

ISQFD'19-Boise: September 6, 2019 (Friday)

SCHEDULE	TITLE	SPEAKER
8:15 AM	OPENING WELCOME	
8:15 – 9:00	KEYNOTE: ISO 16355 as the QFD Body of Knowledge	Glenn Mazur, QFD Red Belt®, QFD Institute, Int'l Council for QFD, ISO 16355 Working Gr
9:00 – 10:30	TUTORIAL: QFD For Business Transformation	Kim Stansfield, Ph.D., QFD Black Belt®, Warwick University WMG, UK; Steve Dimelow, QFD Black Belt®, QuEST Global Engineering Services, UK
10:30 – 10:45	BREAK	
10:45 – 12:00	TUTORIAL: QFD For Business Transformation (cont.)	Kim Stansfield and Steve Dimelow, UK
12:00 – 13:00	LUNCH	
13:00 – 13:45	Mining the latent information by the Affinity Diagram Method quantificated [sic] by QM3	Teruyuki Koike, Yamanashi Research Institute / Univ. of Yamanashi, JAPAN
13:45 – 14:30	A Framework of "Use" for QFD	Catherine Y.P. Chan, Ph.D., QFD Black Belt®, Hong Kong QFD Association, HONG KONG
14:30 – 14:45	BREAK	
14:45 – 15:30	Development of an Experimental Design for QFD-guided Requirement Validations of Virtual Prototypes	Robert Refflinghaus. Ph.D., University of Kassel, GERMANY
15:30 – 16:15	Symptom Analysis of Collaborative Software and Design Approach	Takahiro Yamamoto, Wacom, Co., Ltd., JAPAN

ISQFD'19-Boise: September 7, 2019 (Saturday)

SCHEDULE	TITLE	SPEAKER
8:00 – 8:45	Net Promoter System to Understand Overall Customer Experience at UnitedHealth Group®	Carey Hepler. QFD Black Belt®, UnitedHealth Group®, USA
8:45 – 9:30	Job Function Deployment for Managers to Improve Organizational Capabilities	Hideaki Haraga. Konica Minolta Inc., JAPAN; Koji Tanaka, Kanjie Associates, JAPAN
9:30 – 10:15	Enhancing Quality Assured Design of Flexible Automation of A Complex Composite Component Manufacturing System Using Classic and Modern QFD Approaches	Kim Stansfield, Ph.D., QFD Black Belt®, Warwick University WMG, UK
10:15 – 10:30	BREAK	
10:30 – 11:15	A Proposal to Reliability Deployment of Embedded Software Systems Adopting the STAMP Model in QFD	Yoshimichi Watanabe, Ph.D., University of Yamanashi, JAPAN
11:15 – 12:00	German Interpretation and Dissemination of ISO 16355	Wolfram Pietsch, Ph.D., Aachen Univ of Applied Sciences / QFD-Institut Deutschland, GERMANY
12:00 – 13:00	LUNCH	
13:00 – 13:45	QFD Applied to Infrastructure Capital Project Planning	James Devlin, QFD Black Belt®, Navis Solutions LLC, USA
13:45 – 14:30	Teaching QFD: Understand How to Cause Good Quality!	Sixten Schockert, Ph.D., University of Stuttgart, Information Systems II, GERMANY
14:30 – 14:45	BREAK	
14:45 – 16:00	FORUM: Current and Future State of ISO 16355 and QFD	ISO 16355 Working Committee
16:00 – 16:30	Q&A, Closing Remarks, Announcement	
17:30	2019 Akao Prize® Reception @ Flatbread Neapolitan Pizzeria	

(Subject to revision)