

CQC Presents:

# Concepts and Application Workshops and Networking

## *New Half-Day Workshops designed for:*

- Quality Initiative Leaders
  - Operations and Service Executives
- Healthcare Professionals
  - Quality Professionals
  - Business Owners



### Connecticut Quality Council

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HARTFORD CT 06120-9930



# CQC Presents:

# Concepts and Application Workshops and Networking

**CQC** presents recognized content experts from academia and industry who jointly facilitate a discussion on Quality Management topics that are being implemented in organizations today. These experts share their work and research on the

topics below followed by a guided discussion with the participants. Participants are encouraged to bring real issues from their organizations for analysis by other group members and content experts. Networking is a key component of these half-day workshops.

## Supply Network Management and Development

Thursday, May 15, 2008  
8:30 a.m. - 11:30 a.m.

**Instructors: Ed Arnheiter (Rensselaer) serving as Faculty Expert and Bill Herdman (Pratt & Whitney) serving as Industry Practitioner**

- Organizing for efficient supply chain management to improve customer satisfaction
- Planning, analysis, decisions, and measurement methods to manage supply networks
- Challenges and misconceptions of outsourcing and offshoring practices
- Technology and its impact on your supply networks
- Reverse supply chains and closed-loop supply networks
- Assessing the impact of modular design strategies
- Working with suppliers in order to reduce waste and improve the efficiency of your network

**Edward D. Arnheiter** is an Associate Professor of Management and Technology at Rensselaer's Hartford Campus. Prior to beginning his academic career, Arnheiter spent eleven years in industry as a quality management practitioner in both the defense sector and in consumer products manufacturing. He held key managerial positions with several major companies including: GE, Spalding Sports Worldwide, Titleist, and Foot-Joy Worldwide. Arnheiter received a Ph.D. in Industrial Engineering and Operations Research from the University of Massachusetts at Amherst.

**Bill Herdman** is the Continuous Improvement Manager for Pratt & Whitney's Small Parts Hardware Procurement Organization. Herdman has been instrumental in the development of Supplier Capacity to reduce waste, and improve efficiency for many of Pratt & Whitney's suppliers. He will share his extensive experience and practical knowledge in regards to developing the suppliers capacity to meet your requirements. He has been recognized and received accommodation for his end results in the field of "Supplier Development". Herdman received a Master's degree in Quality Systems specialization in Six Sigma from The National Graduate School of Falmouth, Massachusetts.

## Registration Information

### You can register:

- **By Phone:** (800) 270-7637
- **By E-mail:** [cqc-info@ewp.rpi.edu](mailto:cqc-info@ewp.rpi.edu)
- **By Fax:** (860) 548-7999
- **or complete the form below, tear off, and mail**

5/15/08

### Supply Network Management and Development

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

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

Cut panel to mail

- Member Cost - \$200
- Non-Member Cost - \$300
- Call for Team Pricing for more than two attendees from the same company
- Half-Day Session  
8:30 a.m. to 11:30 a.m.
- Breakfast and Lunch Included