

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PUBLICATIONS

1. Dutta, Angsuman & Vora, Manu K. (2008), “Cost of Information Integrity Failures”, Proceedings of the ASQ World Congress for Quality and Improvement, Houston, TX, 5/5/2008.
2. Vora, Manu K. (2007), “Interpretation of Premier International Asia Pacific Quality Award Criteria, October 2005”, Prado, J. G. (Ed.), *Sistemas de Calidad*, Vol. 35, No. 85, pp. 23-30.
3. Vora, Manu K. (2007), “Diversity Management for Organizational Excellence”, Mosaic Blueprint e-Newsletter, Mosaic Blueprint, LLC, Vancouver, WA, 6/27/2007.
4. Vora, Manu K. (2006), “Effective Education and Training: A Roadmap for Success”, Invited Plenary Speech, Proceedings of the 17th Latin American Quality Congress, Tijuana, Mexico, 10/4 – 10/7/2006.
5. Vora, Manu K. (2005), “Managing Human Capital” chapter author in the book *Six Sigma for Transactions and Service*, Chap. 17, pp. 471-500, McGraw-Hill, New York, NY.
6. Vora, Manu K. (2005), “Creating Customer Value through Voice Of the Customer Management”, Prado, J. G. (Ed.), *Sistemas de Calidad*, Vol. 33, No. 83, pp. 19-24.
7. Vora, Manu K. (2005), “Managing Human Capital”, Invited Plenary Speech, Proceedings of the 33rd National Quality Control Congress, Acapulco, Mexico, 10/5 – 10/8/2005.
8. Vora, Manu K. (2005), “Voice of the Customer Management”, Invited Keynote Presentation, Proceedings of The Annual Costa Rica Quality Conference, San Jose, Costa Rica, March 14-15.
9. Garro, E., & Vora, M. K. (2005), “ASQ Certification in Costa Rica: A Competitive Advantage for the New Professionals”, Invited Contributory Presentation, Proceedings of The Annual Costa Rica Quality Conference, San Jose, Costa Rica, March 14-15.
10. Vora, M. K. (2004), “World-Class Performance through Quality Planning and Management”, Invited Plenary Keynote Speech, *Proceedings of the 16th Latinamerican Quality Conference*, Queretaro, Mexico, October 6-8.
11. Vora, Manu K. (2004), “Sustaining Organizational performance Excellence with the use of a Balanced Scorecard and Hoshin Planning”, Invited Plenary Keynote Speech, *Proceedings of the 7th International Quality Management and Organizational Development (QMOD) Conference*, p. 707-720, Monterrey, Mexico, August 4-6.
12. Vora, Manu K. (2004), “Creating Employee Value in a Global Economy through Participation, Motivation, and Development”, Kanji, G. K. (Ed.), *Total Quality Management & Business Excellence*, Vol. 15, No. 5 & 6, pp. 793-806, July - August.
13. Vora, Manu K. (2004), “Life is a journey, enjoy the ride and make a difference”, Invited Guest Editorial, Caplan, F. (Ed.), *Quality Engineering*, Vol. 16, No. 3, March.
14. Vora, Manu K. (2004), “Creating Employee Value in a Global Economy through Participation, Motivation, and Development”, Invited Guest Presentation, *Proceedings of The 3rd Latin American Quality Conference*, Managua, Nicaragua, February 26-27.
15. Mandke, V. V., Miller, S. R., Prabhaker, P. R., Vora, M. K., & Vora, N. M. (2003), “How to Ensure Information Integrity for Effective and Economic Health Care”, *Proceedings of the AHIMA 2003 National Convention*, Minneapolis, MN, October 21.
16. Vora, Manu K. (2003), “Creating Employee Value in a Global Economy through Participation, Motivation, and Development”, Invited Keynote Presentation, *Proceedings of The 8th World Congress for Total Quality Management*, Dubai, UAE, October 6-8.
17. Vora, Manu K. (2003), “Global Quality Management without Boundaries”, Invited Guest Editorial, Zairi, M. (Ed.), *The TQM Magazine*, Vol. 13, No. 2, pp. 69-70, March.
18. Vora, Manu K. (2003), “Creating Employee Value in a Global Economy through Participation, Motivation, and Development”, Invited Keynote Presentation, *Proceedings of The 2nd Latin American Quality Conference*, Santo Domingo, Dominican Republic, February 21-22.
19. Vora, Manu K. (2002), “Business Excellence through Quality Management”, Kanji, G. K. (Ed.), *Total Quality Management*, Vol. 13, No. 8, pp. 1151-1159, December.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PUBLICATIONS (Continued)

