



XELYO QUALITY DAY 2023

23 NOVEMBER 2023 • ZEBRASTRAAT - GENT

DIGITAAL PROGRAMMA

PART OF THE OFFICIAL PROGRAM
WILL BE STREAMED AND RECORDED
FOR MEMBERS AND GUESTS

Met dank aan/thanks to:



DIGITAL PROGRAM

AM

PM

09.00 - 09.05	START QUALITY DAY An Kint Welcome and start of the Xelyo Quality Day	13.30 - 14.15	SESSION Emily Van Daele Finding comfort in chaos, where simplicity is the highest form of complexity
09.05 - 10.00	KEYNOTE - English Benedikt Sommerhoff More, Less, Keep, Start, Stop: A straightforward retro- and prospective on Quality Management, or in short: How do we clean up the mess?	14.15 - 14.45	BREAK
10.00 - 11.30	BREAK	14.45 - 15.30	SESSION Pieter De Pourq + Joeri Staelens LEAN programs: same goals, different impact...
11.30 - 12.15	SESSION Rik Beckaert Risky Business: riskmanagement-system in a complex environment	15.30 - 16.00	BREAK
12.15 - 13.30	BREAK/LUNCH	16.00 - 17.00	KEYNOTE Kristel Demotte & Matthias Verlinde (Cegeka) Discover how Artificial Intelligence helps to automate quality processes!



Benedikt Sommerhoff

Head of Specialist
Field Quality &
Innovation

Deutsche
Gesellschaft für
Qualität

#quality management
#change management
#innovation #future
#transformation

Benedikt Sommerhoff is Head of Specialist Field Quality & Innovation at Deutsche Gesellschaft für Qualität e.V. (German Quality Association). Since 25 years, he has held several expert and management positions at DGQ. He analyses future trends and leads scientific and practical projects to reinvent quality management for a transformed digitalised economy. He studied Mechanical Engineering, specialised on Quality Management at RWTH Aachen, and received a doctorate from Bergische Universität Wuppertal. Sommerhoff stated his career as a Quality Engineer with an automotive supplier.

**More, Less, Keep, Start, Stop:
A straightforward retro- and prospective on
Quality Management, or in short:
How we clean up the mess?**

Today's QM is extrapolating decades of tradition and thus in danger of getting lost in it, losing effectiveness and acceptance. But paradigms are changing hard and fast, new challenges and options occur. If QM is ever to rise again, the cut has to be hard, changing concepts and roles, adopting new methodologies and tools. Within the QM bubble all seems properly addressed. It is not. Benedikt Sommerhoff offers an appreciative but critical analysis of Quality Management's past and present. He will also outline a fascinating foresight of developing and delivering quality tomorrow and in the future.



Kristel Demotte & Matthias Verlinde

Global Vice President
Data Solutions ICT
Woman of the Year
2022 & Data Scientist
at Cegeka

Cegeka

#AI #quality processes
#automation #innovation
#ChatGPT #excellence
#creativity

Kristel, the Belgian ICT Woman of the Year 2022, embarked on a unique journey, transitioning from marine biology to IT. Her career spans diverse ICT roles, from developer to Global VP, emphasising servant leadership and authenticity. She currently leads Cegeka's Data Solutions business line, focusing on future-ready data platforms for data-driven companies and implementing AI-solutions to automate and optimise business processes.

Matthias, a physicist with a PhD in nuclear physics, brings a scientific perspective to data. As a Data Scientist, he excels in research, data analysis, simulations, modelling and creative problem-solving. In his current role, he combines both technical expertise with communication skills, contributing to multi-disciplinary teams and assisting in bringing AI solutions to the customer.

**Discover how Artificial Intelligence (AI)
helps to automate quality processes!**

AI is not only a buzzword, but a reality that is transforming the way we work, live, and communicate. By leveraging AI, we can automate quality processes that are essential for ensuring efficiency, safety, and customer satisfaction. AI can also help us to uncover new insights, solve complex problems, and generate innovative solutions.

