

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PUBLICATIONS (1971 – Present)

1. Vora, Manu K. (2011). "Change Management", Invited Keynote Address, Proceedings of the Peru Quality Congress, Lima, Peru, 6/9/2011.
2. 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.
3. 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.
4. Vora, Manu K. (2007). "Diversity Management for Organizational Excellence", Mosaic Blueprint e-Newsletter, Mosaic Blueprint, LLC, Vancouver, WA, 6/27/2007.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. 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.
18. 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.
19. 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.
20. 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 (1971 – Present) continued....

21. Vora, Manu K. (2002). "Only Ethical Leadership can Restore Public Confidence", Business Interview, *India Abroad*, New York, NY, September 13.
22. 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.
23. 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.
24. 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.
25. 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.
26. 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.
27. 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.
28. Vora, M. K., Delatore, J. P. (1986). "Quality Pioneering in Switching Systems Engineering", *Quality News*, AT&T Network Systems, September.
29. 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.
30. Vora, M. K., & Shaheen, E. I. (1980). "LNG", Invited Staff Editors, *International Petroleum Encyclopedia*, PennWell Publishing Co., Tulsa, OK, Vol. 13, pp. 362-371.
31. 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.
32. 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.
33. 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.
34. 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.
35. 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.
36. 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.
37. 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.
38. Vora, M. K., & Shaheen, E. I. (1978). "Energy: Yesterday, Today & Tomorrow", White Paper prepared for the *Gas Engineering School, I.A.P*, Boumerdes, Algeria.
39. Manu K., (1978). Editor, "U-GAS Pilot Plant Training Manual", *Institute of Gas Technology*, Chicago, IL, September.
40. Shaheen, E. I., & Vora, M. K. (1977). "Worldwide LNG Survey Cites Existing, Planned Projects", *Oil & Gas Journal*, Vol. 75, No. 25, pp. 59-71.
41. 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 (1978 – Present)

1. “Project Management for Organizational Excellence”, Invited Post-Dinner Presentation to ASQ Illiana Section, 5/15/2012.
2. “Principles of Operations Management”. Course Taught in the Evening MBA Program, Northern Illinois University, Naperville, IL, 3/21/2012 – 5/9/2012.
3. “Principles of Operations Management”. Course Taught in the Evening MBA Program, Northern Illinois University, Hoffman Estates, 3/19/2012 – 5/7/2012.
4. “Operations Analysis – Supply Chain Management”, Course Taught in the Professional MBA Program, Northern Illinois University, Hoffman Estates, IL, 1/23/2012 – 3/12/2012.
5. “Quality Assurance Project Management”, Course Taught in the School of Continuing Studies, Northwestern University, Evanston, IL, 1/7/2012 – 3/10/2012.
6. “Sustainable Human Resource Management”, Course Presentation to HR Experts from the Prime Ministry, Ankara, Turkey, DeKalb, IL, 12/5 – 12/7/2011 and 1/10/2012.
7. “Leadership Excellence”, Workshop Presentation at Northern Illinois Quality Conference (NIQC) 2011, Naperville, IL, 11/14/2011.
8. “Project Management for Organizational Excellence”, Invited Post-Dinner Presentation to ASQ Fox Valley Section, Naperville, IL, 11/1/2011.
9. “Project Management Principles”, Invited Pre-Dinner Presentation to ASQ Fox Valley Section, Naperville, IL, 11/1/2011.
10. “Principles of Operations Management”. Course Taught in the Executive MBA Program, Northern Illinois University, Naperville, IL, 10/22/2011 – 12/10/2011.
11. “Project Management for Organizational Excellence”, Invited Post-Dinner Presentation to ASQ Chicago Section, Schiller Park, IL, 10/12/2011.
12. “Project Management Principles”, Invited Pre-Dinner Presentation to ASQ Chicago Section, Schiller Park, IL, 10/12/2011.
13. “Project Management for Organizational Excellence”, Invited Dinner Presentation to ASQ Northeastern Illinois Section, Buffalo Grove, IL, 9/15/2011.
14. “Project Management Principles”, Invited Pre-Dinner Presentation to ASQ Fox Valley Section, Naperville, IL, 11/1/2011.
15. “Human Resource Change Management”, Course Presentation to HR Experts from the Prime Ministry, Ankara, Turkey, DeKalb, IL, 8/29 – 8/31 and 11-28 – 11/30/2011.
16. “Public Sector Leadership”, Course Presentation to Chief Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 8/22 – 8/24/2011.
17. “Project Management”, Course Presentation to Chief Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 8/15 – 8/16/2011.
18. “Humanitarian Efforts”, Course Presentation to Chief Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 8/9/2011
19. “Government Human Resources and Talent Management”, Course Presentation to Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 8/8/2011 and 8/10/2011.
20. “Operations Analysis - Supply Chain management”, Course Taught in the Professional MBA Program, Northern Illinois University, Hoffman Estates, IL, 7/7/2011 – 8/1/2011.
21. “Sustainable Government Practices”, Course Presentation to Chief Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 6/14/2011 and 8/1/2011.
22. “Non-Governmental Organizations”, Presentation to Chief Inspectors from the Ministry of Interior, Turkey, Naperville, IL, 5/31/2011.
23. “Leadership Excellence”, Invited Workshop at the Peru Quality Congress, Lima, Peru, 6/9/2011.
24. “Change Management”, Keynote Address at the Peru Quality Congress, Lima, Peru, 6/9/2011.
25. “ASQ Certifications”, Panelist at the Peru Quality Congress, Lima, Peru, 6/8/2011.
26. “Supply Chain Management: Contemporary Practices”, Invited Presentation to Brazilian Delegation, Center for Professional Development, IIT, Chicago, IL, 4/20/2011.
27. “Employee Engagement and Community Satisfaction”, Special Training to Management Team of Glencoe Park District, Glencoe, IL 4/5/2011.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (1978 – Present) continued