20. Vora, Manu K. (2002), "Only Ethical Leadership can Restore Public Confidence", Business Interview, *India Abroad*, New York, NY, September 13.
21. Vora, Manu K. (2002), "Business Excellence through Quality Management", Invited Keynote Presentation, *Proceedings of The 7th World Congress for Total Quality Management*, Vol. 1, pp. 115-123, Verona, Italy, June 25-27.
22. Vora, Manu K. (2002), "Creating Customer Value through Voice Of the Customer Management", *Proceedings of The 7th World Congress for TQM*, Vol. 2, pp. 73-81, Verona, Italy, June 25-27.
23. Vora, M. K., Sandretti, R. J., & Quin, P. J. (2001), "Putting Fun Into Fund Raising In a Quality Way", White Paper prepared for the ASQ Capital Campaign, August.
24. Vora, M. K., Harthun, S. M., & Kingen, R. G. (1993), "ASQC Certification Committee Practices What It Preaches", *Quality Progress*, Vol. 26, No. 11, pp. 99-103, November.
25. Delatore, J. P., Prell, E. M., & Vora, M. K. (1989), "Translating Customer Needs into Product Specifications", *Quality Progress*, Vol. 22, No. 1, pp. 50-53, January.
26. Delatore, J. P., Prell, E. M., & Vora, M. K. (1987), "Improving the Quality of System Product Specifications", *AT&T R&D Product Realization Process Symposium*, Holmdel, NJ, December.
27. Vora, M. K., Delatore, J. P. (1986), "Quality Pioneering in Switching Systems Engineering", *Quality News*, AT&T Network Systems, September.
28. Vora, M. K., Mason, D. M., Rehmat, A., & Sandstrom, W. A. (1980), "Ash Agglomerates From Coal", *Energy Communications*, Vol. 6, No. 3, pp. 195-210.
29. Vora, M. K., & Shaheen, E. I. (1980), "LNG", Invited Staff Editors, *International Petroleum Encyclopedia*, PennWell Publishing Co., Tulsa, OK, Vol. 13, pp. 362-371.
30. Vora, M. K., & Shaheen, E. I. (1980), "Energy Sources: Positive Interplay is Needed to Tide World in Energy Crisis", Invited Staff Editors, *International Petroleum Encyclopedia*, PennWell Publishing Co., Tulsa, Oklahoma, Vol. 13, pp. 294-300.
31. Vora, M. K., Sandstrom, W. A., & Rehmat, A. (1980), "Historical Development of the U-GAS Process at the IGT Pilot Plant", *Proceedings of the 15th Intersociety Energy Conversion Engineering Conference*, Seattle, WA, August 18-22.
32. Wasan, D. T., Djabbarah, N. F., Vora, M. K., & Shah, S. T. (1979), "Dynamic Effects of Surfactants and Macromolecules on Interfacial Viscoelastic Properties", Published *Lecture Notes on Physics*, 31, Springer Verlag, Copenhagen, Denmark.
33. Rehmat, A. G., Vora, M. K., & Sandstrom, W. A. (1979), "Instrumentation and Controls Experience at The IGT U-GAS Pilot Plant", *Proceedings of the 1979 Symposium on Instrumentation and Control for Fossil Energy Processes*, Denver, CO, August 20-22.
34. Vora, M. K., Patel, J. G., Sandstrom, W. A., & Rehmat, A. G. (1979), "IGT U-GAS Pilot Plant Developments", *Proceedings of the 14th Intersociety Energy Conversion Engineering Conference (IECEC)*, Boston, MA, August 5-10.
35. Rehmat, A., Vora, M. K., & Sandstrom, W. A. (1978), "Low-BTU Gas from the IGT Ash-Agglomeration Gasification Process", *Proceedings of the 13th IECEC*, San Diego, CA, August 20-25.
36. Vora, M. K., Shaheen, E. I., & Knieves, D. V. (1978), "U.S. Energy Future: Higher LNG Imports will be Needed", *World Oil*, Vol. 186, No. 7, pp.134-148.
37. Vora, M. K., & Shaheen, E. I. (1978), "Energy: Yesterday, Today & Tomorrow", White Paper prepared for the *Gas Engineering School, I.A.P.*, Boumerdes, Algeria.
38. Manu K., (1978), Editor, "U-GAS Pilot Plant Training Manual", *Institute of Gas Technology*, Chicago, IL, September.
39. Shaheen, E. I., & Vora, M. K. (1977), "Worldwide LNG Survey Cites Existing, Planned Projects", *Oil & Gas Journal*, Vol. 75, No. 25, pp. 59-71.
40. Wasan, D. T., Gupta, L., & Vora, M. K. (1971), "Interfacial Shear Viscosity at Fluid-Fluid Interfaces", *A.I.Ch.E. Journal*, 17, No. 6, pp. 1287-1295.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS

1. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/19/2009.
2. “Best Practices in Employee Motivation”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/19/2009.
3. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Fox Valley Section, Naperville, IL, 11/3/2009.
4. “Best Practices in Employee Motivation”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/3/2009.
5. “Balanced Scorecard: Success through Leadership Enablers”, Invited Workshop Presentation at Northern Illinois Quality Conference 2009, Naperville, IL, 10/24/2009.
6. “Human Resource Management”, Invited Course in the Organizational Development Certificate Program, National Management Institute, Cairo, Egypt, 10/11 – 10/15/2009.
7. “Information Integrity Coalition – Vision Beyond Technology”, Special Presentation to Sales Executives, Infogix University, Naperville, IL, 8/6/2009.
8. “Meeting Facilitation”, Special Presentation to Sales Executives, Infogix University, Naperville, IL, 7/21/2009.
9. “How To Get Things Done - Time Management”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 6/18/2009.
10. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Illiana Section, Chicago Heights, IL, 4/28/2009.
11. “How To Get Things Done - Time Management”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 4/20/2009.
12. “World-Class Performance through Quality Planning and Management”, Invited Presentation to Supervision Class, College of DuPage, Glen Ellyn, IL, 4/15/2009.
13. “World-Class Performance through Quality Planning and Management”, Presentation to Introduction to Business Class, College of DuPage, Glen Ellyn, IL, 4/15/2009.
14. “Achieving Healthcare Performance Excellence”, Invited Grand Round Presentation at St. Mary Medical Center, Hobart, IN, 4/8/2009.
15. “Effective Meetings”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 4/7/2009.
16. “Management of Information Systems Technology”, Taught 4 Classes in the Professional MBA Program, Northern Illinois University, Hoffman Estates, IL, 3/26/2009, 4/2/2009, 4/9/2009 & 4/16/2009.
17. “Quality Management: Principles and Practices”, Invited Guest Presentation to Senior Leaders at TechKNOW Engineering, LLC, Chicago, IL, 3/13/2009.
18. “Conformity Assessment System in the United States”, Invited Presentation to Chinese Delegation, Center for Professional Development (CPD), Illinois Institute of Technology (IIT), Wheaton, IL, 2/25/2009.
19. “American Ideas and Principles on Standardization and Voluntary Consensus”, Invited Presentation to Chinese Delegation, CPD, IIT, Wheaton, IL, 2/24/2009.
20. “General Introduction to Standardization and the United States Standards Strategy”, Invited Presentation to Chinese Delegation, Center for Professional Development (CPD), IIT, Wheaton, IL, 2/24/2009.
21. “Quality Management and Supervision in the United States”, Invited Presentation to Chinese Delegation, CPD, IIT, Wheaton, IL, 2/23/2009.
22. “Leveraging Diversity for Organizational Excellence”, Invited Presentation at ASQ Northeastern Illinois Section Meeting, Buffalo Grove, IL, 11/20/2008.
23. “Leadership Development”, Invited Presentation at ASQ Fox Valley Section Meeting, Naperville, IL, 11/4/2008.
24. “Leader in You”, Invited Presentation at ASQ Fox Valley Section Meeting, Naperville, IL, 11/4/2008.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

