

# The Critical Thinking Process and Tools that Support Root Cause Analysis

written by Lauri Moon | May 1, 2019

“If you can’t describe what you are doing as a process, you don’t know what you’re doing.” — W. Edwards Deming

In this webinar we will review the primary tools used for finding Root Cause, and how to use them effectively to converge on the Root Cause of a problem. We will review the philosophy of the 5 Whys and the Kepner-Tregoe (KT) principles of critical thinking. We will review the most commonly used RCA tools including:

- Cause/Incident Mapping
- Fishbone or Ishikawa Diagrams
- Fault Tree Analysis

The webinar will focus on using best practices to discover the answer to the question, “What did change”. We will demonstrate how to move beyond the philosophy of the 5 whys and to continue investigating until we get past mechanical causes to address systemic and procedural causes that contributed to the choice which started the causal chain. Many iterations of RCA may be necessary to explain a series of true causes before we get to root cause.

## Speakers

 **Michael Curran-Hays**

A professional who works closely with his clients to achieve Operational and Service Excellence in regulated industries, Michael provides executive leadership across Kepner-Tregoe’s (KT) full range of services including directing industry-specific, integrated teams on a wide range of projects. Michael began his career with KT in 1998 as a consultant specializing in organizational processes analysis, issue resolution facilitation, project management system implementation and design, and

executing critical skills transfer in client organizations. Working across a wide range of industries, his clients include Siemens, Johnson & Johnson, Pfizer, Novartis, Bristol-Myers Squibb, Glaxo SmithKline, Roche, Citi Group, Merrill Lynch, Morgan Stanley, Deutsche Bank, Royal Bank of Scotland, Barclays Capital and various government regulatory agencies such as the FDA and USDA.

 **John Ager**

Master trainer, facilitator, and project manager, John Ager leads teams and individuals through solving problems, and implementing operational improvements to achieve strategic goals. He specializes in improving organizational processes and subsequent change management and has extensive experience in project management, facilitating issue resolution, and transferring critical thinking skills. He has worked with clients in both manufacturing and service industries, often in highly regulated sectors. John's ability to integrate and communicate essential organizational data is key to his success with projects that enhance compliance, improve product quality, and increase efficiency. His work has resulted in: optimized organizational structures, optimized project portfolios, successful shifts in product mix and customer focus, and alignment of employee activities with organizational priorities.



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# Next Gen Technologies Engaging Connected Manufacturing

written by Lauri Moon | May 1, 2019

In Industry 4.0 companies are embarking on the transformative journey. The desire to gain new business insights from data, the availability of affordable IoT infrastructure, move to the edge, AI and the advent of 5G are driving strong demand.

Hear from a panel of experts how manufacturers are transforming and how industrial solution builders can keep them ready for the era of new industrial revolution.

Topics of discussion will include:

- trends happening in a connected manufacturing world
- move to the edge, the role of IoT, AI, 5G and other emerging technologies
- ways to help your customers drive digital transformation
- the next generation OEM solutions that we modify, configure, test and optimize to fit your unique needs so that you and your customers can maintain a competitive “edge.”

## Speakers

 **Greg Moore, OEM Enterprise Technologist, Dell Technologies OEM & IoT Solutions**

Greg Moore is the “OEM Enterprise Technologist” for the Dell Technologies OEM & IoT Solutions organisation in the EMEA Region. The Dell EMC OEM team is a Global Engineering & Sales organization, setup to enable customers to integrate the extensive portfolio of Dell Technologies, into the Operational Platforms and Solutions they develop. OEM also provides services for global logistics, global support, product customisation & trade compliance, product rebranding and a specialised rugged portfolio.

Greg supports verticals such as Industrial Automation, Marine, IoT, Space, Surveillance, Transport, Health & Life Sciences and Energy, therefore offering the Defense Industry with insights & trends from across many markets. He has been in the IT industry for over 30 years, lives in Dublin Ireland, with his wife and two children.

