



# American Society for Quality Southern CT Section 301 January 16, 2019



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**(open)**

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**Wednesday January 16, 2019**

## Supplier Quality Management Partner or Adversary?

**Location: Honeywell Fire Safety**  
12 Clintonville Road  
Northford, CT 06472

**Driving Directions:** Wilber Cross to exit 63, then  
East on Route 22. Honeywell is 3.3 miles on the  
Left

**Parking:** Park in the Parking Lot, follow signs to "Employee Entrance" lobby for  
registration then proceed to reserved Lecture Room.

5:00pm. – Registration Networking Starts

5:30 – Dinner Pizza Served on Arrival– Cost \$15/Person

6:15 – Presentation

RSVP by January 15th to [tomane723@aol.com](mailto:tomane723@aol.com)

Please join APICS New Haven Chapter and ASQ New Haven Chapter for this topic of current importance.

In this session, Juran's CEO Joseph A. DeFeo will examine the simple, but made difficult, supplier quality management system. He will examine the supplier: selection, assessment, segmentation, monitoring and rewarding excellence in the supply chain. Learn how to develop an effective relationship with your suppliers and remove the burden of being shut down because your supplier did not understand your requirements or thought all your purchasing protocols only wanted lower costs and not better quality.

### *About Our Speaker*

Dr. Joseph A. DeFeo, Chairman and CEO of Juran, is recognized as one of the world's leading experts on transformational change and breakthrough quality management. For 27 years, Dr. DeFeo has worked as a trusted adviser helping business leaders increase sales, reduce costs and improve its customer experience through the deployment of performance excellence programs. These include Business Process Quality Management, Lean, Six Sigma, Strategy Deployment and Change Management.

Dr. DeFeo has ushered the Juran Institute into Juran to support a new age of business improvement by successfully building on universal principles pioneered by Dr. Joseph Juran nearly 60 years ago and infusing current thinking and strategies around performance excellence and transformational change.

Dr. DeFeo has written numerous popular texts. To name a few, the most recent being the 7th Edition of Juran's Quality Handbook, The Complete Guide to Performance Excellence; the "go to" resource for quality management and performance improvement leaders, co-authored with Dr. Joseph M. Juran. Secondly, Juran's Quality Essentials for Leaders, provides a concise message delivered for leaders to teach them how to embrace quality, not fight it, to be a globally competitive enterprise. Lastly, Six Sigma Breakthrough and Beyond which Joe co-authored with his late mentor, Dr. William Barnard.

DeFeo's belief that a relentless customer focus and integrity drives business results was recently noted by Steve Denning of Forbes.com. "By re-focusing primary attention on the customer and on exceeding the customer's expectations, the Juran Quality Handbook has done quality management a great service." A frequent motivational guest speaker at international conferences, Dr. DeFeo has presented in over 30 countries.

## *Programs*

Meeting are usually on the second Wednesday of each month.

## *Certification*

Certification prep courses run in the fall, winter, and spring. For details on certification, see [www.asq.org/certification/](http://www.asq.org/certification/) to confirm dates and register for the certification exams.

For further information, please contact Mike D'Onofrio at [mikedonofrio301@yahoo.com](mailto:mikedonofrio301@yahoo.com), or 203-570-36