

## CQI Breakfast Program PRESENTS

### *“Integrated Quality Management”*

**Presenter:** Denis Leonard, Quality Management Consultant from Bozeman, Montana

**Sponsored by:** Lansing-Jackson Section 1008 of American Society for Quality (ASQ)

Total Quality Management and Quality Assurance gave way to Six Sigma, Lean, Lean Six Sigma, Design for Six Sigma and it goes on .....! Tired yet? Often we are so bombarded by terms and complexities our only hope is to focus on ONE! We can often become so comfortable with one of these that we don't venture beyond it.

But these are all tools, techniques and philosophies of quality management. Denis will show how Baldrige, ISO9000, ISO14000, ISO 18000, Six Sigma and others can be linked and integrated to create an understandable consistent program for improvement. He will use examples from 4 very different companies that he helped to implement these programs, as illustrations for how this can be done. Importantly Denis believes that there is no *“one size fits all”* – you can personalize and adapt so that your integrated program evolves to fit your organizational culture, industry and challenges. Critically this eliminates the feeling of a management ‘fad’ that so often can erode improvement programs.

Denis has a degree in engineering in addition to an MBA and PhD in quality management and graduate degree in education. He is a Senior Member of the American Society for Quality, Fellow of the UK Chartered Quality Institute and an ASQ Feigenbaum Medalist. He has been an examiner for the Malcolm Baldrige National Quality Award, Judge for the Wisconsin Forward Award and International Team Excellence Award. With experience in management, consulting, auditing and training he has led companies to win national awards for quality, safety and environmental management. He is co-author of The Executive Guide to Understanding and Implementing the Baldrige Criteria published by ASQ's Quality Press.

**CQI Breakfast Meeting – Wednesday, May 21, 2008 - “Integrated Quality Management”**  
TIME: Breakfast Buffet, networking and registration is from 7:15 - 7:45 a.m. Program 8:00 – 9:30 a.m.  
LOCATION: Conference Center at Lansing Community College West Campus  
COST: \$30 per member or \$35 per non-member in advance or at the door.  
Make checks payable to Lansing Community College. MasterCard and Visa can now be accepted.

**Reservations:** Please RSVP\* by Friday, May 16, 2008

**Call** the CQI office at **517 483-1363** or **e-mail** to **tennisj@LCC.edu** or **FAX** to **517 483-9823**

Name \_\_\_\_\_ Organization \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_

*\* The Conference Center charge is based on number of reservations.  
Registrant is responsible for cost of reservation unless a 24-hour notice of cancellation is received.  
You can send a colleague in your place!*



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