



American Society for Quality (www.asq.org) – Washington DC and Maryland Metro, Section 509 (www.asq509.org)

Biomed/Biotech Special Interest Group (SIG) Meeting
(<http://www.asq509.org/ht/d/sp/i/31557/pid/31557>)

“Confession of A Lean Six Sigma Master Black Belt”

To be presented by

Arnold Pachtman, PhD, MBA, CSSBB (pachtman@alum.mit.edu)
Independent Consultant and Manager
Director for Customer Service, ASQ Section 509

“The Systematic Pursuit of Performance Excellence”

To be presented by

Robert J. Scanlon, CQE, CRE, CMQ/OE, CSSBB (Robert.Scanlon@tsa.dhs.gov)
Manager, Performance Management
Office of Security Operations, Transportation Security Administration (TSA)
2013-2014 Chair, ASQ Section 509

Thursday, October 10, 2013

6:00 – 6:20 PM – Networking; Pizza/drink

6:20 – 8:45 PM – Program

8:45 – 9:00 PM – Door-prizes drawing; Networking

Online Registration site: <http://www.asq509.org/ht/d/DoSurvey/i/35817>

Open to Public –

\$5: non-ASQ members to cover pizza/drink cost;

Free: ASQ members, MJ-DC members, CAPA-DC members, FAPAC members, CCACC volunteers/employees, veterans, senior citizens, students, interns, residents, postdocs, FDA Commissioner’s Fellows, current job-seekers, and currently furloughed Federal colleagues

Location: Kelly’s Deli Conference Center, 7519 Standish Place, Rockville (Derwood, for GPS users), MD 20855

Registration Deadline: Please register by Thursday noon, October 10, 2013.

Question: Please contact Dr. C.J. George Chang, Chair of Biomed/Biotech SIG, ASQ509; gchang2008@yahoo.com or 240-793-8425 (cell).

Driving directions: By Cars: From I-270 (N or S bound): Take Exit 9A and exit from the FIRST right exit; turn left (east) onto Shady Grove Dr.; turn right (south) onto Rockville Pike (**Route 355**); turn left (east) onto East Gude Dr.; turn left (north) immediately onto Crabb’s Branch Dr.; turn left (west) immediately onto Standish Place. The first building on your right side is 7519 Standish Place; open parking). The venue is on the first floor with its entrance opposite to the left side of building main entrance. **By Metro trains:** Off from Red Line **Shady Grove Station**, and take RideOn **Route 59 TOWARD ROCKVILLE** and get off from “**Calhoun Place**” stop. Standish Place is next to the Bus stop. Our venue is within 2 min of walking distance from the stop.

Summary:

Confessions of a Lean Six Sigma Master Black Belt

1. Brief Lean Six Sigma (LSS) History
2. LSS Body of Knowledge (LSSBOK)
3. Stories
4. Q&A

The Systematic Pursuit of Performance Excellence

This presentation will focus on the development of a high performance management system in the United States under the Baldrige National Quality Program. Since its inception in 1987, the Baldrige developed and has continually refined the Criteria for Performance Excellence which represents “the leading edge of validated management practices” that support organizational sustainability and market leadership.

Presenter's Bio:

Arnold Pachtman, PhD, MBA, CSSBB (pachtman@alum.mit.edu)

Arnold Pachtman (白文安) is a **manager** and **consultant** with over 20 years of experience in Lean Six Sigma (LSS), engineering, and business management. Since 2009, Dr. Pachtman served as LSS Master Black Belt at \$2B government program offices. From 2001 to 2008 Dr. Pachtman was a **Senior Manager** at Raytheon, where he led initiatives in Lean Six Sigma, product development, and strategic marketing. From 1999 to 2000, Dr. Pachtman was **founding CFO** of NetPlexus, a managed Internet security startup, where he helped grow the firm to \$4 M in annual revenue and won a \$5M venture capital investment. Prior to that, Dr. Pachtman was a **Nuclear Power Plant Project Engineer** at Ebasco-CTCI Corp. in Taiwan, ROC. Dr. Pachtman's areas of special expertise include creative performance improvement and problem solving, system engineering, enterprise strategic planning, strategic marketing and product development, troubled program turnaround, and tiger team leadership. Dr. Pachtman is currently **Voice of the Customer Chair** for the American Society of Quality (ASQ) DC-Maryland Section, and is a past **Director** of the MIT Club of Washington and MIT Enterprise Forum of Washington-Baltimore. He has over 100 projects and publications to his credit, and is fluent in Spanish, Portuguese, and Chinese.

Dr. Pachtman holds the PhD in Nuclear Engineering from MIT, the MBA with honors from the University of Texas at Austin, LSS Master Black Belt Certification from Arizona State University, and the Certified Six Sigma Black Belt (CSSBB) from ASQ. He is the current **Director of Customer Voice** for ASQ Section 509.

Bob J. Scanlon, CQE, CRE, CMQ/OE, CSSBB

Robert J. Scanlon is **Manager**, Performance Management for Security Operations at the Transportation Security Administration (TSA). He is currently responsible for strategic planning, performance analysis, and performance improvement through the use of Lean Six Sigma. He has been responsible for the performance metrics program in Security Operations since 2004. In that capacity, he manages the Enterprise Performance Management Platform, a mission-critical system used to collect, analyze, and report on operational performance to senior TSA leadership. Among the key leadership reports supported by this system, the most significant was the Management Objective Report (MOR) which drove improved performance and contributed approximately \$300 million in operational efficiencies since 2007. This system has been recognized by a number of external organizations, most recently by The Data Warehouse Institute (TDWI) at their national conference in August, 2010 as a best practice in government. In January 2009, he received the Individual Excellence Award from MicroStrategy at their annual World Conference for his leadership in driving the effective use of business intelligence at TSA. His prior work includes 28 years of Quality management experience at the US Postal Service, Southern Pacific Railroad, and Caterpillar Inc.

Bob earned a BS in Metallurgical Engineering from Missouri University for Science & Technology (formerly the University of Missouri – Rolla), and holds ASQ Certifications in Quality Engineering, Reliability Engineering, Quality Management, and Six Sigma. He was elected a **Fellow** by the ASQ Board of Directors in 2011. Since 1995, he has served for 14 years as a **Member** of the Board of Examiners for the Malcolm Baldrige National Quality Award. Mr. Scanlon is the current **Chair** for ASQ Section 509 and teaches refresher courses locally for CMQ/OE, CSSBB, and CSSGB certifications.

This Biomed/Biotech SIG event is cosponsored by the Monte Jade Science and Technology Association of Greater Washington (www.MonteJadeDC.org) and the Chinese American Professionals Association of Metropolitan Washington DC (www.capadc.org).