✘ **Harry Forbes, Research Director, ARC Advisory Group**

Harry Forbes is a Research Director with ARC Advisory Group based in Boston. Harry leads ARC's coverage of DCS and industrial networks. He contributes to ARC coverage of process automation and the Industrial Internet of Things (IIoT). Harry is also an expert in the electric power vertical industry. Harry has over 30 years of experience in process automation, electric power generation, energy management, modeling and simulation, advanced control, and optimization. He has written for many industry and trade magazines, as well as for many technical and industry conferences.

Prior to joining ARC Advisory Group Harry served in a variety of marketing, sales and engineering posts for Simsci-Esscor, Invensys, and Foxboro. He also worked as a performance and automation engineer in fossil and nuclear power generation at the Detroit Edison Company. Harry is a graduate of Tufts University with a BS in electrical engineering and has an MBA from the Ross School of Business at the University of Michigan.

✘ **Spencer Doyle, Vice President - Industrial Platform, Noodle AI**

Spencer is a life-long client services practitioner. His guiding metric for success in business is his client's own success. A student of data and analytics for his entire career, Spencer spent fifteen years at MicroStrategy playing an active role in every directorate in the organization. Spencer developed a keen sense of how organizations use data to empower executives to make informed business decisions. He parlayed his skills to develop, consult, and sell analytic software and services to clients across the Fortune 2000, becoming a multi-year top global performer and client development leader. Before joining Noodle.ai, Spencer worked as the Director of Sales for Platfora, a big-data software analytics company headquartered in Silicon

Valley. Spencer graduated from Dartmouth College and trained extensively with the Royal Shakespeare Company in London before starting his career in technology. When he's not out-and-about with clients, friends, or family you'll find him playing golf anywhere he can find a course and time to play.



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# **The Top 6 Employee Training Topics: Requirements and Best Practices to Protect Employee Safety**

written by Lauri Moon | May 1, 2019

Employee training is often required by regulation but providing training in non-mandatory topics can help better protect your employees and your company's bottom line. Your overall goal should be ensuring the safety, welfare, and productivity of your workers, not merely satisfying a particular compliance obligation. All training should help employees protect themselves and avoid hazards, so providing training in additional areas (even if not required) gives employees more

information to remain safe — and helps protect your business as well.

This presentation will focus on six topics that often cause problems even when employers do provide training. They include:

- Hazard Communication, which consistently appears in OSHA's top 10 list of most-violated regulations;
- Powered Industrial Trucks, another in OSHA's top 10 list, where training includes operator evaluations;
- Active Shooter/Bullying, which is not required by law, but bullying occurs in nearly every workplace, and preventing violence should be an employer priority;
- Control of Hazardous Energy (Lockout/Tagout), also in the top 10 violations list, which creates the potential for serious injuries and fatalities;
- Bloodborne Pathogens, which impacts many employers - any company with designated first aid responders must provide this training annually; and
- Sexual Harassment, which many employers provide to new hires — but the continued prevalence in workplaces suggests that training could be more effective.

## **Speakers**

✘ **Edwin Zalewski, Editor, J. J. Keller & Associates, Inc.**

Edwin Zalewski has been an editor at J. J. Keller & Associates, Inc. since 1999. He researches and creates content for a number of workplace safety and employee-related subjects. As the Manager of the Workplace Safety & Human Resources Publishing Team, Edwin contributes to a variety of products and delivers presentations around the country. He specializes in discrimination and harassment, overtime, forklift safety, injury recordkeeping, and many other topics.

✘ **Ann Potratz, Associate Editor - Human Resources Publishing, J. J. Keller & Associates, Inc.**

Ann Potratz is an associate editor on the human resources publishing team at J. J. Keller & Associates, Inc. She creates content on employment law issues and best

practices for HR professionals, writing and editing a number of HR newsletters and manuals for employers. Ann specializes in topics such as sexual harassment, hiring issues, discrimination laws, disciplinary actions, and terminations.

