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<b>OCT 5 y 6</b>		<b>MONDAY AND TUESDAY</b>	
	Annex to Castillo meeting room:	Meeting room: Bosque 1	Meeting room: Bosque 2
Oct 5, 9-18	Panelists Selection, Training. and Calibration.	Lean Six Sigma.	Integrated Systems Audit.
Oct 6, 9-18	Instructor: Vilma García Gonzalez	Instructor: Carlos H Vilchis y Charles Aubrey	Shan Ruprai, James Ruprai Jose F Gonzalez Prado
18:00-20:30	Foyer salón Castillo: Participants' Registration.		
19:00-20:30	Meeting room: Castillo 1 & 2: Speakers' Meeting.		
20:30-22:30	Meeting room: Castillo 3: Welcome Cocktail.		
<b>OCT. 7</b>		<b>WEDNESDAY</b>	
8:00-8:50	Foyer Castillo room : Last minute registration.		
9:00-9:50	Meeting room Castillo: Congress Opening Ceremony.		
10:00-11:00	International Asia Pacific Quality Award Presentation in its different categories Manufacturing big and small: Services big and small. Education. Non Profit. Health.		
11:00-11:20	BREAK		
11:20-12:00	2.1 The Impossible Dream. Dr. James Harrington. APQO Official Advisor.		
12:00-12:40	1.1. Quality Management and Current Financial Climate. Shan Ruprai, President APQO and James William Ruprai, Bsc, Environmental Science. Australia		
12:40-13:20	12.1 Excellence in the Management of a Public Body. MA Ramiro Sánchez Flores, Plant Superintendent and Braulio Mejía Obregón, SHAC. Ing. Fernando Hiriart Balderrama Hydroelectric Plant". CFE. Mexico.		
13:20-14:00	5.1 Driving Innovation to Improve Quality of People's Lives. The Uncommon Journey of an Indian Multinational. Mr. Shailesh Ghodekar. Morico, India.		
14:00-15:00	Salammbó Restaurant - Mezzanine: LUNCH		
	Meeting room: Castillo 1		Meeting room: Castillo 2
15:15-15:55	5.2 Resolving 'wicked problems' by Managing with Quality. Gregory Watson. President of IAQ. Finland.		
16:00-16:40	C1. Quality Continuous Improvement, Key for Success. MBA. Nguyen Loc. Deputy General Director. Vietnam Electric Cable Corporation.		
16:40-17:00	Foyer Castillo room: BREAK		
17:00-17:40	C2. Competitiveness as Success Factor. Rubén Medina González. General Director. Administración Portuaria Integral de Lázaro Cárdenas, S.A. de C.V. (Harbour administration)		
17:45-18:25	9.1 Practice Green and Enhance Profitability (a case study). Charles Aubrey. President, IAPQA.		
20:00-22:00	FREE EVENING It is recommended to attend the National Folkloric Ballet performance– National Museum of Anthropology and History		
<b>OCT. 8</b>		<b>THURSDAY</b>	
9:00- 9:30	Meeting Room: Castillo: Awarding ceremony. WALTER HURD MEDAL PRESENTATION. Acceptance Message. Alfredo Elías Ayub Eng. QUALITY PROMOTION AGAPITO GONZALEZ AWARD PRESENTATION. Acceptance Message. Ana Aceves Ramírez and José de Jesús Moreno Ruiz		
9:30- 10:00	CFE World Class Company. Alfredo Elías Ayub Eng.		
10:05-10:40	3.1 Test of Best Practices to Enhance Learning. B.G.Shenoy. Director, Global Centre for Education Excellence. Singapore.		
10:40-11:15	3.2 Application of Gandhian philosophies to Improve Quality in Education Organizations. Shailesh Temurnikar. Global Indian Foundation. India.		
11:15-11:35	BREAK		
11:35-12:10	3.3. Institutional Philosophy, basement of the Work and Success of Campoverde College. Sergio Armando Díaz Villegas, Quality Management Director.		
12:10-12:45	3.4 The Challenge of a Competitive based Model. Dr. Roberto Rueda Ochoa. Central Zone Director. Monterrey Technological Institute.		
12:45-13:20	3.5 An Innovative Co-curricular Approach in Academia for Students' Pro-social Personality Development. Dinesh P. Chapagain and Mukunda P. Joshi. Nepal.		
13.20 - 13:55	C3. IIE Quality and Competitiveness Model. Julian Adame, Eng. Executive Director, National Institute of Electrical Research. Mexico.		
13:55 – 14:00	Questions, answers and session conclusions.		
14:00 – 15:00	Salammbó Restaurant - Mezzanine: LUNCH		