25. "Leadership Development", Invited Workshop Presentation at Northern Illinois Quality Conference 2008, Naperville, IL, 11/2/2008.
26. "World-Class Performance through Quality Planning and Management", Invited Presentation to Supervision Class, College of DuPage, Glen Ellyn, IL, 10/22/2008.
27. "Balanced Scorecard: Success through Leadership Enablers", Invited Keynote Presentation at International Congress of Excellence, Madrid, Spain, 10/7/2008.
28. "Goal Setting", Special presentation to Sales Executives, Infogix University, Naperville, IL, 8/11/2008.
29. "World-Class Employee Engagement Practices", Invited Keynote Address at Integral Systems, Inc. Users' Conference, Carol Stream, IL, 7/29/2008.
30. "Putting Your Employee Motivation Practices on Steroids", Invited Round Table Leader at Integral Systems, Inc. Users' Conference, Carol Stream, IL, 7/29/2008.
31. "Effective Meetings", Special presentation to Sales Executives, Infogix University, Naperville, IL, 7/25/2008.
32. "World-Class Employee Engagement Practices", Invited Presentation at the Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 6/13/2008.
33. "World-Class Employee Engagement Practices", Invited Keynote Presentation at the 2nd Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/6/2008.
34. "Leadership Development", Invited Keynote Presentation at the 2nd Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/6/2008.
35. "Managing Human Capital", Invited Workshop Presentation to the Department of Social Services, Broome County, Binghamton, NY, 6/5/2008.
36. "Leadership Development", Invited Presentation at ASQ Illiana Section Meeting, Orland Park, IL, 5/20/2008.
37. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at ASQ QN9000 Network, Lafayette, IN, 5/15/2008.
38. "Managing Human Capital", Invited Presentation at ASQ Lafayette Section, Lafayette, IN, 5/14/2008.
39. "Leveraging Diversity for Organizational Excellence", Keynote Presentation at Asian American Heritage Month Program, Alcatel-Lucent, Naperville, IL, 5/12/2008.
40. Dutta, A. & Vora, M. K., "Cost of Information Integrity Failures", Presentation at the ASQ World Congress for Quality and Improvement, Houston, TX, 5/5/2008.
41. "Leadership Development", Invited Seminar Presentation at the Chicago Organization Development Institute Chapter (CODIC), Lisle, IL, 3/8/2008.
42. "Leveraging Diversity for Organizational Excellence", Invited Presentation at ASQ Chicago Section Meeting, Arlington Heights, IL, 2/13/2008.
43. "Process Management", Presentation to Unit leaders, Infogix, Inc., Naperville, IL, 12/18/2007.
44. "Employee Engagement Practices", Invited Presentation to Senior Leaders, Institutional Advancement, Illinois Institute of Technology, Chicago, IL, 12/14/2007.
45. "Leadership Development", Presentation at EGADE Zona Centro, ITESM, State of Mexico Campus, Mexico, 12/7/2007.
46. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at EGADE Zona Centro, ITESM, State of Mexico Campus, Mexico, 12/6/2007.
47. "Leadership Development", Invited Presentation at the Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 11/9/2007
48. "World-Class Performance through Quality Planning and Management", Invited Presentation to Supervision Class, College of DuPage, Glen Ellyn, IL, 11/8/2007.
49. "Voice of the Customer Management", Invited Workshop Presentation at the 10th *Northern Illinois Quality Conference (NIQC 2007)*, Naperville, IL, 11/6/2007.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

