## 2022 QUALITY SUMMIT

**OCTOBER 5, 2022**

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<th>Session Time</th>
<th>Main Room Session Title &amp; Speaker</th>
<th>Small Room Session Title &amp; Speaker</th>
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<tr>
<td>7:30 AM - 8:30 AM</td>
<td><strong>Registration and Continental Breakfast</strong></td>
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| 8:30 AM - 8:45 AM  | **Welcome**<br>
|                    | Harald Wilhelm<br>
|                    | Vice President, Quality Products & Services<br>
|                    | AIAG                                              |                                   |
| 8:45 AM - 9:30 AM  | **Industry Keynote**<br>
|                    | TBD<br>
|                    | Title<br>
|                    | Ford                                             |                                   |
| 9:30 AM - 10:00 AM | **Networking Break**                             |                                   |
| 10:00 AM - 11:40 AM| **IATF Certification = Quality Performance (OEM Sessions)**<br>
|                    | *Moderator: James Bruin<br>
|                    | Chris Mailloux, Director of Supplier Quality<br>
|                    | General Motors Corporation                       |                                   |
|                    | Sunita Shahmehri, STA - NA Operations<br>
|                    | Ford Motor Company                               |                                   |
|                    | TBD, Title<br>
|                    | Stellantis                                       |                                   |
|                    | Toni Mariucci, Purchasing - N.A. Supplier Quality and Delivery (SQD)<br>
|                    | Honda                                            |                                   |
|                    | Sameer Rabade, Quality Systems Integration Engineer<br>
|                    | Rivian                                           |                                   |

Join James Bruin, Executive Director of the International Automotive Oversight Bureau (IAOB), as he facilitates a panel discussion with Ford, GM, Stellantis, Rivian, and Honda, as they answer your questions and discuss high quality parts, high quality people and the importance of their retention, high quality processes and process control, and parts delivered on time. This is your opportunity to gain insights from the OEMs into how the connection between these topics result in a reduction in the cost of poor quality.

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<tr>
<th>11:40 AM - 1:00 PM</th>
<th><strong>Networking Lunch</strong></th>
<th><strong>Lunch Table Topics</strong></th>
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| 1:00 PM - 1:45 PM  | **IATF Update & IAOB CB of the Year Announcement**<br>
|                    | James Bruin, Executive Director, IATF Strategic Development<br>
|                    | Michelle Maxwell, Director-IATF Initiative Development & Implementation<br>
|                    | IAOB                                             |                                   |
Join James Bruin and Michelle Maxwell, (Executive Director and Director - IATF Initiative Development & Implementation, for the International Automotive Oversight Bureau - IAOB) as they present an update on the International Automotive Task Force (IATF) 6th Edition *Rules for achieving and maintaining IATF recognition* updates, along with the IAOB’s CB of the Year awards (i.e., CB of the Year, Gold Finalists, and Gold Level Honorary Mentions).

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<tr>
<td>2:35 PM - 3:05 PM</td>
<td>Networking Break</td>
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<td>3:05 PM - 3:50 PM</td>
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**Repairs Data Analytics for Newer NTF Issues due to Increased Electrification & Electronics in Vehicles**

*Nandit Soparkar, CEO
Keith Thompson, CTO
Ubiquiti Inc.*

In vehicle repairs, No Trouble Found (NTF) issues are a big cost driver that potentially increase safety hazards and confound fixing-right the first-time (FRFT). NTFs often arise when component interactions lead to system-level failures, without individual components being the root-cause. Use of existing NTF repairs data analytics (for "systems-level" issues) does not work well for most of the newer NTFs that arise due to new electrification and electronics in vehicles.

Join Ubiquiti Inc.’s CTO Keith Thompson, and CEO, Nandit Soparkar, to learn how they studied the characteristics of these newer NTFs, and how the use of different data patterns can help address and resolve the NTF issues electrification and electronics in vehicles.