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# **Driving Operational Excellence Through Your Front Line**

written by Lauri Moon | May 1, 2019

*"The manufacturers who will succeed are not the ones who work harder, but the ones whose frontlines can learn faster and work smarter."*

In the smart, connected and digital world where organizations are collecting mountains of information, manufacturing and supply chain leaders are harnessing the power of big data to make strategic decisions that drive their business forward. These data-driven decisions are enabling organizations to transform everything from their products to their processes and production models. But there's still an enormous opportunity that remains largely untapped: their people.

The reason for this is two-fold: Firstly, traditional training programs don't engage employees or drive the kind of participation rates needed to impact change. And secondly, they don't capture the kind of information and insights around frontline knowledge and behaviors required to make informed business decisions. What's more, these traditional training programs can't keep up with the pace of digital operations, which means frontline knowledge and skills quickly become irrelevant or obsolete and employees fall behind.

Join Carol Leaman (CEO of Axonify) on Thursday, June 13<sup>th</sup> from 2 - 3 pm EDT as she discusses how leading manufacturers are adopting a smarter, modern approach to training to drive operational excellence through their people. She will also explore how:

- Engaging your frontline with adaptive and personalized training drives improvements in quality, productivity and performance
- Microlearning enables you to make data-based training decisions that drive the right behaviors and positively impact business performance
- Organizations are using microlearning in the real world to drive operational excellence

## **Speaker**

### **Carol Leaman, CEO, Axonify**

Carol Leaman is an award-winning thought leader with an impressive track record of successfully leading tech companies. Not only is she a disruptor in the corporate learning space, but she's also the brains behind the Axonify Microlearning Platform. Prior to Axonify, Carol was the CEO of PostRank Inc., a social engagement analytics platform she sold to Google. She was also the CEO at several other technology firms, including RSS Solutions and Fakespace Systems.

Carol is a celebrated entrepreneur and trailblazer (Sarah Kirke Award 2010, Waterloo Region Entrepreneur Hall of Fame Intrepid Award 2011 and the Profit500 Award for Canada's Leading Female Entrepreneur 2017) whose articles appear in leading learning, business and technology publications. She also sits on the boards of many organizations and advises a variety of Canadian high-tech firms.





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# **Multi-Plant Benchmarking: The Future of Improved Performance with IIoT**

written by Lauri Moon | May 1, 2019

Manufacturers today are under intense pressure to accelerate innovation to maintain an edge in competitive global markets. But with limited visibility into operations and inconsistent data from disparate IT and OT systems that vary from plant to plant, uncovering best practices and determining where to invest is difficult.

Manufacturers that are able to implement data driven decision making based on consistent, automated performance metrics will be able to confidently respond to changes in the fast-moving marketplace and outpace the competition.

### **Session Takeaways:**

- Review key research findings from 2019 State of the Market report on plant benchmarking

- Learn how industrial IoT standardizes and normalizes KPIs enabling confident, data-driven decision-making
- Hear how manufacturers are seeing value with case studies and ROI analysis

## Speakers



### **Justin Hester, Digital Transformation Director, PTC**

Justin is a Digital Transformation Director at PTC where he is responsible for helping organizations realize value with their digital transformation journeys. Prior to joining PTC, he was a Manager at HIROTEC Corporation's Advanced Engineering Center, where he led a global team responsible for creating and executing HIROTEC's digital transformation for both their Tier 1 automotive production and automotive tooling groups. Justin has over 14 years of experience in bringing advanced and innovative manufacturing processes to marketplaces ranging from aerospace to automotive. Justin brings a unique view to IoT, from his experiences in both production facility leadership and large production tooling launches. Justin currently holds an M.B.A, a M.S. in Industrial and Systems Engineering, and a B.S. of Computer Engineering.



### **Brent Robertson, Partner, Fathom.net**

Brent works with leaders to design futures worth fighting for. A partner at Fathom, he champions an approach to strategic planning, talent engagement, and market differentiation that prioritizes people and relationships. As a result, his clients don't simply plan their futures, they bring them to life through the energy of organization-wide involvement in, and commitment to, generating valuable businesses that matter.

