

See for yourself how leading manufacturing companies  
are dramatically improving their results.

QualPro's 22<sup>nd</sup> Annual  
**Quality  
Leadership  
Symposium**

October 12–14, 2011

JW Marriott Hotel Buckhead  
Atlanta, Georgia

ACHIEVING BREAKTHROUGHS  
IN MANUFACTURING  
PERFORMANCE

- Throughput
- Defects
- Scrap
- Run life
- Product quality
- Maintenance costs
- Emissions
- Yield
- Hiring and turnover
- Raw material cost
- Up time
- Labor utilization
- Cycle time
- Waste
- Packaging
- Contaminants
- On-time deliveries
- Customer satisfaction

DISCOVER HOW LEADING  
MANUFACTURING COMPANIES  
USE QUALPRO'S MVT®  
PROCESS TO IMPROVE QUALITY  
AND THROUGHPUT, INCREASE  
SALES, REDUCE COSTS,  
AND MORE!



[www.qualproinc.com](http://www.qualproinc.com)

# Quality Leadership Symposium

October 12–14, 2011

JW Marriott Hotel Buckhead  
Atlanta, Georgia

**MVT® allows companies to test many changes in procedure at once, rather than one at a time. The technique is analogous to polling a small, carefully chosen sample of voters to predict how millions will vote.**  
*The Wall Street Journal*

QualPro will host its 22<sup>nd</sup> Annual Quality Leadership Symposium at the JW Marriott Hotel Buckhead at Lenox Square in Atlanta, Georgia. Attendees of this day-and-a-half symposium will learn about the use of the MVT® Process to dramatically enhance retail, service, manufacturing, higher education, and healthcare results.

The Symposium is a unique gathering of executives and key people from all levels of organizations who share their MVT® Process improvement successes through presentations and networking. Individuals and teams share their victories and gain new ideas and insights from others who are using QualPro's MVT® methodology to achieve higher profits, happier customers, and improved competitive positions.

## Featured Speaker

### BP

**Scott Gray**

*Vice President – Group Safety and Operational Risk  
Continuous Improvement and Western Hemisphere Operations*

Scott Gray has more than forty-three years of experience in increasingly senior leadership positions in Union Oil of California, DuPont, and currently BP. He has worked in such diverse operations as fine and custom chemicals, inorganic and organic chemicals, oil, gas, petrochemicals, textile fibers, and polymers. He has served as plant manager for multiple sites, regional HSE director in Asia Pacific, and regional operations director in both Asia Pacific and North America. He is currently a BP vice president supporting the BP Group global safety and operational risk agenda in operations. Scott's thirty-five years at E.I. DuPont included more than fifteen years managing operations at multiple manufacturing sites that synthesized crop protection products with individual batch raw material values commonly exceeding \$1 million.

Scott's expertise includes site transformations, regional operations, highly hazardous materials, quality (SQC, Lean, and Six Sigma), and health, safety, security, and environmental affairs. He also has more than a decade of experience using the MVT® Process to improve manufacturing performance.

Scott will describe the benefits he has seen from establishing an environment for rapid experimentation with many ideas. He will share how he used a near-nonstop regime of MVT® testing to improve the competitiveness of his operation to the point that he was outperforming Chinese products on quality and price in China. Scott will compare and contrast various performance approaches and help the audience understand what he has learned about the real-world benefits versus the required investment. Scott has made a career of building teams and driving change, and he will share the keys to success that his forty-three years have uncovered.



**Scott Gray**

**QualPro's Leadership Symposium is an excellent program. It's a wonderful way to see MVT® techniques at work in the real world.**

Carl Bouckaert  
Chairman

**Beaulieu of America**

**MVT® . . . It's clear, it's simple and it's disciplined. It works.**

Bill Jasper  
CEO

**Unifi, Inc.**

# Workshops

## *Maximizing the Potential of the MVT® Process at an Integrated Paper Mill*

### **Lincoln Paper and Tissue, LLC**

Pulling together all facets of a once-bankrupt manufacturing company, Lincoln Paper has used the complete QualPro Process and MVT® projects to improve every aspect of its business and engage every employee. Every part of the business from safety to sales to procurement to employee work to machine settings has benefited from the preparation, execution, and implementation of MVT® findings. Under QualPro's tutelage, Lincoln has run dozens of MVT® efforts, that resulted in tremendous value to the organization and significant changes to the manner in which technical and operational challenges are attacked. Lincoln, by necessity, is a very lean business and the MVT® Process was the efficient and effective way to improve faster than the competition.