	Meeting room : Castillo 1	Meeting room: Castillo 2
15:15-15:50	13.1 Patient's Safety. L.E.M. Ivonne Loera Estrada. CIMA Hospital. Chihuahua, Chih.-Mexico	3.6 The Challenge of a Model for Competitiveness in a Superior Education Institute. Jorge Antonio Lepe Ramírez. Planning and Evaluation Director. Quality Coordinator and Lead Auditor. Technological University of Tijuana.
15:50-16:25	13.2 Controlling Nosocomial Infections. Experiences of the Hiranandani Hospital. Mumbai, India. Uday Tewari. Dr L H Hiranandani Hospital, India	3.7 Educational Institutions Compromise with the Continuous Improvement Emilia Luttmann Nakamura, Dirección de Calidad en el Servicio Instituto Tecnológico y de Estudios Superiores de Monterrey
16:25-17:00	13.3 Cost Determination by Diagnosis related Groups – Quality Indicator of Assistance at the Pediatric Neurology Clinic. Esperanza Cabrera Prieto. CIREN.	3.8 Quality and Equity of Education in Latinamerica. Contributions from the 2nd. Comparative and Explanatory Regional Study.(SERCE) Alfredo L. Fernández D. Instituto de Evaluación Educativa de Nuevo León
17:00-17:15	COFFEE BREAK	
17:15-17:55	1.4. Energy and Resource Conservation. Simple Measures, Big Savings. Dr. Akash Rajpal. L.H. Hiranandani Hospital. Mumbai, India.	5.3. From Common Persons to Talented Persons. Nanotechnology Approach to Brain Dynamics. Gilberto Concepción. Dominican Republic.
17:55-18:30	13.4 Modification of the Measurement Method of Foreign Patients' Satisfaction Level at CIREN. Cecilia Vázquez López. CIREN.	1.3 Water Meter Test Benches: A tool for the Improvement of Water Utility Services. Marco Antonio Toledo Gutiérrez. Hydraulic Specialist, IMTA, Mexican Institute of Water Technology.
20:00-22:00	CULTURAL EVENT. TO BE CONFIRMED.	
<b>OCT. 9</b>	<b>FRIDAY</b>	
	Meeting room: Castillo 1	Meeting room: Castillo 2
9:00-9:35	10.3 Testing Methods Validation Eva Rosas García EMA	8.1 115 tools to support the six sigma program. Carlos H Vilchis. Technical Director, IMECCA.
9:35-10:10	13.5 Quality Evaluation of Nursing Services at the International Center of Restorative Neurology. Maria de los Angeles Peña Figueredo. CIREN.	8.2 Six Sigma Applications in Metal Mechanic Industry. Jose Luis Estrada Jasso. Quality Assurance Manager, Tempel de México.
10:10-10:45	13.6 Management System Implementation: Road to Excellence. Héctor Joel Velarde Mora. UMAE 34. Mexican Institute for Social Security (IMSS).	8.4 ISO TR10017 Guidance on Statistical Techniques for ISO 9000. Analysis and testing. Felix Pablo Pérez Gómez. ININ.
10:45-11:20	13.8 Hospital Certification in Mexico Dra Hilda Reyes Zapata, Consejo de Salubridad	10.1 Comparison of Measurement Errors of Two Instruments. Wayne Nelson.
11:20-11:35	COFFEE BREAK	
11:35-12:10	4.1 FMEA under the Process Approach. José Fco. González Prado. President, IMECCA.	10.2 Methods and Tools for Processes Validation. Carlos H. Vilchis Villaseñor.
12:10-12:45	4.2 Quality tools for the successful operation of a management system. Vilma García González. Deputy Director. IMECCA.	1.2 Quality, Energy and Sustainability. Ruben Avila Espinosa. SOMAC.
12:45-13:20	C5. System Appraisal, one of the Four Pillars of Dr. Deming's Profound Knowledge System. J. Efren Perez Peregrina, Quality Management Chief Applied Chemistry Research Center. Saltillo, Coah.	1.5 Industrial Effectiveness Principles. Enrique Dounce, Editorial Patria
13:20-17:00	Visits to organizations distinguished for their quality. Industrias IEM. S.A. de C.V.	
<b>OCT. 10</b>	<b>SATURDAY</b>	
	Meeting room: Castillo 1	Meeting room: Bosque
9:00-9:35	15.1 Application of the Process Approach in an Oil Refinery. Lázaro Manuel Borroto Pérez. PDV Cupet,S.A.	14.1 Application of Function Points to the Evaluation of Online Teaching Material. Miguel Angel Torres Durán, Coordinator. CASECI, UPIICSA-IPN
9:35-10:10	15.2 Integral management system certification in an aircraft company. Valentín José Hernández Añel. Aviaimport, S.A. Téc. María Elena Paz. Take Off Cuba.	14.2 Using CTQ, Data Analysis and Process Automation to Manage Software Development Service. Luis Roberto Cuellar González. Corporate director of Business Process Improvement. SOFTTEK Information Services
10:10-10:45	15.3 Looking for Improvement Opportunities in the Operation of the Quality Management System. Ania González Rojas. Quality Manager. HABANOS, S.A. Alina Bandera Gracial. Quality Group Chief. CONAS,S.A.	14.3 Madrid Excelente Certified Organization Mr. David Oliva, Business Development Director, T-Systems en Latinoamérica. T-Systems ITC Iberia S.A España