In addition to his client work, Brent is an outspoken advocate for the region, and serves as an advisor to community and business organizations who endeavor to create a better future for everyone who lives here. With a bias toward provoking new ways of seeing the world and taking action to change it, Brent is a sought after keynote speaker and is regularly featured in regional and national publications.

Brent has oriented his life around helping people create conditions for their success. He is frequently invited to lecture on the topic of leadership and the future, and uses his personal transformation experience—going from overweight and out of shape middle-ager to ultra-distance athlete in under three years—as a place from which to mentor others through personal and professional change.



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# Developing a Best in Class Environmental Compliance Program

written by Lauri Moon | May 1, 2019

Developing a smarter more agile program that not only helps reduce risks and costs but also embeds excellence is what organizations should strive for. Establishing a program that provides enhanced visibility into potential risks provides you with what’s needed to protect your workers, the environment, and your bottom line now and in the future.

- Starter Pack: The key aspects needed to develop a best in class program

- Creating a Roadmap: Where do you start vs where to go next
- Program Ownership: From C-Suite to Line Employees
- Embedding Excellence: The role of audits and technology
- The Case for Best in Class: An insight into how one organization built their program

## Speaker

 **Jessica Smith Penhall, Senior Consultant, BSI EHS Services and Solutions**

Ms. Penhall has 14 years of experience in environmental, health and safety regulatory requirements and project management. She currently is responsible for managing the West Environmental Practice of over 2 consultants and ensuring the successful delivery of those technical services. Ms. Penhall has accumulated experience in environment, health and safety programs and management systems from program creation to implementation and documentation. She has been responsible for the direction and implementation of safety programs including risk assessment, needs prioritization, program and training development, safety committee leadership, training delivery and coordination, and recordkeeping.

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# Moving Manufacturing Beyond Lean with Digitalization and IIoT

written by Lauri Moon | May 1, 2019

Many manufacturers have leaned out their processes so that the product physically flows efficiently down the line. But what about digitally? Can they look at all their data and glean insights from it? Do they digitally capture all the data they need to perform a thorough analysis to go beyond lean? According to Gartner, the answer is no. They estimate that 70% of all the shop floor data goes unused and much of the problem is that it's not directly usable in the paper form that it's in or it's trapped in the machines on the shop floor.

AutomaTech Technical Director, Matt Bernhard and GE Digital Senior Product Manager, Joe Gerstl will discuss how manufacturers can surpass the performance plateaus of lean manufacturing, by leveraging IIoT technologies such as Manufacturing Execution Systems.

By joining this webinar you'll learn how leading manufacturers such as Toray Plastics, Nestle, and GE Aviation have embraced these powerful tools to:

- Deliver insights to the right people at the right time
- Adapt to meet your customer demands
- Drive short term and long term decisions around equipment, people, suppliers, and more

## Speakers

 **Matt Bernhard, Technical Director, AutomaTech**

AutomaTech Technical Director Matt Bernhard has helped leading Manufacturing & Industrial companies identify and overcome their toughest challenges for over a decade, specializing in Process Automation, Data Collection, Digitization & IIoT, and

Continuous Improvement. Matt leads the AutomaTech Solution Architect team, an outcome-focused group of experienced professionals, directing the technical content development of workshops, conferences, training sessions, and more. Matt and the AutomaTech Solution Architects take a hands-on problem solving approach in identifying customer business requirements and applying appropriate technology solutions to deliver tangible business results. Matt is a Penn State University graduate with a Bachelor of Science in Electrical Engineering.

 **Joe Gerstl, Sr. Product Manager, GE Digital**

Joe Gerstl is the Sr. Product Manager for GE Digital's Plant Applications MES software. He has worked in the software industry and in manufacturing for over 30 years spending time in various roles including engineering, sales and product management while working at leading companies such as Microsoft and now GE Digital.

