



**LI ASQ Section 303**  
**Lean Six Sigma Symposium**  
Friday, March 19<sup>th</sup>, 2010, 8:00 a.m. – 3:00 p.m.  
**Hofstra University -- Hofstra USA Center**

- Registration and Continental Breakfast      **8:00 – 8:45**
- Opening Remarks      **Rick Calabrese**, ASQ-LI Chair, Global Corporate Director of Quality Systems, Sartorius Stedim Biotech  
**Owen Ramsay**, LSS Symposium Chairperson, Immediate Past ASQ-LI Chair, Lean Six-Sigma & ISO 9001:2008 Implementation Consultant  
**Dr. John F. Affisco**, Chairman of IT/QM Department, Hofstra University
- Voice of the Customer (VOC) is a Cornerstone to Successful Six Sigma Deployment      **Umberto D'Alessandro**, Operations Director, Pitney Bowes Management Services
- Improving HR Service Experience      **Lisa Teague**, Associate Vice President, AXA Equitable, NY, NY
- Decreasing Turnaround Time of Initial Query Issues      **Anthony Graziosi**, Associate Director Site Services, ICON Central Laboratories, Farmingdale, NY
- Lean Six Sigma for the Office      **Brian Ascetta**, a President of Continuous Process Improvement Corporation
- Beyond the Borders: What My Students Taught Me      **Yosef D. Dlugacz, Ph. D.**, Vice President and Chief of Clinical Quality, Education and Research, Krasnoff Quality Management Institute, North Shore – LIJ Health System

Fishbowl question and answer session to follow last speaker

**Early registration by March 10:**  
\$100.00 for members, \$125.00 for nonmembers, no cost for students.  
After March 10, we'll charge \$25.00 additional  
Continental breakfast and lunch will be provided.

For more information contact Owen Ramsey at [oramsay@asqlongisland.org](mailto:oramsay@asqlongisland.org) , or visit [www.asqlongisland.org](http://www.asqlongisland.org)



## REGISTRATION FORM

**Advanced registration fees up to 3/10/10:**      **3/11/10 thru Day of conference registration fees:**

ASQ member	\$100.00	ASQ member	\$125.00
Nonmember	\$125.00	Nonmember	\$150.00
Students	\$ 0.00		
Vendor table (Including one attendee)	\$125.00	<b>Cancellations after 3/12/10 will not be refunded.</b>	

**Fees include continental breakfast, luncheon, and afternoon snack.**

Name \_\_\_\_\_

Title \_\_\_\_\_

Company/Organization \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone (    ) \_\_\_\_\_

E-mail \_\_\_\_\_

ASQ member # \_\_\_\_\_

### Payment method

Enclosed is my check for \$ \_\_\_\_\_

Mail this completed form and check to:

**Kerry Donelan**  
**American Society for Quality, LI Section**  
**336 Woodlawn Ave.**  
**Saint James NY 11780**

If paying with credit card, please go to our website [www.asqlongisland.org](http://www.asqlongisland.org)

All registration will be confirmed by mail after payment is received.