



MS Quality Awards/
MS Community & Junior Colleges'
Workforce Development Centers

**17th Excellence in Mississippi Conference
7th Mississippi Quality Awards Ceremony including
1st Governor's Achievement Awards**

April 18 & 19, 2002

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Theme: Getting Back to Business in Mississippi



MS Quality Awards/
MS Community & Junior Colleges'
Workforce Training Centers

17th Excellence in Mississippi Conference

7th Mississippi Quality Awards Ceremony including Governor's Achievement Awards

Theme: Getting Back to Business in Mississippi

to be held at the

Clarion Hotel,

Jackson, MS

April 18 & 19, 2002

Conference Sponsors

HolMac

**MS State Board for Community
and Junior Colleges**

ASAP Printing & Copying

Heatcraft

University of Mississippi, Tupelo

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ASQ Central MS Section

Northrop Grumman Ship Systems

Excellence In Mississippi Inc. is a nonprofit 501 C(3) organization founded 16 years ago by a group of Quality professionals to improve the understanding and acceptance of quality principles by Mississippi organizations. Excellence In Mississippi, Inc. was established as a forum for the exchange of information concerning ways in which businesses and industries in Mississippi can improve the quality of their organizations. Through the years, participation in the Excellence In Mississippi conference has greatly increased and it continues to gain respect as Mississippi's premier quality management training opportunity. Contact: Bill Sowell, 601.922.0146

The Mississippi Quality Award was established as a service to all Mississippi organizations that wish to share in the value, training and achievements associated with the application of continuous improvement principles in order to better serve their customers and stakeholders. The award criteria present a guideline for companies or institutions to assess their capabilities and achievements toward achieving performance excellence. All organizations, whatever the implementation stage of their continuous improvement program, benefit from the knowledge and skills gained from participation in the program. The Mississippi Quality Award is administered by the Mississippi State Board for Community and Junior Colleges. Contact: Duane Hamill, 432.6349, fax 432.6363, dhamill@sbcjc.cc.ms.us

The Mississippi Community & Junior Colleges' Workforce Development System provides for the creation and development of regionally based education and training which responds to the needs of Mississippi's workforce and employers. It is driven by the demands of industry and a competitive economy; makes maximum use of limited resources and provides for continuous improvement through constant assessment of the results of education for individual workers and employers. Workforce education through the state's community college system is an enormous effort to build a world-class workforce. Workforce Development Centers are operated on each of the 15 community college campuses.

Workshop Descriptions

*****Thursday - Morning Workshops - April 18, 2002 - 8:30 - 12:00 am*****

Overview of ASQ's Certified Quality Auditor (CQA), *Mary Anderson, Chair Recertification Committee, ASQ Central Mississippi Chapter;* The American Society for Quality offers Certification in a number of quality fields, including Certified Quality Auditor (CQA). The workshop will familiarize the participants with the CQA and will cover the history, benefits, requirements and the body of knowledge of the CQA as well as the certification requirements.

Peoplewise Management™, The Art of Managing Brain-to-Brain, *James S. Payne, Management & Motivation;* Peoplewise Management teaches how various individuals think, behave and respond. You will learn state-of-the-art management techniques that will assist you in being more effective with customers, employees, friends, enemies, and maybe even your spouse or significant other.

Introduction to Lean Manufacturing, *Gene Townsend and George Parsons, Heatcraft Inc.;* In order to compete in today's environment, businesses need a tool to streamline their processes. A tool that many are using is "Lean Manufacturing". Lean manufacturing is a systematic process for eliminating waste that was developed by Toyota. Participants will learn the principles of lean manufacturing and participate in a lean manufacturing simulation.

Six Sigma, *Jennifer P. Cantrell, ITT Industries Engineered Valves;* Learn how the Six Sigma Methodology can be used in your business strategy. An overview of the Measure, Analyze, Improve & Control process will show you how statistical techniques may be used for process improvement. Learn which quality tools can provide data to help identify and support projects with the greatest potential for reducing costs. Get hands on experience in using basic tools such as brainstorming, fish-bone diagram. Gage R&R, Pugh method and Quality Function Deployment.