10:45- 11:20	15.4 Innovative Systems Management and Not Quality Management. Shan Ruprai. President APQO, Australian Quality Organisation & Australian Management Improvement Institute. J.M. Juran Medal.	2.2 Commitment, Authority and Internal Communications. Ignacio Ciro Loyola Díaz. EMVIL. Sugar Ministry. Cuba
11:20 -11:35	BREAK	
11:35 – 12:10	7.1 Building a Global Quality Supplier Base. Fahad Al Bash. Vendor Inspection Division Head. Afaq Ahmed. Quality Specialist. Saudi Aramco. Saudi Arabia.	9.2. Socio economical measurement and analysis of shareholders in an integrated management system. Jesús Alfonso Rodríguez. CTEC.
12:10 - 12:45	7.2 Supplier Development as Support for Integral Production Systems. Luis Gerardo Castro Coronado M.A.C. Supplier Development Manager. Sistemas Automotrices de México, S.A. de C.V.	9.4 Implementation of the Accounting Manual integrated to the Quality Management System. Practical Experiences. Arellys Zuleida Pérez Pérez. Retomed and Msc. Elizabeth Hernández González. Empresa de Ing.y Proyectos de Niquel.
	Meeting Room: Castillo 1	Meeting room: Bosque
12:45-13:20	3.9 Global Indian International School Quality Model, Atul Arbind Temurnikar, President.	12.2 Quality Measurements of Some Government Actions Antonio Esteva Loyola
13:20-13:55	Meeting room Castillo 1: FINAL PLENARY SESSION. Presentation of Miflora Gatchalian Award. 6.1 Value Stream Mapping for Services Elizabeth M. Keim, Partner Integrated Quality Resources, LLC	
13.55-14:00	Conclusions. Presentation of candidate sites for next year congress. CLOSING CEREMONY.	
14:00-16:00	Grand Club Room. FAREWELL .	

## **MAIN STREAM: Management for Excellence and Total Quality**

### **C1. QUALITY CONTINUOUS IMPROVEMENT, KEY FOR SUCCESS.**

MBA. Nguyen Loc. Deputy General Director. Vietnam Electric Cable Corporation.

### **C2. COMPETITIVENESS AS SUCCESS FACTOR.**

Rubén Medina González. General Director.

Administración Portuaria Integral de Lázaro Cárdenas, S.A. de C.V.

### **C3. IIE QUALITY AND COMPETITIVENESS MODEL.**

Julian Adame. Executive Director, National Institute of Electrical Research. Mexico.

### **C5. SYSTEM APPRAISAL, ONE OF THE FOUR PILLARS OF DR. DEMING'S PROFOUND KNOWLEDGE SYSTEM.**

J. Efren Perez Peregrina, Quality Management Chief.

Applied Chemistry Research Center. Saltillo, Coah.

## **COMPLEMENTARY STREAMS**

### **Stream 1. Strategic management for sustainability**

#### **1.1. QUALITY MANAGEMENT AND CURRENT FINANCIAL CLIMATE.**

Shan Ruprai, President APQO and James William Ruprai, Bsc, Environmental Science. Australia.

#### **1.2. QUALITY, ENERGY AND SUSTAINABILITY.**

Ruben Avila Espinosa. SOMAC.