50. "Employee Engagement Practices", Invited Workshop Presentation at the 10th *Northern Illinois Quality Conference (NIQC 2007)*, Naperville, IL, 11/4/2007.
51. "Leadership Development", Invited Guest Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 10/18/2007.
52. "Balanced Scorecard: Success through Leadership Enablers", Invited Plenary Keynote Address at 35th National Quality Control Congress, Monterrey, Mexico, 10/3 – 10/6/2007.
53. "Malcolm Baldrige Criteria for International Asia Pacific Quality Award Program, Panelist, 35th Mexican Quality Control Congress, Monterrey, Mexico, 10/3/2007.
54. "Leadership Development", Invited Workshop Presentation at the 35th Mexican National Quality Control Congress, Mexico, 10/2/2007.
55. "Excellence in Organizational Development", Invited Workshop Presentation at the 35th Mexican National Quality Control Congress, Mexico, 10/2/2007.
56. "Process Management", Invited Workshop Presentation at the Annual Excellence Journey, BancoEstado Microempresas S.A., Santiago, Chile, 8/3/2007.
57. "Voice of the Customer Management", Invited Workshop Presentation at ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/9/2007.
58. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at the 1st Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/8/2007.
59. "Diversity Management for Organizational Excellence", Invited Keynote Presentation at Asian American Heritage Month Celebration, Office of the Clerk of the Circuit Court of Cook County, Chicago, IL, 5/31/2007.
60. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at Great Lakes TL 9000 Special Interest Group Meeting, Naperville, IL, 4/24/2007.
61. "Effective Training and Education: A Roadmap for Making it Work in Your Company", Invited Guest Presentation at the ASQ Racine Kenosha Section, Racine, WI, 4/12/2007.
62. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at the ASQ Chicago Section, Des Plaines, IL, 4/11/2007.
63. "Balanced Scorecard: Success through Leadership Enablers", Invited Seminar Presentation at CODIC, Lisle, IL, 2/3/2007.
64. "Effective Education and Training", Invited Presentation at ASQ Fox Valley Section, Naperville, IL, 11/7/2006.
65. "How to Measure Education and Training Effectiveness", Invited Presentation at ASQ Fox Valley Section, Naperville, IL, 11/7/2006.
66. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at *Northern Illinois Quality Conference (NIQC 2006)*, Naperville, IL, 11/5/2006.
67. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at the *NIQC 2006*, Naperville, IL, 11/5/2006.
68. "Effective Education and Training: A Roadmap for Success", Invited Plenary Speech at the 17th Latin American Quality Congress, Tijuana, Mexico, 10/4/2006.
69. "Malcolm Baldrige Criteria Interpretation", Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 10/4/2006.
70. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 11/3/2006.
71. "Managing Human Capital", Invited Workshop Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 11/3/2006.
72. "Organizational Performance Excellence through Total Quality Management", Invited Keynote Address at the Senior Staff Retreat, Office of the Clerk of the Circuit Court of Cook County, Brookfield, IL, 9/30/2006.
73. "Malcolm Baldrige Winners' Vision, Mission and Values", Invited Presentation to Senior Leaders, Cahaba GBA, LLC, Birmingham, AL, 6/19/2006.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

74. "Effective Education and Training", Invited Guest Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 6/15/2006.
75. "Balanced Scorecard with Hoshin Planning", Invited Presentation to Cahaba GBA, LLC Leadership Team, Birmingham, AL, 5/12/2006.
76. "Supply Chain Management", Invited Guest Presentation at the ASQ *Illiana Section*, Midlothian, IL, 3/28/2006.
77. "Supply Chain with Quality Management Focus", Invited Guest Presentation at the ASQ *Fox Valley Section*, Naperville, IL, 3/7/2006.
78. "Quality Management", Adjunct Professor, Center for Business & Economics, Elmhurst College, Elmhurst, Illinois, 1/20/06 – 1/27/2006.
79. "Total Quality Management", Visiting Professor, Great Lakes Institute of Management, Executive MBA Program, Chennai, India, 1/5/06 – 1/9/2006.
80. "Total Quality Management", Visiting Professor, Great Lakes Institute of Management, Regular MBA Program, Chennai, India, 1/5/06 – 1/9/2006.
81. "Business Excellence through Quality Management", Invited Guest Presentation to Rotary Club Mysore West, Mysore, India, 1/3/2006.
82. "Business Excellence through Quality Management", Invited Guest Presentation at SDM Institute of Management Development and the Greater Mysore Management Association, Mysore, India, 1/2/2006.
83. "Supply Chain Management with Quality Management Focus", Invited Workshop Presentation at the *NIQC 2005*, Naperville, IL, 11/6/2005.
84. "Balanced Scorecard with Hoshin Planning", Invited Workshop Presentation at the *NIQC 2005*, Naperville, IL, 11/6/2005.
85. "Managing Human Capital", Invited Plenary Keynote Address at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/5 – 10/8/2005.
86. "Malcolm Baldrige Criteria Interpretation", Presentation at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/5 – 10/8/2005.
87. "Supply Chain Management to Create Super-Efficient Organizations", Invited Workshop Leader at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/4/2005.
88. "Balanced Scorecard with Hoshin Planning", Invited Guest Presentation at the ASQ *Northeastern Illinois Section*, Buffalo Grove, IL, 9/15/2005.
89. "Creating Customer Value through Voice of the Customer (VOC) Management", Invited Guest Presentation at the ASQ Central Arkansas Section, Little Rock, AR, 9/13/2005.
90. "Supply Chain with Quality Management Focus to Create Super-Efficient Organizations", Invited Guest Presentation at the ASQ *Northeastern Illinois Section*, Buffalo Grove, IL, 6/16/2005.
91. "Balanced Scorecard with Hoshin Planning", Invited Guest Presentation at the ASQ *Illiana Section*, Matteson, IL, 4/26/2005.
92. "World-Class Performance through Quality Planning and Analysis", Invited Guest Presentation at Stuart Consulting Group, Stuart Graduate School of Business, IIT, Chicago, IL, 3/30/2005.
93. "Balanced Scorecard with Hoshin Planning", Invited Workshop Presentation at The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/16/2005.
94. "Creating Employee Value through Participation, Motivation, and Development", Invited Workshop Presentation at The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/16/2005.
95. "Voice of the Customer Management", Invited Keynote Presentation, The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/15/2005.
96. "ASQ Certification in Costa Rica: A Competitive Advantage for the New Professionals", Garro, Edwin, & Vora, Manu K., Contributory Paper, The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/15/2005.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