Growing Your Business by Advertising via U.S. Mail, *Carol Golman and Sonya Lee, U.S. Postal Service;* Thousands of organizations, and individuals use Standard Mail every day to advertise and reach current or prospective customers and clients. Is Standard Mail right for you? You will learn how work-sharing discounts offer home-based business, local merchants as well as large businesses and organizations substantial savings over the cost of First Class Mail.

Customer Service Database - A Tool For Improved Customer Satisfaction, *Mark A. Lee, Guest Services Manager, St. Dominic-Jackson Memorial Hospital;* Creating a distinction between a good hospital and an exceptional one requires an emphasis on customer service. St. Dominic's Customer Service Model was the basis for developing an in-house customer service database, which links together the various existing programs to create a comprehensive "state of the hospital" report. Participants in this workshop will review the components of Customer Service Model, learn of the various customer service programs in place at St. Dominic's, and recognize the use of a database as an "information linking" tool.

Help...My Quality System Has Hit A Pothole, *Delores Bryson, Q²;* If this sounds like your organization, you don't want to miss this workshop. Among the potholes in an organization are: "Management will never support it." How do we convince management to support our quality system? . I mean really support it – not provide lip service – but actually walk the talk? Well, I wouldn't want to give too much away – you will have to attend the session to find out. Believe me, you will find a way to not only get out of the potholes, but also the ruts....Yes, managers – you are encouraged to attend

*****Thursday - Afternoon Workshops - , April 18, 2002 - 1:00 - 4:30 pm*****

Overview of ASQ's Certified Quality Engineer (CQE), *Mary Anderson, Chair Recertification Committee, ASQ Central Mississippi Chapter;* The American Society for Quality offers Certification in a number of quality fields, including Certified Quality Engineer (CQE). The workshop will familiarize participants with the CQE and will cover the history, benefits, requirements and the body of knowledge of the CQE as well as the certification requirements.

Peoplewise Self Motivation™, Jump Start Yourself Without Batteries, *James S. Payne, Management & Motivation;* You don't motivate anyone unless you are motivated. Self motivation is tricky but powerful, complex but easy to learn, and intense yet fun. Learn how to turn yourself on without mind-altering drugs. As a bonus, you will learn how to control your own dreams – if you dare!

Statistical Thinking, *Jim Collins, Collins, Collins & Assicoates;* What is actually happening in your organization? Are you operating on fact, or on management by guess or instinct? Although your instincts are important, it is critical to know if you are providing the product or service you thought you were providing. This workshop will offer an overview of available statistical techniques and will show where teams can use them to help not hinder in thinking. A common sense approach to the collection, analysis, and the use of information is stressed.

High Performance Leadership, *Harold Kay, Harold Kay & Associates;* Strong, well directed leadership has never been more important than it is today. Leading a corporation, a work team, or project team requires specific skills, knowledge and abilities. This session will define the skills and characteristics a leader must possess to enable a team to accomplish its objectives and produce superior results for the team and the individual members.

Corrective vs. Preventive Action, *Baskar Kotte, Quality Systems Enhancement, Inc.;* This workshop will help the participant understand the differences between corrective and preventive action. It teaches how to begin a proactive procedural approach that anticipates problems and their solutions before they happen and thereby reduces unproductive time loss.

Achieving Lean Production Through Cellular Manufacturing Systems, *Jerry McCormick, J.D. McCormick & Associates, Inc.;* Why lean production and cellular manufacturing? To be a World-Class supplier of products or services as judged by customer, employees, and shareholders you must change from a batch manufacturing system to the full implementation of JIT technologies which lead to reorganization into manufacturing cells. This workshop will present the transformation of manufacturing operation from a traditional system to a complete system of flow manufacturing.

Let Experience Work For You!, *Rob Benson, First Steps Training & Development, Inc.;* Are you spending significant resources on employee training only to find that very little "sticks?" Maximize your training investment with Experience-Based Training (EBT) methods. Designed for training and human resource directors, this workshop will lead participants through a series of exercises entitled "The Quality Journey" and provide instruction and insight on how to effectively facilitate and integrate experience-based methods into current training offerings.

Friday Mini-Workshop Descriptions

*****Friday - General Session - April 19, 2002 - 8:30 am - 10:00 am*****

Manufacturing & Service Team Presentations, Several teams from “high performance” organizations will share their success stories in this open session.