**Achieving Zero Defects in Electronics Dependent Systems**

*Brian O’Leary,*
*Global Head e-Mobility & Infrastructure, Indium
Deb Carboni,* Global Product Manager (Electronics, Kyzen Corporation

IPC’s EV Quality and Reliability Advisory Group
*Brian Chislea,* Application Engineer, Dow

New technology creates new opportunities, but it also creates challenges. As vehicle systems and e-mobility increasingly rely on electronics as part of the design, the number of potential defect points explodes. Automotive’s desire for small and lightweight conflict with the desire for high power and flexibility. In this session, Brian O’Leary, Global Head of eMobility & Infrastructure for Indium, and chair of the IPC’s EV Quality and Reliability Advisory Group will discuss opportunities for design, material, and process optimization and qualification to achieve high reliability and reach quality metrics while protecting innovation.

**Quality Effectiveness and Efficiency - Why System Audits Are Not Driving Change?**

*Toni Hollis,* Senior Global Quality Systems Manager, Lear Corporation

We have institutionalized audits within our organizations to improve the bottom line of how we do business, attain business, and retain business — yet every year we find ourselves evaluating the effectiveness of these audits, only to see that real change falls short.

Customer driven audits, internal audits, and second party audits overwhelm our Quality Management Systems and yet we still see OEM written NC’s that indicate we are missing the mark somewhere. So, how should we audit and use the data to effectively address the concerns noted to prevent escapes and implement actions that support a total system review?
In this session, Toni Hollis, Senior Global Quality Systems Manager for Lear Corporation, will look at the risk of auditing gaps, and identify how we can reevaluate risk and establish a system that will close the loop of ineffectiveness within these processes.

Benefits of the GLM approach to Gage R&R

Joel Mason
Quality Manager, ISG
John Deere

The pursuit of zero defects requires measurement systems that are capable of reliably discerning good from bad. Guidelines exist for a minimum requirement of the Gage R&R %, and when that requirement is not met, organizations must determine what action is required to improve the measurement system, and must quantify the risk to the business if the measurement system is not improved.

Approaching the gage study as an opportunity to build a General Linear Model (GLM) can yield valuable insights into repeatability not seen using standard Gage R&R templates. During this presentation, John Deere’s Quality Manager, ISG, Joel Mason, will explain how these insights better prepare quality engineers to implement measurement systems that balance alpha and beta risks in the pursuit of zero defects at costs that are practical.

This session will start with a brief review of AIAG MSA foundations and then dive into case studies featuring examples of failed Gage R&R results that caused quality engineers to ask, "what next?" The session will also demonstrate how a GLM was used to gain greater insight into the repeatability component directly from the study data. Finally, we will explore the importance of considering factors that influence measurement uncertainty that lie outside the traditional reproducibility and repeatability framework.

CTSA Case Study

Steve Povenz, Director of Quality
Shape Corporation
Dave Mimms, Vice President, Outreach and Engagement
AIAG

In 2021, Shape Corporation began using AIAG’s Core Tools Self-Assessment (CTSA) to drive training and overall Core Tools competency with their quality teams worldwide. AIAG’s CTSA is a free knowledge assessment that allows individuals to measure their Core Tools knowledge and determine potential training opportunities for improvement. Shape Corporation partnered with AIAG to blindly measure the performance of their team and monitor completion of AIAG’s Core Tools eLearnings. After completing the training, the CTSA was repeated, and overall performance was monitored for improvement. This session will highlight the gains your team can make by monitoring quality training effectiveness.

IATF Complaint Management System

Michelle Maxwell
Director-IATF Initiative Development & Implementation
IAOB

Michelle Maxwell, International Automotive Oversight Bureau (IAOB) Director - IATF Initiative Development & Implementation will present an update on the International Automotive Task Force’s (IATF) new Complaint Management System (CMS). This new CMS allows customers to submit formal performance complaints.