97. "World-Class Performance through Quality Planning and Analysis", Invited Guest Presentation at BUS 356 – Operations Management Course, Elmhurst College, Elmhurst, IL, 2/21/2005.
98. "Balanced Scorecard with Hoshin Planning", Invited Workshop Presentation at the *Northern Illinois Quality Conference (NIQC 2004)*, Naperville, IL, 11/9/2004.
99. "World-Class Performance through Quality Planning and Management", Invited Plenary Keynote Speech at the 16th Latinamerican Quality Congress, Queretaro, Mexico, 10/6 – 10/9/2004.
100. "Sustaining Business Performance Excellence with the Use of a Balanced Scorecard and Hoshin Planning", Invited Workshop Leader at the 16th Latinamerican Quality Congress, Queretaro, Mexico, 10/5/2004.
101. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Presenter at ASQ Fox Valley Section Technical Meeting, Naperville, IL, 9/7/2004.
102. "Sustaining Organizational performance Excellence with the use of a Balanced Scorecard and Hoshin Planning", Invited Plenary Keynote Speaker, 7th International Quality Management and Organizational Development (QMOD) Conference, Monterrey, Mexico, 8/4 – 8/6/2004.
103. "Sustaining Business Performance Excellence with the Use of a Balanced Scorecard and Hoshin Planning", Invited Seminar Leader at the 7th International QMOD Conference, Monterrey, Mexico, 8/3/2004.
104. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Seminar Leader at the 7th International QMOD Conference, Monterrey, Mexico, 8/3/2004.
105. "Building World-Class Performance through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of DuPage*, Glen Ellyn, IL, 4/27/2004.
106. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 4/27/2004.
107. "Voice of The Customer (VOC) Management", Invited Presentation at ASQ Chicago & Illiana Sections Joint Technical Meeting, Hickory Hill, IL, 4/14/2004.
108. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Presentation at the ASQ *Northeastern Illinois Section*, Lincolnshire, IL, 3/18/2004.
109. "Building World-Class Performance through Quality Management", Invited Guest Presentation, Costa Rica Quality Conference, San Jose, Costa Rica, 3/1/2004.
110. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Guest Presentation at the 3rd *Latin American Quality Conference*, Managua, Nicaragua, 2/26/2004.
111. "Building World-Class Performance through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of DuPage*, Glen Ellyn, IL, 2/2/2004.
112. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 2/2/2004.
113. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Presentation at the ASQ *Illiana Section*, Lynwood, IL, 11/18/2003.
114. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of DuPage*, Glen Ellyn, IL, 10/30/2003.
115. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 10/27/2003.
116. "The Balanced Scorecard: Unlocking a Secret to Sustained Business Performance", Public Workshop for quality professionals, *Atria Hotel, Bangalore*, India, 10/14/2003.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

117. "The Balanced Scorecard: Unlocking a Secret to Sustained Business Performance", Public Workshop for quality professionals, *Golden Swan Club, Vile Parle East, Mumbai, India*, 10/10/2003.
118. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Keynote Presentation at the *8th World Congress for Total Quality Management*, Dubai, UAE, 10/8/2003.
119. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Workshop Presentation at the *Northern Illinois Quality Conference (NIQC 2003)*, Naperville, IL, 9/28/2003.
120. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 5/27/2003.
121. "Business Excellence through Quality Management", Invited Presentation at Business 101 Class, *College of DuPage*, Glen Ellyn, IL, 4/23/2003.
122. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Keynote Presentation at *The 2nd Latin American Quality Conference*, Santo Domingo, Dominican Republic, 2/22/2003.
123. "Creating Customer Value through Voice of the Customer Management", Invited Presentation at *ASQ Danville Section Technical Program*, Danville, IL, 1/16/2003.
124. "Creating Customer Value through Voice of the Customer Management", Invited Presentation at *ASQ Northeastern Illinois Section Technical Program*, Libertyville, IL, 11/21/2002.
125. "Business Excellence through Quality Management", Invited Presentation at Introduction to Marketing Class, *College of DuPage*, Glen Ellyn, IL, 10/31/2002.
126. "Business Excellence through Quality Management", Invited Presentation at Business 101 Class, *College of DuPage*, Glen Ellyn, IL, 10/14/2002.
127. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 10/14/2002.
128. "How to Measure, Manage and Improve Customer Focus and Satisfaction", Invited Public Seminar Presentation at *The Pontificia Universidad Catolica del Peru*, Lima, Peru, 9/19/2002.
129. "Creating Organizational Performance Excellence using Malcolm Baldrige Quality Award Guidelines", Invited Seminar Presentation to the Staff at *Institute for Quality, The Pontificia Universidad Catolica del Peru*, Lima, Peru, 9/18/2002.
130. "Creating Customer Value through Voice of the Customer Management", Contributory Session at the *7th World Congress for TQM*, Verona, Italy, 6/27/2002.
131. "Business Excellence through Quality Management", Invited Keynote Speech, at the *7th World Congress for Total Quality Management*, Verona, Italy, 6/26/2002.
132. "Creating Customer Value through Voice of the Customer Management", Invited workshop to *Excellence Ireland*, Dublin, Ireland, 6/19/2002.
133. "Customer Service and Satisfaction", Invited Workshop Presentation at the *North East Quality Council Spring 2002 Seminar Series*, Marlborough, MA, 6/6/2002.
134. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of DuPage*, Glen Ellyn, IL, 4/22/2002.
135. "Customer Focus & Satisfaction: New ISO 9001:2000 Requirements for Performance Excellence", Invited Workshop Presentation at the *North East Quality Council Fall 2001 Seminar Series*, Danbury, CT, 10/22/2001.
136. "Creating Employee Value through Recognition Process", Invited Presentation at *ASQ Chicago Section Technical Program*, Oak Brook, IL, 10/10/2001.
137. "Creating Employee Value through Recognition Process", Invited presentation to *ASQ Members*, Lima, Peru, 9/11/2001.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