*****Friday - Mini-Workshops - April 19, 2002 - 10:15 am - 12:15 pm*****

ISO 9001:2000, *Baskar Kotte Quality Systems Enhancement, Inc*; The focus of this program is to provide the differences between the existing standards and the new improved 2000 standards. The discussion will emphasize the user friendly nature of these new standards and the benefits of their simplified approach in developing a practical quality system.

Workplace Violence, *Johnny R. Purvis University of Southern Mississippi*; This program will define violence and power and discuss why people get angry. It will discuss predicting violence through understanding the warning signs of violence in the workplace. It will also discuss how to deal with anger and workplace violence and to help individuals deal with stress.

Mississippi Quality Award Program - Overview, *Duane Hamill, Director, Mississippi Quality Awards Program*; This session will provide an overview of the Mississippi Quality Awards program, discuss the benefits of participation and explain the value of examiner involvement. In addition, the session will of the Baldrige National Quality Award’s Criteria for Performance Excellence and describe how the criteria supports organization-wide alignment.

Sailing into Quality Education with Koalaty Kid, *Mary Anne Wheeler & Bebie Barrett, Fred A. Olds Elementary School, Raleigh NC*; Koalaty Kid is a structured, supportive approach for learning and applying quality tools and practices in school settings. Grab your deck shoes and get some exposure to concrete examples of how quality tools can facilitate student responsibility and involvement in the learning process as well as promote continuous improvements in curriculum, learning and communications within a school.

The Toyota Production System, *Billy Peacock, Viking Range Corp.*; Over the past fourteen years Viking Range Corporation has experienced very rapid growth in a high-variety low-volume environment. The Toyota Production System (Lean Manufacturing) has been very important in allowing the firm to respond to this growth. This presentation will describe the T.P.S. system used at Viking. There will be a discussion of how it played a big part in Viking’s meeting this growth and why Viking choose T.P.S in the first place. This presentation will also reveal how Viking continues implementing T.P.S.

Strategic Planning for a Small Business, *Jamie Holder, Hol-Mac Corporation*; Many small businesses conduct strategic planning, but most often, the plan doesn’t receive any further attention until “that time again” next year. This “World Class” small business, which has received the Governor’s Award from the Mississippi Quality Awards program, will share an approach that integrates their strategic level plans with their daily operations. Participants will learn what works, and learn about a model for planning to succeed!

Diffusion of Innovations, *Mike Villa, T.I. Automotive North America*; The adoption of innovation often takes a long time, possibly even years. This presentation will explore some techniques that can be used to decrease the amount of time it takes to get an idea understood and implemented, and will offer the process of implementing Lean manufacturing at T.I. Automotive as a practical example of the use of these techniques.

Contact Information

Conference Information

Bill Sowell, 601-992-0146 email: Bsowell254@aol.com

Duane Hamill, 601-432-6349 fax 601-432-6363

Frank Wiebe 662-844-5622, fax 662-844-5625

Clarion Hotel

400 Greymont Ave., Jackson, MS

601-969-2141

Group Rate if reserved by: 3/15/02 - \$79 plus tax
Mention Excellence in Mississippi for group rate

Conference Schedule

Thursday, April 18, 2002

7:00 a.m. - 8:00 a.m. Registration

7:00 a.m. - 6:00 p.m. Area for Exhibits Open

8:00 a.m. - 8:30 a.m. Welcome and Room Assignments

8:30 a.m. -12:00 p.m. Morning Workshops

- T1.) **Overview of ASQ's Certified Quality Auditor (CQA)**
- T2.) **Peoplewise Management™**
- T3.) **Introduction to Lean Manufacturing**
- T4.) **Six Sigma**
- T5.) **Growing Your Business by Advertising via U.S. Mail**
- T6.) **Customer Service Database - A Tool For Improved Customer Satisfaction**
- T7.) **Help...My Quality System Has Hit A Pothole**