28. “Human Resource Management”, Invited Course to Inner Mongolia Delegation, Northern Illinois University, DeKalb, IL, 2/28/2011, 3/7/2011, 3/21/2011 & 3/30/2011.
29. “Change Management in Action”, Invited Presentation at ASQ Northeastern Illinois Section 1212 Main Program, Buffalo Grove, IL, 11/18/2010.
30. “Introduction to Change Management”, Invited Presentation at ASQ Northeastern Illinois Section 1212 Pre-Dinner Program, Buffalo Grove, IL, 11/18/2010.
31. “Talent Management”, Workshop Presentation at NIQC 2010, Naperville, IL, 11/15/2010.
32. “Change Management”, Workshop Presentation at NIQC 2010, Naperville, IL, 11/15/2010.
33. “Change Management – Part 1”, Invited Presentation at ASQ Fox Valley Section 1208 Pre-Dinner Meeting, Naperville, IL, 11/2/2010.
34. “Change Management – Part 2”, Invited Presentation at ASQ Fox Valley Section 1208 After-Dinner Meeting, Naperville, IL, 11/2/2010.
35. “Principles of Operations Analysis”, Course Taught in the Executive MBA Program, Northern Illinois University, Naperville, IL, 10/16 – 12/4/2010.
36. “Management of IS Technology”, Taught 4 Classes in the Professional MBA Program, Northern Illinois University, Hoffman Estates, IL, 7/15/2010, 7/22/2010, 7/29/2010 & 8/2/2010.
37. “Change Management in Government Agencies”, Course Taught to Turkish Ministers/Inspectors, Northern Illinois University, Naperville, IL 7/12 – 7/28/2010.
38. “Quality Assurance Project Management”, Course Taught at the School of Continuing Studies, Northwestern University, Evanston, IL, 6/26 – 8/28/2010.
39. “Operations Analysis – Supply Chain Management”, Course Taught in the Evening MBA Program, Northern Illinois University, Hoffman Estates, IL, 6/14 – 7/28/2010.
40. “Talent Management and Voice of the Customer Management”, Special Training Session at National Management Institute, Cairo, Egypt, 5/24/2010.
41. “Change Management”, Invited Presentation at ASQ Illiana Section 1213, Lansing, IL, 4/20/2010.
42. “Change Management – How to Sustain Change”, Invited Course in the Change Management Certificate Program, National Management Institute, Cairo, Egypt, 3/28 – 4/1/2010.
43. “Principles of Operations Analysis”, Course Taught in the Executive MBA Program, Northern Illinois University, Naperville, IL, 2/13 – 3/27/2010.
44. “Human Resource Management”, Invited Course to Inner Mongolia Delegation, Northern Illinois University, Chicago, 2/18/2010 & 2/15/2010.
45. “Change Management – How to Identify CM Programs”, Invited Course in the Change Management Certificate Program, National Management Institute, Cairo, Egypt, 1/31 – 2/4/2010.
46. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/19/2009.
47. “Best Practices in Employee Motivation”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/19/2009.
48. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Fox Valley Section, Naperville, IL, 11/3/2009.
49. “Best Practices in Employee Motivation”, Invited Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 11/3/2009.
50. “Balanced Scorecard: Success through Leadership Enablers”, Invited Workshop Presentation at Northern Illinois Quality Conference 2009, Naperville, IL, 10/24/2009.
51. “Human Resource Management”, Invited Course in the Organizational Development Certificate Program, National Management Institute, Cairo, Egypt, 10/11 – 10/15/2009.
52. “Quality Assurance Project Management”, Course Taught at the School of Continuing Studies, Northwestern University, Evanston, IL, 7/11 – 8/22/2009.
53. “How To Get Things Done - Time Management”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 6/18/2009.
54. “World-Class Employee Engagement Practices”, Invited Presentation at the ASQ Illiana Section, Chicago Heights, IL, 4/28/2009.