138. "Business Excellence through Quality Management", Invited presentation at *Institute for Quality, Pontificia Universidad Catolica del Peru*, Lima, Peru, 9/10/2001.
139. "Recognition: The Why, What and How", Invited Presentation at ASQ Heart of Illinois Section Technical Program, Peoria, IL, 4/17/2001.
140. "Business Excellence through Quality Management", Invited Presentation to Senior Leadership Team, *HCL Infosystems, Ltd.*, Noida, New Delhi, India, 12/6/2000.
141. "Business Excellence through Quality Management", Public workshop for quality professionals, *Hotel Metropolitan, New Delhi*, India, 12/5/2000.
142. "Business Excellence through Quality Management", Public workshop for quality professionals, *Hotel Orchid, Vile Parle East, Mumbai*, India, 12/4/2000.
143. "Voice of the Customer Management: The Why, What & How", *ASQ Member Meeting*, Vile Parle East, Mumbai, India, 12/3/2000.
144. "Performance Excellence through Quality Management", Invited Talk, Senior Faculty & Staff, *Seth G.S. Medical College and KEM Hospital*, Parel, Mumbai, India, 11/30/2000.
145. "Business Excellence through Quality Management", Invited Presentation to Senior Leaders, *Multi-Arc India, Ltd.*, Pimpri, Pune, India, 11/28/2000.
146. "Voice of the Customer Management: The Why, What & How", *ASQ Member Meeting*, *American University*, Dubai, UAE, 11/23/2000.
147. "Business Excellence through Quality Management", Invited Workshop Presented to Senior Leadership team at *OMZEST Group – Service & Trading Companies Executives*, Muscat, Sultanate of Oman, 11/21/2000.
148. "Business Excellence through Quality Management", Invited Workshop Presented to Senior Leadership team at *OMZEST Group – Manufacturing Companies Executives*, Muscat, Sultanate of Oman, 11/20/2000.
149. "Voice of the Customer Management: The Why, What & How", Invited Presentation to *Indian Merchants' Chambers*, Mumbai, India, 11/17/2000.
150. "Business Excellence through Quality Management", Invited Presentation to Senior Leaders, *USF Worldwide*, Itasca, IL, 10/24/2000.
151. "Recognition: The Why, What & How", Invited Presentation at *ASQ Illiana and Northwest Indiana Section*, Merrillville, IN, 4/25/2000.
152. "Illinois Team Excellence Award Judges' Training", Co-Trainer, Wheaton & Schaumburg, IL, July 1999, 1998, 1997, 1996.
153. "Voice of the Customer Results for Switching Systems", Invited Presentation at the *Lucent Technologies Sales Conference*, Seoul, South Korea, 6/10/1998.
154. "Voice of the Customer Results for Switching Systems", Invited Presentation at the *Lucent Technologies Sales Conference*, Bangkok, Thailand, 6/2/1998.
155. "Voice of the Customer (VOC) Management", Bonelli, R., Holmes, M. G. and Vora, M. K., Presentation at the *Northern Illinois Quality Conference*, Oak Brook, IL, 4/14/1998.
156. "Quality Management Topics", Special Presentation to Technical Professionals attending short course at *IIT Stuart GSB*, Wheaton, IL, 3/21/1998.
157. "Quality Management Topics", Invited Presentation to Technical Professionals attending "Meeting the Challenge of Change" short course at *IIT Stuart SB*, Wheaton, IL, 3/15/1997.
158. "Recognition Overview", Presented to the Management 508 Class, *DePaul University*, Naperville, IL, 3/1/1997.
159. "Quality Management Principles and Practices", Workshop Presentation to *Indian Railways Management Team*, *Chennai Integral Coach Factory*, Munster, IN, 10/16/1996.
160. "Quality Management Principles & Practices", Workshop to *Indian Railways Management Team*, *Varanasi Diesel Locomotive Works*, Munster, IN, 9/10/1996.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