Networking Reception
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<td>8:30 AM - 8:40 AM</td>
<td><strong>Welcome Day 2 Overview</strong>&lt;br&gt;Harald Wilhelm&lt;br&gt;Vice President, Quality Products &amp; Services&lt;br&gt;AIAG</td>
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<td>8:40 AM - 9:25 AM</td>
<td><strong>The Drive Towards Zero Defects</strong>&lt;br&gt;Robert Brimm&lt;br&gt;Director of Quality &amp; Business Systems&lt;br&gt;Dakkota Integrated Systems</td>
<td><strong>Case Study: Digital Transformation of Lotus Cars Supply Chain</strong>&lt;br&gt;Marshall Williams, Quality Engineer &amp; Founder&lt;br&gt;QMSC LLC</td>
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Robert Brimm, Director of Quality & Business Systems, Dakkota Integrated Systems will present an overview of the steps Dakkota took to focus on a quality culture, with emphasis on quality circles, problem solving, and process discipline. This session will highlight the overall approach used, elements of the training workshops with their teams, adjustments made to the initiative based on lessons learned, and resulting improvements and success across the company.

Learn how it was done as the speaker shares how they structured training, key elements of the problem solving process, how it evolved based on lessons learned, and the final improvements realized. This is an opportunity for all automotive suppliers at all levels of their organization, looking to improve their overall quality culture and discipline, while improving their KPI scores.

Automotive manufacturers on the quest for ‘zero defects’ are finding it more difficult to improve quality using the same tools and processes they’ve been using for decades. Even small, incremental improvements can lead to cost savings in the thousands of dollars – or millions of dollars for large companies – but how can automotive manufacturers identify and tackle those incremental improvements that deliver the strongest ROI?

In this case study, QMSC LLC’s Marshall Williams, Founder & Quality Engineer, and Cameron Johnson, CEO, will share how Lotus Cars has implemented a new digital system that leverages their quality data to uncover areas within the business that are in need of quality improvement and have been hidden underneath a mountain of fragmented data.

Learn how Lotus has overhauled their quality management processes as part of their company’s overall digitalization strategy to successfully become an all-electric car manufacturer. Attendees will hear firsthand how Lotus Cars has updated their quality system to understand where the gaps were in their supply chain and solve quality issues 22% faster than before. This session will walk the audience through the steps necessary to successfully implement these practices at their organizations.
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| 9:30 AM - 10:15 AM | **IATF 16949 & Rules QA Session**  
*Moderator: James Bruin  
Cherie Reiche, Managing Director-IAOB Initiatives and Office Management  
Michelle Maxwell, Director-IATF Initiative Development & Implementation  
IAOB  
Back by popular demand, the International Automotive Oversight Bureau’s (IAOB) Cherie Reiche, Managing Director - IAOB Initiatives and Office Management, and Michelle Maxwell, Director - IATF Initiative Development & Implementation, will present and answer questions about IATF 16949 and Rules 5th Edition Sanctioned Interpretations and Frequently Asked Questions. Please bring your questions about these two requirements documents to this session, which will be moderated by James Bruin, Executive Director of the IAOB. |
| 10:15 AM - 10:45 AM | **Networking Break** |
| 10:45 AM - 11:30 AM | **Closing Keynote**  
Kaplan Mobray  
**Inspirational Business Speaker, Award-Winning Author, Fortune 500 Companies Consultant, Nation’s Top Business Schools Advisor, brand coach to professional Athletes**  
Join us in welcoming Kaplan Mobray – inspirational speaker, award-winning author, Fortune 500 company consultant, top business school advisor, and brand coach to professional athletes! Recognized by Meetings and Conventions Magazine as one of the nation’s top business speakers, Kaplan Mobray is not only a dynamic and inspirational business speaker, but also an award-winning author of *The 10Ks of Personal Branding*.  
Wharton-educated, Kaplan draws from over 15 years of corporate experience as a successful business executive where he led corporate marketing, advertising, brand development, and workforce diversity initiatives for Fortune 500 companies.  
Kaplan has received worldwide acclaim and numerous awards for his leadership and branding insights. He helps organizations develop world-class leaders and build a high-performance workforce. His innovative presentation is one you won’t want to miss! |
| 11:30 AM - 11:45 AM | **Prize Drawing** |