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PRESENTATIONS (1978 – Present) continued

55. “How To Get Things Done - Time Management”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 4/20/2009.
56. “World-Class Performance through Quality Planning and Management”, Invited Presentation to Supervision Class, College of Du Page, Glen Ellyn, IL, 4/15/2009.
57. “World-Class Performance through Quality Planning and Management”, Invited Presentation to Introduction to Business Class, College of Du Page, Glen Ellyn, IL, 4/15/2009.
58. “Achieving Healthcare Performance Excellence”, Invited Grand Round Presentation at St. Mary Medical Center, Hobart, IN, 4/8/2009.
59. “Effective Meetings”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 4/7/2009.
60. “Management of Information Systems Technology”, Taught 4 Classes in the Professional MBA Program, Northern Illinois University, Hoffman Estates, IL, 3/26/09, 4/2/09, 4/9/09 & 4/16/2009.
61. “Quality Management: Principles and Practices”, Invited Guest Presentation to Senior Leaders at TechKNOW Engineering, LLC, Chicago, IL, 3/13/2009.
62. “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.
63. “American Ideas and Principles on Standardization and Voluntary Consensus”, Invited Presentation to Chinese Delegation, CPD, IIT, Wheaton, IL, 2/24/2009.
64. “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.
65. “Quality Management and Supervision in the United States”, Invited Presentation to Chinese Delegation, CPD, IIT, Wheaton, IL, 2/23/2009.
66. “Leveraging Diversity for Organizational Excellence”, Invited Presentation at ASQ Northeastern Illinois Section Meeting, Buffalo Grove, IL, 11/20/2008.
67. “Leadership Development”, Invited Presentation at ASQ Fox Valley Section Meeting, Naperville, IL, 11/4/2008.
68. “Leader in You”, Invited Presentation at ASQ Fox Valley Section Meeting, Naperville, IL, 11/4/2008.
69. “Leadership Development”, Invited Workshop Presentation at Northern Illinois Quality Conference 2008, Naperville, IL, 11/2/2008.
70. “World-Class Performance through Quality Planning and Management”, Invited Presentation to Supervision Class, College of Du Page, Glen Ellyn, IL, 10/22/2008.
71. “Balanced Scorecard: Success through Leadership Enablers”, Invited Keynote Presentation at International Congress of Excellence, Madrid, Spain, 10/7/2008.
72. “Goal Setting”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 8/11/2008.
73. “World-Class Employee Engagement Practices”, Invited Keynote Address at Integral Systems, Inc. Users’ Conference, Carol Stream, IL, 7/29/2008.
74. “Putting Your Employee Motivation Practices on Steroids”, Invited Round Table Leader at Integral Systems, Inc. Users’ Conference, Carol Stream, IL, 7/29/2008.
75. “Effective Meetings”, Special presentation to Sales Executives, Infogix University, Naperville, IL, 7/25/2008.
76. “Quality Assurance Project Management”, Course Taught at the School of Continuing Studies, Northwestern University, Evanston, IL, 6/24 – 8/19/2008.
77. “World-Class Employee Engagement Practices”, Invited Presentation at the Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 6/13/2008.
78. “World-Class Employee Engagement Practices”, Invited Keynote Presentation at the 2nd Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/6/2008.