12:00 p.m. -1:00 p.m. Lunch

1:00 p.m. - 4:30 p.m. Afternoon Workshops

- T8.) **Overview of ASQ's Certified Quality Engineer (CQE)**
- T9.) **Peoplewise Self Motivation™**
- T10.) **Statistical Thinking**
- T11.) **High Performance Leadership**
- T12.) **Corrective vs. Preventive Action**
- T13.) **Achieving Lean Production Through Cellular Manufacturing Systems**
- T14.) **Let Experience Work For You!**

6:00 p.m. - 8:00 p.m. Reception at the Pool

Conference/Award Ceremony Schedule

Friday, April 19, 2002

7:30 a.m. - 8:00 a.m. Registration

7:00 a.m. - 3:00 p.m. Area for Exhibits Open

8:00 a.m. - 8:30 a.m. Opening Session

Master of Ceremonies: Dr. Frank Wiebe, University of Mississippi, Tupelo

Introduction of Winners of the Dr. Edward Gillenwater Jr. Scholarship - Granted by Excellence in Mississippi

Welcome: Honorable Harvey Johnson Jr., Mayor - Jackson, MS

8:30 a.m. - 10:00 a.m. General Session - Manufacturing and Service Team Presentations

10:00 a.m. - 10:15 a.m. Open Exhibits/Networking

10:15 a.m. - 12:15 p.m. Mini-Workshops

- F1.) **ISO 9001:2000**
- F2.) **Workplace Violence**
- F3.) **Mississippi Quality Award Program - Overview**
- F4.) **Sailing Into Quality Education with Koalaty Kid**
- F5.) **The Toyota Production System**
- F6.) **Strategic Planning for Small Business**
- F7.) **Diffusion of Innovations**

12:15 p.m. - 1:15 p.m. Awards Luncheon

1:15 p.m. - 3:00 p.m. The Mississippi Quality Awards and The Governor's Achievement Awards Presentation Ceremony
Master of Ceremonies: Dr. Olon Ray, Executive Director, MS State Board for Community and Junior Colleges
Speaker: The Honorable Governor Ronnie Musgrove

Core Conference Committee and MQA Program Volunteers

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State Board of Community
and Junior Colleges

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Heatcraft, Inc.

Joan Henderson
Carroll County Schools

Randall King
Multicraft Enterprises

Keith Jones
Reckitt Benckiser

Bill Sowell *
Pug Power

Coleen Sowell
Rankin County Schools

Harold Kay *
Harold Kay & Associates

Liz Wilson *
Holmes Community College

Angelia Wiebe

Frank Wiebe *
University of Mississippi, Tupelo

Mississippi Quality Awards Panel of Judges

Bill Barnett
Southern Quality Group

Leo Braun
Johnson Controls (retired)

Dr. Cheryl Dale
William Carey College

Roger Montgomery
Double G. Coatings Co. LP

Dr. Paul Starkey
Delta State University

Dee Spencer
Entergy Operations

Dr. Dianne Tyre
St. Dominic Hospital

Dr. Frank Wiebe
University of Mississippi, Tupelo

Mississippi Quality Awards Program Board of Examiners

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Hollywood Casino and Resort

Joe Adams
BorgWarner, Air/Fluid Systems

Marvin (Ricky) Allen, Jr.
Ergon, Inc

Bill Barnett
Southern Quality Group

Ricky Bell
KOHLER Engines

Charlie Bennett, Jr.
Ergon Refining, Incorporated

Sandra Booker
SAIC

Leo Braun
Johnson Controls (retired)

Larry (Andy) Bridges, Jr.
Anel Corporation

Karen Countiss **
St. Dominic Hospital

Jennifer Cantrell
ITT Industries Eng. Valves

Mary Clayton
NEMCC, Div. Training & Economic
Development.

Robert Cline
Raytheon Electric Systems

Dr. Warren Couvillion
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Dr. Cheryl Dale
William Carey College

Scott Dean *
Delta Medical Center

Ryan Doerr
Entergy Services, Inc.

Frank Drayton
Raytheon Company

Nancy Fagan
St. Dominic Hospital - St.
Dominic Cancer Center

Dr. Barbara Gandy
Pearl River Community College

Michael Gay
Blue Cross & Blue Shield

Dale Hair *
Camfil Farr

Donna Harris
Mississippi Baptist Health
Systems, Inc.