161. "Total Quality Management", Invited Presentation to Senior Executives from Northern China Region, *IIT Stuart Graduate School of Business*, Wheaton, IL, 7/16/1996.
"Baldrige Assessment in Education for Naperville School District 203", Naperville, IL, 2/15/1996.
162. "Quality Management Principles and Practices", Invited Presentation to Faculty and University Action Committee, *Chicago State University*, Chicago, IL, 2/12/96, and 11/15/1995.
163. "Quality Management in Education", Invited Presentation to Naperville Unit School *District 203 Cabinet, Teachers, Board of Education and Parents*, Naperville, IL, 1/25/1996.
164. "Quality "Quality Management Principles and Practices", Invited Presentation to Middle Managers from Caterpillar, Inc., *IIT Stuart GSB Wheaton*, 11/9/1995.
165. "Recognition: The Why, What & How", Presented at the 19th Annual Quality Day, *Argonne National Laboratory*, Argonne, IL, 4/6/1995.
166. "Quality Management Principles and Practices", Guest Speaker at *IIT Stuart Graduate School of Business Operations Management Program Class*, 3/23/1995.
167. "Case Studies of Special Quality Classes at AT&T", Invited Workshop Presentation at the *1995 Midwest Training Conference*, Oak Brook Terrace, IL, 2/27/1995.
168. "Quality Principles as Applied to Design", Invited presentation to ME-404 Class, *Illinois Institute of Technology*, Wheaton Campus, 2/6/1995.
169. "Cost of Quality", Presented to *AT&T Bell Laboratories Engineers*, ASQ CQE Preparation Classes, Naperville, IL, 1995, 1994, 1993, 1992, 1991, 1990, 1989.
170. "Process Improvement in Customer Acquisition Process", *UNITECH Systems, Inc.*, Naperville, IL, 11/19/1994.
171. "Quality Management Principles & Practices: A How to Do It Overview", Presented to *AIChE Chicago Section's Fall Symposium*, Rosemont, IL, 9/14/1994.
172. "Process Improvement Principles and Practices", Invited Workshop Presented to Senior Leadership Team, *UNITECH Systems, Inc.*, Naperville, IL, 9/10/1994.
173. "Quality Recognition/Celebration Process", Invited Workshop to *AT&T Global Procurement Organization*, Greensboro, NC, 3/29/1994.
174. "Quality in Design", Invited Guest Speaker, *Illinois Institute of Technology Mechanical Engineering Class*, Wheaton, IL, 3/24/1994.
175. "Process Quality Management and Improvement Guidelines", Presented to Middle Managers at *AT&T Bell Laboratories*, Naperville, IL, 1989-1993.
176. "Quality Improvement Story (QI Story)", Presented to Middle Managers at *AT&T Bell Laboratories*, Naperville, IL, 1993.
177. "Generating Community Support - How the Chicago Section co-sponsored 10 broadcast sites of the Quality Forum with area colleges and corporations", Invited presentation at the *ASQ NQM Session, 47th Annual Quality Congress*, Boston, MA, 5/24/1993.
178. "Customer Satisfaction Results Driving the ASQ Certification Process Improvements", Paper presented at the *ASQ Chicago Section "Quality Sharing Session"*, Oak Brook, IL, 4/22/1993.
179. "TQM Principles and Practices", Invited Guest Speaker, *IIT Stuart Graduate School of Business*, Wheaton, IL, 2/6/1993.
180. "Quality Perspective", Invited Presentation to *American Society of Engineers from India (ASEI)*, Munster, IN, 12/8/1992.
181. "Quality: The Why, What, and How", Invited Presentation to *IIT Department of Chemical Engineering*, Chicago, IL, 10/21/1992.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (Continued)

182. "ASQ Certification: The Why, What, and How", Presentation at the *ASQ Chicago Section Technical Program Meeting*, Oak Brook Terrace, IL, 3/11/1992.
183. "The ASQ Chicago Section's Success Story", invited presentation delivered at the *Media Relations Training Seminar, 45th AQC*, Milwaukee, WI, 5-19-1991.
184. "Satellite Sites Planning", invited presentation delivered at the *Media Relations Training Seminar, 44th Annual Quality Congress (AQC)*, San Francisco, CA, 5/13/1990.
185. "Certified Quality Engineer: Why, What & How", Presented to *AT&T Bell Laboratories Engineers*, ASQ CQE Preparation Class, Naperville, IL, 1989.
186. "Quality 101: Introduction to Quality Management", Workshop presented to *AT&T Bell Laboratories' Directors*, Naperville, IL, 1988.
187. Rehmat, A., Vora, M. K., & Bryan, B. G., "Medium-BTU Gas from Coal by the IGT U-GAS Process", Paper presented at the *75th AIChE National Meeting*, Anaheim, CA, June 7-10, 1982.
188. Sandstrom, W. A., Vora, M. K., & Rehmat, A. G., "Recent Developments in High-Temperature Fluidization at the Ash-Agglomeration Pilot Plant", Paper presented at the *72nd Annual AIChE Meeting*, San Francisco, CA, November 25-29, 1979.
189. Vora, M. K., Sandstrom, W. A., & Rehmat, A. G., "Ash Agglomeration in Fluidized Bed Coal Gasification", Paper presented at the *Sixth National Conference on Energy and the Environment*, Pittsburgh, PA, May 21-24, 1979.
190. Sandstrom, W. A., Vora, M. K., & Rehmat, A. G., "IGT U-GAS Pilot Plant: High Temperature Fluidization", Paper presented at the *71st Annual AIChE Meeting*, Miami, FL, November 12-16, 1978.
191. Wasan, D. T., Djabbarah, N. F., Vora, M. K., & Shah, S. T., "Dynamic Effects of Surfactants and Macromolecules on Interfacial Viscoelastic Properties", Paper presented at the *Symposium on Dynamics and Instability of Fluid Interfaces*, The Technical University of Denmark, Lyngby, Denmark, May 1-5, 1978.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

