

# ASQ 801 Spring Conference!

# 2019



Columbus  
Section

The Global Voice of Quality™

March 11th · Crowne Plaza Columbus North – Worthington

**“QUALITY – BRIDGING TO THE FUTURE”**



## Keynote Speaker: Melissa Dingus



### Director of Quality, Steel Processing at Worthington Industries.

In this role, Melissa establishes quality strategy for Worthington's facilities and ensures the company's Philosophy is applied through a technical lens. Melissa has held numerous technical and leadership positions in her nearly 30 years at Worthington, including Director of Quality for each of Worthington's three main divisions. Her diverse background in manufacturing gives her the ability to speak the language of operations, bridging the gap between quality systems requirements and the ever-pressing need for operational velocity. Melissa earned her bachelor's degree from The Ohio State University and an MBA from the University of Phoenix. Melissa is a Senior Member of the American Society for Quality where she maintains certifications in Manager of Quality/Organizational Excellence and Auditing.

*Worthington Industries is a leading, global diversified metals manufacturing company with 2018 fiscal year sales of \$3.6 billion. Headquartered in Columbus, Ohio, the company employs approximately 12,000 people and operates 82 facilities in 11 countries.*

### Topic: Quality Works – Confronting the Behavioral and Cultural Facets of Quality

Technical staff typically excel at leveraging statistical and analytical tools to solve quality and process related dilemmas. What do they do when challenged with solving the softer or non-technical aspects of Quality? Worthington Industries developed a behavioral-based initiative with the objective of building a quality-centric and service-attentive culture. This presentation will describe Worthington's journey in addressing the gap between performance and customer expectations through culture and employee engagement.

#### TICKETS:

\$55.00: Student/Retired/Unemployed  
\$119.00 Early bird rate before February 11  
\$139.00: After February 11

**Come network with over 150 area professionals, Exhibiting Sponsors and ASQ Divisions!**

Questions?

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