#### **1.3. WATER METER TEST BENCHES: A TOOL FOR THE IMPROVEMENT OF WATER UTILITY SERVICES.**

Marco Antonio Toledo Gutiérrez. Hydraulic Specialist. IMTA, Mexican Institute of Water Technology.

#### **1. 4. ENERGY AND RESOURCE CONSERVATION. SIMPLE MEASURES, BIG SAVINGS.**

Dr. Akash Rajpal, Dr. L.H. Hiranandani Hospital. Mumbai, India.

#### **1.5 INDUSTRIAL EFFECTIVENESS PRINCIPLE.**

Enrique Dounce, Author of 2 books. Editorial Patria

## **Stream 2. Commitment and leadership for quality**

2.1. THE IMPOSSIBLE DREAM.

Dr. James Harrington. APQO Official Advisor.

2.2. COMMITMENT, AUTHORITY AND INTERNAL COMMUNICATIONS.

Ignacio Ciro Loyola Díaz. EMVIL. Sugar Ministry.

## **Stream 3. Culture and education for quality**

3.1. TEST OF BEST PRACTICES TO ENHANCE LEARNING.

B.G.Shenoy. Director, Global Centre for Education Excellence. Singapore.

3.2. APPLICATION OF GANDHIAN PHILOSOPHIES TO IMPROVE QUALITY IN EDUCATION ORGANIZATIONS.

Shailesh Temurnikar. Global Indian Foundation. India.

3.3. INSTITUTIONAL PHILOSOPHY, BASEMENT OF THE WORK AND SUCCESS OF CAMPOVERDE COLLEGE.

Sergio Armando Díaz Villegas, Quality Management Director.

3.4. EVOLUTION OF A QUALITY IN EDUCATION MODEL INTO A COMPETITIVE BASED MODEL

Roberto Rueda Ochoa. Central Zone Director. Monterrey Technological Institute.

3.5. AN INNOVATIVE CO-CURRICULAR APPROACH IN ACADEMIA FOR STUDENTS' PRO-SOCIAL PERSONALITY DEVELOPMENT.

Dinesh P. Chapagain and Mukunda P. Joshi. Nepal.

3.6. THE CHALLENGE OF A MODEL FOR COMPETITIVENESS IN A SUPERIOR EDUCATION INSTITUTE.

Jorge Antonio Lepe Ramírez. Planning and Evaluation Director.

Quality Coordinator and Lead Auditor. Technological University of Tijuana.

3.7 EDUCATIONAL INSTITUTIONS COMPROMISE WITH THE CONTINUOUS IMPROVEMENT

Emilia Luttmann Nakamura, Dirección de Calidad en el Servicio

Instituto Tecnológico y de Estudios Superiores de Monterrey

3.8 QUALITY AND EQUITY OF EDUCATION IN LATINAMERICA. CONTRIBUTIONS FROM THE 2nd. COMPARATIVE AND EXPLANATORY REGIONAL STUDY.(SERCE)

Alfredo L. Fernández D. Instituto de Evaluación Educativa de Nuevo León

3.9 GLOBAL INDIAN INTERNATIONAL SCHOOL QUALITY MODEL,

Atul Arbind Temurnikar, President

## **Stream 4. Quality Planning**

4.1. FMEA UNDER THE PROCESS APPROACH.

José Fco. González Prado. President, IMECCA.

4.2. QUALITY TOOLS FOR THE SUCCESSFUL OPERATION OF A MANAGEMENT SYSTEM.

Vilma García González. Deputy Director. IMECCA.

## **Stream 5. Creativity and technological development**

5.1. DRIVING INNOVATION TO IMPROVE QUALITY OF PEOPLE'S LIVES. THE UNCOMMON JOURNEY OF AN INDIAN MULTINATIONAL.

Shailesh Ghodekar. Morico, India.

5.2. RESOLVING 'WICKED PROBLEMS' BY MANAGING WITH QUALITY.

Gregory Watson. President of IAQ. Finland.

5.3. FROM COMMON PERSONS TO TALENTED PERSONS. NANOTECHNOLOGY APPROACH TO BRAIN DYNAMICS.

Gilberto Concepción. Dominican Republic.

**Stream 6. Lean Management.**

6.1 VALUE STREAM MAPPING FOR SERVICES

Elizabeth M. Keim, Integrated Quality Resources, LLC

**Stream 7. Supply Chain Management and Supplier Development**

7.1. BUILDING A GLOBAL QUALITY SUPPLIER BASE.

Fahad Al Bash. Vendor Inspection Division Head.