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PRESENTATIONS (1978 – Present) continued

79. “Leadership Development”, Invited Keynote Presentation at the 2nd Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/6/2008.
80. “Managing Human Capital”, Invited Workshop Presentation to the Department of Social Services, Broome County, Binghamton, NY, 6/5/2008.
81. “Leadership Development”, Invited Presentation at ASQ Illiana Section Meeting, Orland Park, IL, 5/20/2008.
82. “Balanced Scorecard: Success through Leadership Enablers”, Invited Presentation at ASQ QN9000 Network, Lafayette, IN, 5/15/2008.
83. “Managing Human Capital”, Invited Presentation at ASQ Lafayette Section, Lafayette, IN, 5/14/2008.
84. “Leveraging Diversity for Organizational Excellence”, Keynote Presentation at Asian American Heritage Month Program, Alcatel-Lucent, Naperville, IL, 5/12/2008.
85. 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.
86. “Leadership Development”, Invited Seminar Presentation at the Chicago Organization Development Institute Chapter (CODIC), Lisle, IL, 3/8/2008.
87. “Leveraging Diversity for Organizational Excellence”, Invited Presentation at ASQ Chicago Section Meeting, Arlington Heights, IL, 2/13/2008.
88. “Process Management”, Presentation to Unit leaders, Infogix, Inc., Naperville, IL, 12/18/2007.
89. “Employee Engagement Practices”, Invited Presentation to Senior Leaders, Institutional Advancement, Illinois Institute of Technology, Chicago, IL, 12/14/2007.
90. “Leadership Development”, Presentation at EGADE Zona Centro, ITESM, State of Mexico Campus, Mexico, 12/7/2007.
91. “Balanced Scorecard: Success through Leadership Enablers”, Invited Presentation at EGADE Zona Centro, ITESM, State of Mexico Campus, Mexico, 12/6/2007.
92. “Leadership Development”, Invited Presentation at the Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 11/9/2007
93. “World-Class Performance through Quality Planning and Management”, Invited Presentation to Supervision Class, College of Du Page, Glen Ellyn, IL, 11/8/2007.
94. “Voice of the Customer Management”, Invited Workshop Presentation at the *NIQC 2007*, Naperville, IL, 11/6/2007.
95. “Employee Engagement Practices”, Invited Workshop Presentation at the *NIQC 2007*, Naperville, IL, 11/4/2007.
96. “Leadership Development”, Invited Guest Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 10/18/2007.
97. “Balanced Scorecard: Success through Leadership Enablers”, Invited Plenary Keynote Address at 35th National Quality Control Congress, Monterrey, Mexico, 10/3 – 10/6/2007.
98. “Malcolm Baldrige Criteria for International Asia Pacific Quality Award Program, Panelist, 35th Mexican Quality Control Congress, Monterrey, Mexico, 10/3/2007.
99. “Leadership Development”, Invited Workshop Presentation at the 35th Mexican National Quality Control Congress, Monterrey, Mexico, 10/2/2007.
100. “Excellence in Organizational Development”, Invited Workshop Presentation at the 35th Mexican National Quality Control Congress, Monterrey, Mexico, 10/2/2007.
101. “Process Management”, Invited Workshop Presentation at the Annual Excellence Journey, BancoEstado Microempresas S.A., Santiago, Chile, 8/3/2007.
102. “Voice of the Customer Management”, Invited Workshop Presentation at the 1st ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/9/2007.
103. “Balanced Scorecard: Success through Leadership Enablers”, Invited Presentation at the 1st Annual ASQ Binghamton Section Quality Conference, Binghamton, NY, 6/8/2007.