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# **Making Safety Visual: 10 Proven Strategies for Building a Safety**

# Culture

written by Lauri Moon | May 1, 2019

Safety professionals everywhere are looking for more effective ways to engage their employees and get them focused on safety. Attention spans are shorter than ever. Employees are stressed, distracted and more interested in checking their smartphones than listening to you. Visual communication is the “secret weapon” that can help you capture (and keep) your employees’ attention.

In this lively presentation, you’ll learn:

- Why your employees aren’t hearing you and what you can do about it.
- Why visual communication works.
- 10 proven strategies to integrate visual communication into your safety program.

## Speaker

 **Jude Carter, Vice President of Marketing, Marlin**

Jude Carter is Vice President of Marketing at Marlin, a workplace digital signage company serving thousands of companies in the United States and Canada. With more than 30 years of experience, she has developed marketing and communication strategies for Fortune 500 companies, including Fidelity, Aetna, Adidas and Prudential. An expert in workplace digital signage and visual communication, Jude has spoken at industry association events throughout the United States and Canada, including the Safety Leadership Conference, Behavioral Safety Now, the Digital Signage Expo, and the Waste Expo, as well as at many long-term care association conferences. She is a dynamic speaker and program facilitator. Jude holds a bachelor’s degree in sociology and social work from Arcadia University.

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# **Update on DoD Enforcement of DFARS 7012 Cybersecurity Compliance**

written by Lauri Moon | May 1, 2019

In this webinar, DFARS/NIST cybersecurity compliance experts from eResilience will be joined by Robert Metzger, co-author of the MITRE "Deliver Uncompromised" report that establishes cybersecurity as a 4th Pillar of acquisition, equal in importance to cost, schedule and performance. Mr. Metzger is a leading DoD supply-chain and contract law expert with the firm RJO. This webinar will present an essential update on new actions taken by the DoD to increase the priority on DFARS 7012 compliance across the supply chain.

Recent DoD memos and policy updates have provided guidance to the procurement community on how to incorporate cyber compliance as an evaluation factor in new solicitations and how contracting officers should review and evaluate contractor SSP and POAM documents and identify risks associated with unimplemented security control requirements. New guidance documents also clarify the responsibility of prime contractors to flow DFARS 7012 requirements down to their subs, track the flow-down of Covered Defense Information across their supply chain and prime contractors are put on notice that they must develop plans for assessing the



cybersecurity compliance of their suppliers.

The Defense Contract Management Agency (DCMA) has been instructed to begin auditing contractor compliance with DFARS 7012 as part of their reviews of contractor purchasing systems. (The DCMA is currently expanding its staff of DFARS evaluators from a team of six to a team of 250 personnel.) There's no doubt that the DoD means business when it seeks to tighten up cybersecurity across the supply chain.

Webinar topics will include:

- Update on DoD implementations of DFARS 7012 initiatives
- Interpretation of the new procurement guidance from a business planning and contracting perspective
- Critical aspects to understanding the compliance and readiness of your entire DoD supply chain
- Strategies to prepare for new DoD procurement measures and increased cyber-supply chain oversight

Content will be presented by Tim Williams, Technical Director at eResilience, and Robert Metzger, head of RJO's Washington, D.C. office. Don't miss this informative session on how the DoD is taking actions to enforce DFARS 7012 and NIST 800-171 requirements and how your business can reduce risk.

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# **International Traffic in Arms Regulations (ITAR) Compliance**

written by Lauri Moon | May 1, 2019

Bob Imbriani from Team Worldwide will present a full day International Traffic in

Arms Regulations (ITAR) Compliance program on April 24th in Bellefonte.

This course will provide participants with a solid understanding of export compliance under the ITAR. It will further provide each attendee with an understanding of their responsibilities in supporting their company's compliance program from an export and non-exporter perspective.

Specific topics to be covered include:

- overview of the ITAR
- responsibility for compliance
- general export controls
- customer screening
- registration requirements
- definitions
- U.S. munitions list
- agreements
- licensing
- violations and penalties
- recordkeeping
- upcoming changes

Cost to attend is \$75 and is **payable to SEDA-COG**. Fee includes course materials, refreshments and lunch.

Deadline to register is April 17th.

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