Steve Heifner
Marconi Communications

James (Jim) Hines, III
Vicksburg Dist., U.S. Army
Corps. of Engineers

Thomas Holliday
RPM Pizza, Inc.

Bill Huff
Color-Box, LLC

Greg James *
Piper Impact

Keith Jones
Reckitt Benckiser

Randall King
Multicraft Enterprises

Steve Koon
Piper Impact

Toni Layer
South Central VA Health Care Net,
Suite A, 3rd Flr

Jess Mark
NMHS

Roger Montgomery
Double G. Coatings Co. LP

Patrick (Lance) Mosley
Kellwood Company

Richard Mueller, III
RPM Pizza Inc.

Linda Olier
RPM Pizza, Inc.

Robin Ousley
Kohler Engines

Dr. Susan Pendergrass
Department of Veterans Affairs

Beverly Raines *
Entergy Operations

John Sain, III
Computer Data Systems

Michael Schaefer
Multicraft Madison

Kristin South
Mississippi Baptist Health
Systems

Dee Spencer
Entergy Operation, Inc.

Dr. Paul Starkey
Delta State University

Dr. Charles (CL) Stevenson
South Panola School District

Dr. Robert (Bob) Taylor
MS State University

Sandra Thomas *
United States Postal Service

Dr. Dianne Tyre
St. Dominic Hospital

Gary Wells
Parker Hannifin-Chelsea
products Div.

Dr. Frank Wiebe
University of Mississippi-Tupelo

Freddie Williams
Marconi Communications

Kim Yarter
KOHLER Engines

* *Team Leader*

** *Special Team Advisor*

Conference/Award Ceremony Registration Form

Company Name: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: _____ Company Contact: _____

Morning - Thursday Workshops \$80 each - Afternoon

- T1.) Overview of ASQ's Certified Quality Auditor (CQA)
- T2.) Peoplewise Management™
- T3.) Introduction to Lean Manufacturing
- T4.) Six Sigma
- T5.) Growing Your Business by Advertising via U.S. Mail
- T6.) Customer Service Database - A Tool For Improved Customer Satisfaction
- T7.) Help...My Quality System Has Hit A Pothole

- T8.) Overview of ASQ's Certified Quality Engineer (CQE)
- T9.) Peoplewise Self Motivation™
- T10.) Statistical Thinking
- T11.) High Performance Leadership
- T12.) Corrective vs. Preventive Action
- T13.) Achieving Lean Production Through Cellular Manufacturing Systems
- T14.) Let Experience Work For You!,

Please List Participant Names and Workshops Below

Lunch is included for those attending both a morning and an afternoon workshop(add \$25 for lunch if attending only one workshop)

Name	Wksp.	Amount	Name	Wksp.	Amount	Name	Wksp.	Amount
Total.....\$ _____			Total.....\$ _____			Total.....\$ _____		

Friday Conference/Award Ceremony

Conference Fee (\$45) 8:30 am - 3:00 pm

Fee includes all open sessions, a mini-workshop, lunch and the award ceremony

Friday Mini-Workshops - April 19, 2002 - 10:15 - 12:15am

- F1.) ISO 9001:2000
- F2.) Workplace Violence
- F3.) Mississippi Quality Award Program - Overview
- F4.) Sailing Into Quality Education with Koalaty Kid
- F5.) The Toyota Production System
- F6.) Strategic Planning for Small Business
- F7.) Diffusion of Innovations

Please List Participant Names Below

Name	Amount	Name	Amount	Name	Amount
Total.....\$ _____		Total.....\$ _____		Total.....\$ _____	

Total Fees for Thursday, April 18th Workshops and lunch.....\$ _____

Total Fees for Friday, April 19th Mini-Workshops and Ceremony.....\$ _____

Total Fees.....\$ _____

Total amount of check \$ _____ Mail to: Excellence in Mississippi, Inc. P.O. Box 578, Ridgeland, MS 39158

Make checks payable to: Excellence In Mississippi, Inc.

All registration forms should be postmarked by April 5, 2002. No refunds or cancellations after April 12, 2002.

Bill Sowell, 601-992-0146 email: Bsowell254@aol.com, Duane Hamill, 601-432-6349 fax 601-432-6363, Frank Wiebe 662-844-5622, fax 662-844-5625.