Afaq Ahmed. Quality Specialist. Saudi Aramco. Saudi Arabia.

7.2. SUPPLIER DEVELOPMENT AS SUPPORT FOR INTEGRAL PRODUCTION SYSTEMS.

Luis Gerardo Castro Coronado M.A.C. Supplier Development Manager.

Sistemas Automotrices de México, S.A. de C.V.

**Stream 8. Six Sigma**

8.1. 115 TOOLS TO SUPPORT THE SIX SIGMA PROGRAM.

Carlos H Vilchis. Technical Director, IMECCA.

8.2. SIX SIGMA APPLICATIONS IN METAL MECHANIC INDUSTRY.

Jose Luis Estrada Jasso. Quality Assurance Manager, Tempel de México.

8.3. SIX SIGMA. ADVANCED TECHNIQUE FOR ROBUST DESIGN.

Jesus Gerardo Cruz Alvarez. FACPYA.

University of Nuevo Leon. Guest Professor, ITESM.

8.4. ISO TR10017 GUIDANCE ON STATISTICAL TECHNIQUES FOR ISO 9000. ANALYSIS AND TESTING.

Felix Pablo Pérez Gómez. ININ.

**Stream 9. Economy of Quality**

9.1. PRACTICE GREEN AND ENHANCE PROFITABILITY (A CASE STUDY).

Charles Aubrey. President, IAPQA.

9.2. SOCIO ECONOMICAL MEASUREMENT AND ANALYSIS OF SHAREHOLDERS IN AN INTEGRATED MANAGEMENT SYSTEM.

Jesús Alfonso Rodríguez. CTEC.

9.4. IMPLEMENTATION OF THE ACCOUNTING MANUAL INTEGRATED TO THE QUALITY MANAGEMENT SYSTEM. PRACTICAL EXPERIENCES.

Arelys Zuleida Pérez Pérez. Retomed and Msc. Elizabeth Hernández González. Empresa de Ing.y Proyectos de Niquel.

**Stream 10. Test and calibration**

10.1. COMPARISON OF MEASUREMENT ERRORS OF TWO INSTRUMENTS.

Wayne Nelson. USA

## 10.2. METHODS AND TOOLS FOR PROCESSES VALIDATION.

Carlos H. Vilchis Villaseñor. Mexico.

## 10.3 TESTING METHODS VALIDATION

Eva Rosas García

EMA

## 11. Food Safety

### 11. IMPLEMENTATION OF AN INTEGRATED ISO 22000 MANAGEMENT SYSTEM.

Vilma Luz Garcia Gonzalez. Deputy Director. IMECCA.

## 12. Quality in Government

### 12.1. EXCELLENCE IN THE MANAGEMENT OF A PUBLIC BODY.

Ramiro Sánchez Flores, Plant Superintendent and Braulio Mejía Obregón, SHAC. Ing. Fernando Hiriart Balderrama Hydroelectric Plant. CFE. Mexico.

### 12.2 QUALITY MEASUREMENTS OF SOME GOVERNMENT ACTIONS

Antonio Esteva Loyola, Mexico

## 13. Quality in Health

### 13.1. PATIENT'S SAFETY.

Ivonne Loera Estrada. CIMA Hospital. Chihuahua.

### 13.2. CONTROLLING NOSOCOMIAL INFECTIONS. EXPERIENCES OF THE HIRANANDANI HOSPITAL.

Uday Tewari. L.H. Hiranandani Hospital. Mumbai, India.

### 13.3. COST DETERMINATION BY DIAGNOSIS RELATED GROUPS – QUALITY INDICATOR OF ASSISTANCE AT THE PEDIATRIC NEUROLOGY CLINIC.

Esperanza Cabrera Prieto. CIREN.

### 13.4. MODIFICATION OF THE MEASUREMENT METHOD OF FOREIGN PATIENTS' SATISFACTION LEVEL AT CIREN.

Cecilia Vázquez López. CIREN.

### 13.5. QUALITY EVALUATION OF NURSING SERVICES AT THE INTERNATIONAL CENTER OF RESTORATIVE NEUROLOGY.

Maria de los Angeles Peña Figueredo. CIREN.

