



## Guidelines for ASQ Dinner Meeting Presentations

### **Purpose:**

To provide presenters with some insight into the type of topics that might be considered when preparing a presentation to be given at an ASQ dinner meeting.

### **Dinner Meeting Audience:**

Dinner meeting attendees may vary from technical university students to top executives of local businesses; including manufacturing, healthcare, education, and service companies. It is important to keep in mind that “quality” is applicable to all types of organizations, and we can always learn something from each other. Often, quality practices include principles, tools and techniques that can be common to a general audience; including internal and external customers and other interested parties. Almost anything can apply and make an interesting presentation!

**NOTE: The Binghamton section of the ASQ recognizes the Free Speech of the First Amendment to the U.S. Constitution. However, we ask guests and presenters to refrain from any conduct, written information or verbal remarks that could offend attendees at any ASQ Binghamton section event. Disparaging remarks related to gender, race, religion, sexual orientation, or political bias will NOT be tolerated. Presenters who feel they can NOT comply with these requirements should decline participating in the event. Compliance to the ASQ Code of Ethics is expected.**

Dinner meetings are structured (networking time, announcements and introductions, dinner, program and closing remarks) yet casual and interactive. Everyone is welcome.

### **Presentation Duration:**

Presentations should be at least one-half hour in length but not exceed a total time of one hour. It is appropriate to allow some time for questions and answers.

### **Presentation Material:**

Presentations should be PowerPoint slides. We provide the computer and projector. Presentations can be sent to a contact person for pre-loading on our computer or brought to the meeting on a USB flash drive.

If special accommodations are needed such as a flip chart, please let us know in advance. We prefer the presenter bring any handouts to the meeting.

### **General Presentation Topics:**

The presentation should not simply be a “marketing or sales” oriented presentation. It should address the role “quality” plays in your organization. It should be instructional as well as informative. Some possible questions the presentation might address include:

- How does “quality” play a role in the success of the business; including the emphasis on customer satisfaction?
- What are the management leadership principles that are emphasized in your organization?
- What is your business/industry environment related to quality competitiveness? What is your organization doing to prepare and continually improve?
- What roles do ISO or industry certifications play in ensuring high quality products and services?
- How has the organization’s history, products, or services contributed to its success?
- Are any specific “quality” tools or techniques used that contribute to meeting customer requirements and achieve high customer satisfaction? (6-Sigma, LEAN, Kaizen, Statistical Process Control, 5-S, Just-In-Time, etc.)
- Are there specific organizational policies, principles or objectives that guide the organization?
- Is there a vision for the organization to help take it to the next step?
- How does planning for “quality” ensure organizational objectives are achieved?
- What organizational, product and process measurements are monitored to demonstrate performance against objectives?
- What is innovative about the organization’s approach to meeting customer needs?
- What quality techniques have worked well... or not worked well... for the organization? Any lessons learned? What could be done differently?
- What are the roles, responsibilities, and interactions of management and employees?
- How does the management of “human resources” contribute to organizational success? (Compensation, benefits, communications, personal development, etc.)
- How do you select and train employees throughout the organization?
- Do you encourage ASQ certification by employees as a tool for continually enhance skill levels?

### **Contact Information:**

If you have any questions or need additional information, contact Bob Lerner – Program Chairperson at [bob.lerner@hotmail.com](mailto:bob.lerner@hotmail.com) or by phone at (607) 348-6022.