TALKS

1. “2009 Excellence in Information Integrity (EII) Award Program” remarks at the EII Awards Program Banquet, Naperville, IL, 11/17/2009.
2. “IIT Global Alumni Recognition Process”, 2009 IIT Alumni Award Program, Chicago, IL, 5/1/2009.
3. “2008 Excellence in Information Integrity (EII) Award Program” remarks at the EII Awards Program Banquet, Chicago, IL, 10/20/2008.
4. “ASQ and Global Quality Resources”, remarks at ASQ Lafayette Section, Lafayette, IN, 5/14/2008.
5. “IIT Global Alumni Recognition Process”, 2008 IIT Alumni Award Program, Chicago, IL, 5/2/2008.
6. “Balanced Scorecard”, Solutions Architecture Department, CNA, Chicago, IL, 4/8/2008.
7. “2008 EII Award program”, Invited Presentation to Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 11/9/2007.
8. “2007 Excellence in Information Integrity (EII) Award Program” Remarks at the EII Awards Program Banquet, Chicago, 9/10/2007.
9. “IIT Alumni Recognition Process”, 2007 IIT Alumni Award Program, Chicago, IL, 4/27/2007.
10. “Quality Management in Health Care Setting”, Invited talk to Usha Kiran Eye Hospital Staff, Mysore, India, 1/3/2006.
11. “Quality Management in Health Care Setting”, Invited talk to N. M. Bhuta Eye Hospital Administrators, Sihor, India. 12/23/2006.
12. “Recognition of IIT Alumni”, 2006 IIT Alumni Award Program, Chicago, IL, 5/5/2006.
13. “Quality Management at International Level”, The 2005 E Jack Lancaster Medal Acceptance Speech delivered at the *ASQ Annual Quality Congress*, Milwaukee, WI, 5/01/2006.
14. “Be the Best We can be”, Invited speech at India’s 57th Independence Day Celebration, Hindu Student Council, Illinois Institute of Technology, Chicago, 8/15/2004.
15. “Life is a journey, enjoy the ride and make a difference”, Commencement Address delivered at the *Keller Graduate School of Management, Milwaukee Center*, Class of 2003, Milwaukee, WI, 6/6/2003.
16. “Life’s Lessons”, The 2001 Eugene L. Grant Medal Acceptance Speech delivered at the *ASQ Annual Quality Congress*, Denver, CO, 5/20/2002.
17. “Business Excellence through Quality Management”, Invited Presentation to *Rotary Club of Bombay West*, Santa Cruz West, Mumbai, India, 12/13/2000.
18. “Business Excellence through Quality Management”, Invited Presentation to Senior Management Team, *National Association for the Blind*, Mumbai, India, 12/8/2000.
19. “ASQ: A Global Resource”, Invited Presentation to *ASQ Members, New Delhi*, India, 12/5/2000.
20. “Business Excellence through Quality Management”, Invited Presentation to *Rotary Club of Bombay Seaface, Mumbai*, India, 12/2/2000.
21. “TQM and QuEST Forum/TL-9000 Standards Overview”, Presented to Middle Managers of *ETISALAT, Abu Dhabi*, UAE, 11/25/2000.
22. “Quality Management, Voice of The Customer & Recognition Overview”, Presented to Top Management at *Emirate Refining Co., Ltd., Sharjah*, UAE, 11/23/2000.
23. “ASQ Volunteer Leadership Recognition Process”, Presentation to *ASQ Board of Directors*, Milwaukee, WI, November 1999.
24. “Switching Systems Voice of The Customer Management”, Presentation to Senior Leadership Team, *Lucent Technologies*, Lisle, IL, 1999, 1998, 1997, 1996.
25. “Overview of National Quality Month Program”, *AT&T Bell Laboratories and Lucent Technologies*, Naperville, IL October 1997, 1996, 1995, 1994, 1993, 1992, 1991, 1990, 1989.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

TALKS (Continued)

26. "Opening Remarks at the 50th Annual Quality Congress", *ASQ 50th Annual Quality Congress (AQC)*, Chicago, IL May 1996.
27. "Opening Remarks on 1995 National Quality Month", *ASQ National Quality Month*, Rosemont, IL, October 1995.
28. "ASQ Networking Resources", Presentation at the *Chicago Area Educator's Work Group*, Chicago, IL, 2/24/1995 & 3/31/1995.
29. "Mission and Services of ASQ", Presented at the Mini-Session, *ASQ Chicago Section General Meeting*, Rosemont, IL, 9/14/1994.
30. "Quality: What, Why, and How", Invited talk to *Naperville High School Business Class*, Naperville, IL, 5/10/1994.
31. "SSBU Quality Recognition/Celebration Process", Presentation to the *AT&T Global Procurement Organization Team*, Greensboro, N.C., 3/29/1994.
32. "ISCBU 1993, 1992 & 1991 Customer Satisfaction Results", *AT&T Bell Labs*, Naperville, IL 3/1994
33. "ASQ Chicago Section Quality Forum Satellite Sites", *ASQ Chicago Section Mini-Session*, Des Plaines, IL, 9/8/1993.
34. "ISCBU 1992 & 1991 Customer Satisfaction Results", *AT&T Bell Labs*, Naperville, IL 7/1993.
35. "ISCBU 1992 & 1991 Customer Satisfaction Results", *AT&T Bell Labs*, Naperville, IL 7/1993.
36. "ASQ & Other Quality Networking Resources", Invited talk to Quality Managers, *R. R. Donnelley Documentation Services*, Chicago, IL, 5/19/1993.
37. "Quality In Real Life", Invited talk with *Naperville Junior High School Class*, Naperville, IL, 5/9/1993.
38. "International Switching Systems Business Unit 1991 Customer Satisfaction Results", *AT&T Bell Labs*, Naperville, IL, 2/1992.
39. "Quality and You", invited dinner speaker at the 42nd Annual Young Engineers' Forum, *The Western Society of Engineers*, Chicago, IL, 10/22/1991.
40. "Documentation Process Team Recommendations", Special presentation at the Management For Quality and Productivity Workshop, *AT&T Bell Laboratories*, Somerset, NJ, 6/10/1986.
41. "ASQ Quality Forum Program Overview", presentation at the *AT&T Bell Laboratories*, Naperville, IL, October 1989, 1990, 1991, 1992, 1993, 1994, 1995, 1996, 1997.
42. "Quality Science Outreach in Education Overview", presentation at the *Quality Sharing Session*, Oak Brook, IL, 9/16/1991.
43. "Quality Program in Systems Engineering at AT&T Bell Laboratories", Special presentation to *Exxon Research Executives*, Naperville, IL, 3/16/1987.