### 13.6. MANAGEMENT SYSTEM IMPLEMENTATION: ROAD TO EXCELLENCE.

Héctor Joel Velarde Mora. UMAE 34. Mexican Institute for Social Security (IMSS).

### 13.8 HOSPITAL CERTIFICATION IN MEXICO

Hilda Reyes Zapata, Consejo de Salubridad, SS

## 14. Quality in Software

### 14.1. APPLICATION OF FUNCTION POINTS TO THE EVALUATION OF ONLINE TEACHING MATERIAL.

Miguel Angel Torres. Coordinator CACESI. UPIICSA. National Politechnic Institute.

### 14.2. USING CTQ, DATA ANALYSIS AND PROCESS AUTOMATION TO MANAGE SOFTWARE DEVELOPMENT SERVICE.

Luis Roberto Cuellar González. Corporate director of Business Process Improvement and SOFTTEK Information Services.

## **15. ISO 9000, 14000 and OHSAS 18000 FORUMS**

15.1. APPLICATION OF THE PROCESS APPROACH IN AN OIL REFINERY.

Lázaro Manuel Borroto Pérez. PDV Cupet,S.A.

15.2. INTEGRAL MANAGEMENT SYSTEM CERTIFICATION IN AN AIRCRAFT COMPANY.

Valentín José Hernández Añel. Aviaimport, S.A.

María Elena Paz. Take Off Cuba.

15.3. LOOKING FOR IMPROVEMENT OPPORTUNITIES IN THE OPERATION OF THE QUALITY MANAGEMENT SYSTEM.

Ania González Rojas. Quality Manager. HABANOS, S.A.

Alina Bandera Gracial. Quality Group Chief. CONAS,S.A.

15.4. INNOVATIVE SYSTEMS MANAGEMENT AND NOT QUALITY MANAGEMENT.

Shan Ruprai. President APQO. Australian Quality Organisation and Australian Management Improvement Institute. J.M.Juran Medal.

### **WAITING LIST:**

C4. QUALITY AWARDS. A MANAGEMENT TOOL.

America Quintela Hondal. Practicos de Cuba.

C6. ORGANIZATIONAL EXCELLENCE IN CHILE.

Jorge Román. Chile Calidad.

C7. CONSUMER BEHAVIOR.

Fermin G. Castillo. The Philippines.

8.3. SIX SIGMA. ADVANCED TECHNIQUE FOR ROBUST DESIGN.

Jesus Gerardo Cruz Alvarez. FACPYA.

University of Nuevo Leon. Guest Professor, ITESM.

9.3. QUALITY COSTS, PERMANENT BALANCE BETWEEN QUALITY AND FINANCIAL CONTROL.

Odalys Cruz Cruz. Quality Management Specialist. Empresa de Cemento Artemisa. Cuba.

9.5. RISK MANAGEMENT IN THE ECONOMIC ADMINISTRATION. PRACTICAL EXPERIENCES.

Jesús Ramirez Gutierrez. Camaguey Raw Materials Recycling Company

9.6 SATISFACTION EVALUATION OF LIFE QUALITY OF SENIOR CITIZENS.

Madame Tang Xiaofen. Shanghai Quality Association. China.

11.1 IMPLEMENTATION OF AN INTEGRATED ISO 22000 MANAGEMENT SYSTEM.

Vilma Luz Garcia Gonzalez. Deputy Director. IMECCA.

13.7. DESIGN, APPLICATION AND RESULTS OF THE REGULATIONS CONTROL AND SEARCHING SYSTEM.

Pedro Cristóbal Alfonso Alvarez. BIOCEN.

15.5 EXPERIENCES AND IMPACTS FROM THE INTEGRAL MANAGEMENT SYSTEM CERTIFICATION.

Ricardo Moreno Almenares. Holguín Industrial Group.

Note:

Previously to the Congress we will have some Courses of which we recommend the following. You as speaker will have 50% discount:

### LEAN SIX SIGMA. YELLOW BELT CERTIFICATION PROGRAM

Oct 5. Review of statistical concepts

Oct 6. Yellow belt certification program

Fee for participation Oct 5 & 6 \$550 US Dlls.

Fee for only certification program Oct 6: \$ 225 US Dlls.

Congress participants have 20% discount.

Speakers have 50% discount

### INTEGRATION SYSTEMS AUDITING

Fee if participates Oct 5 and 6 \$640 US Dlls.

Fee for only Integral System Auditing: \$320 US Dlls.

Congress participants have 20% discount

Speakers have 50% discount