality.

Bio: Desmond Mahadeo is a Mechanical Engineer, a Certified Quality Engineer, a Lean Six Sigma Black Belt, and a senior member of the ASQ, with 20 years of membership. Desmond has a passion for excellence and improvement and volunteers his time to accomplish this. He has worked in Manufacturing and Service Sectors for the past 25 years in senior positions and also as a Consultant implementing ISO9001 QMS and is currently volunteering on the ISO/TC179 committee for the development of the Standard for Innovation.



Speaker: Richard Hill, TL 9000 Program Manager

Topic: 84 Ways to Go Beyond ISO 9001

The ICT (Information and Communication Technologies) industry's TL 9000 QMS standard, currently based on ISO 9001:2015, adds 84 specific, detailed requirements onto the generic foundation of ISO 9001– and practically all of them are quite relevant outside the ICT world. This presentation will explore many of them, and show how any organization's QMS could be strengthened by adopting them, as well as how an awareness of them could drive more value-added audits. Requirements in the areas of customer focus, external provider management, employee support, business continuity planning, quality planning, and design planning and control, among others, will be reviewed.

Bio: After two decades as a software developer, Rick spent four years with Nortel Networks in IT followed by seven as a QMS and process improvement specialist, earning a Lean Six Sigma Green Belt. Subsequently, he provided contract training and auditing services to four global certification bodies and assisted a range of organizations with QMS implementation and training. Since September 2015, he has been NQA's TL 9000 Program Manager. Rick is a University of Toronto graduate, a Senior Member of ASQ, an Exemplar Global

Panelist: Joseph Muratore, Commercial Director, BSI Group Canada Inc



Speaker: Gauri Shinde, Director, Quality Assurance, Estee Lauder Companies

Topic: Implementing a robust Quality Management System in the OTC, Cosmetic and Personal Care Industry.

An overview of Quality Management Systems as applicable in the OTC Cosmetic and Personal Care industry. Quality Management Systems are integrated with Good Manufacturing Practices and Quality Risk Assessment through a products life cycle. Gauri will provide guidance in building a Quality Management system that best suits your product type, business need and complexities. She will cover benefits of implementing a robust Quality Management System, to ensure it meets evolving regulatory and customer needs as well as dynamic operational complexities .

BIO: A Quality and Regulatory executive professional with 21 years of diverse experience in pharmaceutical, personal care, color cosmetics and OTC drug product industry. Gauri has held progressive leadership roles demonstrating success in building enterprise leadership and team dynamics, developing and executing strategies to meet business vision.



Speaker/Panelist: Richard Parcel, Assistant Director, Regulatory & Science at the CCTFA (Cosmetics, Toiletries and Fragrances Association).

Topic: Quality Systems for Regulated Products

The presentation will compare and contrast legislation, regulation and guidance for pharmaceutical drugs, natural health products and cosmetics. The attendee will learn how guidance sets the expectation for risk and meeting regulation. The attendees will learn how the new Self-Care Framework may be formed based on product risk.

BIO: Richard is currently the Assistant Director, Regulatory & Science at the CCTFA (Cosmetics, Toiletries and Fragrances Association). Richard gained experience for the past twenty years working at Agriculture and Agri-Food Canada's Health of Animals Laboratory, Warner-Lambert Parke-Davis, AstraZeneca, Estee Lauder and as a consultant .He has a consulting company and specializes in regula-



Speaker/Panelist: Armen Jamjekian Regional Regulatory Compliance and Enforcement Specialist, Controlled Substances Program (Ontario Region), Health Canada / Government of Canada

Topic: Controlled Substances Program Overview and Licensed Dealer Obligations An overview of a Licensed Dealer's obligations to meet the requirements of the regulations for Controlled Substances will be discussed highlighting what the designated personnel are responsible for, such as security requirements, import/export permits and monthly reporting of sales to Health Canada.

BIO: Armen has been with Health Canada over past 3 years as a Senior Compliance and Enforcement Specialist for the Controlled Substances Program as part of the National Anti-Drug Strategy and Controlled Substances Security and Destruction teams. In this role, he performs inspections of Licensed Dealers for compliance with the Controlled Drugs and Substances Act and associated regulations.