In this keynote, you will learn from real-life examples of how AI automates quality processes in different scenarios, such as production lines, medical diagnostics, and firefighting operations. You will see how AI can enhance human capabilities, rather than replace them, by providing smart assistance, feedback, and guidance.

You will also learn about the power of ChatGPT, a conversational AI system that can generate realistic and engaging dialogues.

Join us for this keynote and find out how AI can help you to automate quality processes and achieve higher standards of excellence. Don't miss this chance to expand your horizons and unleash your creativity with AI!



Rik Beckaert

Quality Manager within the Center of Excellence ISO & Quality Assurance

Proximus

#risico management #ISO
#standards #structure
#strategy #maintenance
#roles

I am (gladly) known as an expert in my field and as a driving force of the team's objectives. As a people manager, I like to surround myself with critical-thinking minds who can bring their expertise to the field. As a solution-oriented manager with a background in the operational domain, I like to be in charge of the structure and larger plan in which our activities are best reflected. With 26 years of Proximus under my belt, and 20 years of management experience, I have proven my ability to take teams to the next level. I am demanding of myself and like to challenge team members to at least go the extra mile for the sake of the common goal.



Risky Business

How did we succeed in bringing together different risk methodologies in a complex product setting, spread in a management system based on two ISO standards, in a continuously changing environment?

If you'd like to find out how we managed to build such a structure, and make it mature and successful, then you need to come and see this session on risk management @Proximus.

In this session, a view on the building and maintenance of this approach, including the roles that make part of the system, will be showcased.

Emily Van Daele

Head of Quality IGTD International Markets

Philips Volcano

#supply management
#global standardization
#medical devices #risk management

Emily is the Head of Quality for International Markets for Image Guided Therapy Devices at Philips. Over the last 10 years she has worked in Quality with various multinational pharmaceutical and medical device companies, bringing a broad view (from design & development, to manufacturing and currently a focus on Distribution) to the table with a quality lens. She ensures that the distribution of their Class III Medical Devices are delivered to their patients, with the highest level of quality in mind. She studied Chemical & Pharmaceutical Sciences in DCU, followed with a MScs. in Business Management.



"Finding comfort in chaos, where simplicity is the highest form of complexity"

A deep dive into the intricate world of medical device distribution. This presentation unravels the challenges of supplying high-risk medical devices to 80+ countries, navigating the labyrinth of international regulations, and the quest for global standardization.

We'll explore diverse quality challenges, emphasize patient-centric approaches, and underline why strategic innovation trumps merely allocating more resources. This illuminating talk aims to shed light on the delicate balance between ensuring unparalleled quality and catering to a global demand, making it a must-attend for those keen on understanding the multifaceted medical device landscape.



Pieter De Pourcq + Joeri Staelens

Plant Continuous
Improvement
Manager en Plant
Quality Manager

CNH

#continuous improvement
#lean #waste #non-
quality #approach
#strategy #transition
#transformation

Pieter De Pourcq is in charge of directing the plant's transition to Lean manufacturing. He began shortly after CNH Industrial strategically started the switch from World Class Manufacturing to Lean Manufacturing. Pieter brings a wealth of expertise, including 12 years spent working for a reputable Japanese multinational, during which time he developed a profound understanding of Lean culture. His Black Belt in Lean further validates his knowledge and skills in this field.

Joeri Staelens is Plant Quality Mgr. of CNH industrial Zedelgem with 21 years of experience in manufacturing of which 15 years as a leader in continuous improvement with major focus on Quality. He has been in the role as Global Quality leader for World Class Manufacturing in CNH international and today he's piloting the integration to a relatively new lean program "CNH business system" with his team in Zedelgem.

**LEAN programs: same goals,
different impact...**

We all know the principles of lean manufacturing: The continuous improvement journey to eliminate waste and increase efficiency with optimum balance between Profit, Delivery & Quality. There are numerous amount of programs that guide industrial organizations to walk this road. Is there a "best program"?

This session testifies about the effect of transition of one approach to another on a large scale with its impact on the results, the organization and its culture.

SPEAKERS