## *Mining Throughput Increased Thirteen Percent*

### **Mississippi Lime**

As the most diversified producer of lime and calcium-based products in North America, Mississippi Lime needed to increase the tons per scheduled hour through their primary crushing system. After implementation of the MVT® Process, they were able to increase tons per scheduled hour by thirteen percent and tons per man hour by fifteen percent. This example is a unique application of MVT® experimentation in a large underground mining environment with multiple constraints and many logistical challenges.

## *Fan the Flame with the MVT® Process*

### **Sage Automotive Interiors**

Sage Automotive Interiors is one of the premier manufacturers of automotive bodycloth and headliners. Maintaining and improving world-class operations are hallmarks of Sage, and when recently executing a new product, they turned to the MVT® Process. Automobile headliners are composed of a polyester fabric with a polyurethane foam backing material that is bonded to the fabric with an open flame. A strong bond between foam and fabric is crucial to the quality of the product. In a matter of days, Sage successfully executed an MVT® project that converted a product initially struggling to meet strength specifications to one that has even surpassed the ASTM standard's ability to gauge bond strength. Moreover, Sage increased throughput by eleven percent while maintaining this high bond strength.

## *Tackling the Right Things by Using the MVT® Process*

### **Unifi, Inc.**

With over 10,000 individual yarn texturing positions on many machines, the Madison, North Carolina, nylon plant Unifi has a constant challenge to maintain the operation of each position. Not all positions perform equally well; some are chronically prone to yarn breaks. In fact, some positions have been identified as "infant position" failures – running less than six minutes before breaking. These very short run times are extremely costly. Identifying and repairing those positions so they perform as well as other positions are vexing problems. The normal repair did not fix the problem and a complete overhaul of every component in the position was cost prohibitive. Unifi employed the MVT® Process to determine the key repair components and how to cost effectively repair the infant positions so that they perform up to standard. As a result, the plant knows when their precious maintenance dollars are spent, they get results!

Registration is available by mail, phone, or fax. Please contact the Symposium Coordinator for more information about the Symposium and QualPro.

(800) 500-1722 or [slusk@qualproinc.com](mailto:slusk@qualproinc.com)

Website: [www.qualproinc.com](http://www.qualproinc.com)

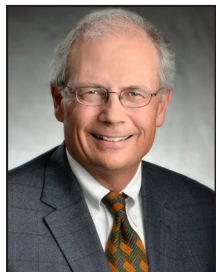
# Additional Featured Speakers



**WellPoint**  
Nichola Denney  
Staff Vice President  
Medical Management Operations



**Quick Chek**  
John Schaninger  
Vice President of Sales and Marketing



**Sentara Healthcare**  
Dr. Scott A. Miller, M.D., FACP  
Vice President, Medical Affairs  
Sentara Leigh Hospital

## Additional Workshops

### Carson-Newman College

*The MVT® Process Defines New Product Offering*

### Lincoln Memorial University

*Improving Student Retention While Increasing the Quality and Quantity of Incoming Freshmen*

*University Increases Charitable Giving by 52% During Tough Economic Climate*

### Lincoln Paper and Tissue, LLC

*Improving Pulp Mill Brown Stock Washing Efficiency with the MVT® Process*  
*Increasing Tissue Productivity with the MVT® Process*

### Pilot Flying J

*Retailer Uses the MVT® Process to Assess Digital Media*

*Truck Fleet Improves Fuel Efficiency with Ideas Implemented at Zero Cost*

### Representative John Ragan

*State Representative Candidate Takes on Four-Term Incumbent and Wins*

### Sentara Healthcare

*Reducing Infections through Improved Hand Hygiene by Using the MVT® Process*

### Unifi, Inc.

*When State of the Art Is Not Good Enough*

*The MVT® Process Is the Splice of Life*

***MVT® . . . use it to improve virtually any kind of process or activity . . . get enough improvement to shock people.***

***Business Week***

***We needed a way to stay ahead of our competition by addressing complex problems without a lot of people and money . . . the MVT® Process is going to be a way of life for us, and it is going to be one of our key tools to drive improvement.***

Keith Van Scotter  
President & CEO

**Lincoln Paper & Tissue**

***You don't have to budget for the whole concept of using QualPro and MVT® because it pays for itself so rapidly . . . you'll get the payback within your fiscal year.***

Dan Jaffee  
CEO

**Oil-Dri Corporation**

# QualPro, Inc.

Since 1982, QualPro has conducted over 16,000 business improvement projects with more than 1,000 companies, including many of the *Fortune* 500. Major companies in every industry have hailed the business results, and QualPro's clients have seen billions of dollars of positive financial impact.

