

Quality Leadership in a Nanosecond

Dr. Joseph A. DeFeo

Description:

At Juran Global, we believe that quality leadership in the global marketplace is the key success factor in today's and tomorrow's business. In the past we observed many organizations transform themselves into world-class enterprises using quality management methods. From goods producers, service providers, hospitals and federal and state government agencies, many of these transformations improved competitiveness, performance and profitability and their ability to compete globally. However, these same organizations and others like them now have to reinvent their leadership and often in a nanosecond.

Dr. Joseph DeFeo will discuss how the quality management methods and personnel must evolve to become faster, better and gain greater results in a big data, digitized world. As Dr. Juran stated, every new technology requires that we have more effective quality systems to minimize the risk when technology fails. He referred to this as "keeping our fingers in the dikes" to avoid the leaking dikes from flooding the countryside. Today global organizations have many fingers in the dike and more leaks are happening. Join us to explore what we can do to support these organizations and avoid the dikes from collapsing.

Biographical Profile:

Dr. Joseph A. DeFeo, CEO of Juran Global, is recognized as one of the world's leading executive coaches on transformational change and breakthrough management. For 29 years, Joe has worked as a trusted adviser helping business leaders increase efficiency, productivity and customer experience. These include Business Process Quality Management, Lean, Six Sigma, Strategy Deployment and Change Management.

Dr. DeFeo has written four popular texts. The most recent being the 7th Edition of ***Juran's Quality Handbook, The Complete Guide to Performance Excellence***; the "go to" resource for quality management and performance improvement leaders, co-authored with Dr. Joseph M. Juran. The second, the 6th Edition of ***Juran's Quality Management and Analysis***, combines the pioneering concepts of Dr. Joseph M. Juran and the teachings of the late Dr. Frank M. Gryna with the insights and experience of today's leading practitioners at the Juran Institute. His third book, ***Juran's Quality Essentials for Leaders***, provides a concise message delivered for leaders to teach them how to embrace quality, not fight it, to be a globally competitive enterprise. Lastly, ***Six Sigma Breakthrough and Beyond*** which Joe co-authored with his late mentor, Dr. William Barnard.

Joe's belief that a relentless customer focus and integrity drives business results was recently noted by Steve Denning of Forbes.com. ***"By re-focusing primary attention on the customer and on exceeding the customer's expectations, the Juran Quality Handbook has done quality management a great service."***