QualPro's MVT® Process has helped over four hundred manufacturing companies reduce cost through yield improvement, cycle time reduction, and improved energy efficiency. Manufacturing MVT® projects also improve quality, increase production rates, and boost sales. QualPro's manufacturing expertise spans a wide range of manufacturing processes including food, chemical, paper, electronics, consumer goods, and textile.

The Quality Leadership Symposium provides a unique opportunity to discover the power of the MVT® Process and hear firsthand how executives have accomplished dramatic breakthrough improvements with QualPro.

## Workshop—The MVT® Process

What is the MVT® Process? What is a screening experiment as compared to a refining experiment? What is a synergy? If such statistical terms are unfamiliar, QualPro's workshop on the MVT® Process will provide the perfect introduction to Multivariable Testing techniques. This workshop is designed to provide attendees a basic overview of the MVT® Process. QualPro will introduce you to the fundamental concepts of the MVT® Process, as well as terminology that will be used in the various Symposium sessions.

***A symposium held by QualPro in Atlanta attracted 320 corporate executives who came to find out more about Multivariable Testing.***

***The New York Times***

***I consider QualPro our go-to guys. To witness problems that have been around and pervasive for 20, 30 years and have them solved in three to six months—it's just incredible.***

Ron Lee  
Global Director  
**E.I. DuPont**

***QualPro is fast. We had results in three months without pushing hard.***

Frank Chirumbole  
Senior Vice President, Operations  
**Olin Chlor Alkali Products**

# 2011 QLS Preliminary Agenda

## WEDNESDAY, OCTOBER 12

EVENING	7:00 p.m. – 10:00 p.m.	Registration & Welcoming Reception
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## THURSDAY, OCTOBER 13

MORNING	7:30 a.m. – 8:30 a.m.	Registration & Continental Breakfast
	8:30 a.m. – 12:15 p.m.	Featured Speaker & Workshops
AFTERNOON	12:15 p.m. – 1:30 p.m.	Lunch
	1:30 p.m. – 5:00 p.m.	Featured Speaker & Workshops

## FRIDAY, OCTOBER 14

MORNING	7:30 a.m. – 8:30 a.m.	Continental Breakfast
	8:30 a.m. – 12:15 p.m.	Featured Speaker & Workshops
AFTERNOON	12:15 p.m. – 1:30 p.m.	Lunch

## REGISTRATION AND FEES

You may register by mail, phone, or fax. Return a registration form with your check, credit card number, or purchase order number to:

QUALPRO, P.O. Box 51984, KNOXVILLE, TENNESSEE 37950-1984

FAX TO (865) 927-0495

OR CONTACT THE SYMPOSIUM COORDINATOR AT (800) 500-1722 OR [slusk@qualproinc.com](mailto:slusk@qualproinc.com).

The registration fee of \$650 per person includes two continental breakfasts, two lunches, and the Wednesday evening reception.

## ACCOMMODATIONS

QualPro will host its 2011 Leadership Symposium at the luxurious JW Marriott Hotel Buckhead. Located in the heart of the upscale Buckhead district, this outstanding hotel offers sumptuous accommodations within walking distance of premier restaurants and the most upscale shopping Atlanta has to offer. The JW Marriott is connected to Lenox Square Mall and one block away from posh Phipps Plaza. MARTA trains make traveling to Downtown and Midtown Atlanta convenient as well. Whatever your interests, the JW Marriott Hotel offers a location convenient to all of Atlanta and its diverse offerings. Call (404) 262-3344 for reservations and mention the Quality Leadership Symposium to receive a special room rate. QualPro has arranged discounted airfares for QLS attendees. Call (800) 251-9047, ext. 1658 for details.



Contact the Symposium Coordinator today  
**(800) 500-1722 or [slusk@qualproinc.com](mailto:slusk@qualproinc.com)**