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PRESENTATIONS (1978 – Present) continued

104. "Diversity Management for Organizational Excellence", Invited Keynote Presentation at AAHM, Celebration, Office of the Clerk of the Circuit Court of Cook County, Chicago, IL, 5/31/2007.
105. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at Great Lakes TL 9000 Special Interest Group Meeting, Naperville, IL, 4/24/2007.
106. "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.
107. "Balanced Scorecard: Success through Leadership Enablers", Invited Presentation at the ASQ Chicago Section, Des Plaines, IL, 4/11/2007.
108. "Balanced Scorecard: Success through Leadership Enablers", Invited Seminar Presentation at CODIC, Lisle, IL, 2/3/2007.
109. "Effective Education and Training", Invited Presentation at ASQ Fox Valley Section, Naperville, IL, 11/7/2006.
110. "How to Measure Education and Training Effectiveness", Invited Presentation at ASQ Fox Valley Section, Naperville, IL, 11/7/2006.
111. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at *NIQC 2006*, Naperville, IL, 11/5/2006.
112. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at the *NIQC 2006*, Naperville, IL, 11/5/2006.
113. "Effective Education and Training: A Roadmap for Success", Invited Plenary Speech at the 17th Latin American Quality Congress, Tijuana, Mexico, 10/4/2006.
114. "Malcolm Baldrige Criteria Interpretation", Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 10/4/2006.
115. "Effective Education and Training: A Roadmap for Success", Invited Workshop Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 11/3/2006.
116. "Managing Human Capital", Invited Workshop Presentation at the 17th Latin American Quality Congress, Tijuana, Mexico, 11/3/2006.
117. "Organizational Performance Excellence through TQM", Invited Keynote Address at the Senior Staff Retreat, Office of the Clerk of the Circuit Court of Cook County, Brookfield, IL, 9/30/2006.
118. "Malcolm Baldrige Winners' Vision, Mission and Values", Invited Presentation to Senior Leaders, Cahaba GBA, LLC, Birmingham, AL, 6/19/2006.
119. "Effective Education and Training", Invited Guest Presentation at the ASQ Northeastern Illinois Section, Buffalo Grove, IL, 6/15/2006.
120. "Balanced Scorecard with Hoshin Planning", Invited Presentation to Cahaba GBA, LLC Leadership Team, Birmingham, AL, 5/12/2006.
121. "Supply Chain Management", Invited Guest Presentation at the ASQ *Illiana Section*, Midlothian, IL, 3/28/2006.
122. "Supply Chain with Quality Management Focus", Invited Guest Presentation at the ASQ *Fox Valley Section*, Naperville, IL, 3/7/2006.
123. "Quality Management", Adjunct Professor, Center for Business & Economics, Elmhurst College, Elmhurst, Illinois, 1/20/06 – 1/27/2006.
124. "Total Quality Management", Visiting Professor, Great Lakes Institute of Management, Executive MBA Program, Chennai, India, 1/5/06 – 1/9/2006.
125. "Total Quality Management", Visiting Professor, Great Lakes Institute of Management, Regular MBA Program, Chennai, India, 1/5/06 – 1/9/2006.
126. "Business Excellence through Quality Management", Invited Guest Presentation to Rotary Club Mysore West, Mysore, India, 1/3/2006.
127. "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.
128. "Supply Chain Management with Quality Management Focus", Invited Workshop Presentation at the *NIQC 2005*, Naperville, IL, 11/6/2005.

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PRESENTATIONS (1978 – Present) continued

129. “Balanced Scorecard with Hoshin Planning”, Invited Workshop Presentation at the *NIQC 2005*, Naperville, IL, 11/6/2005.
130. “Managing Human Capital”, Invited Plenary Keynote Address at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/5 – 10/8/2005.
131. “Malcolm Baldrige Criteria Interpretation”, Presentation at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/5 – 10/8/2005.
132. “Supply Chain Management to Create Super-Efficient Organizations”, Invited Workshop Leader at the 33rd National Quality Control Congress, Acapulco, Mexico, 10/4/2005.
133. “Balanced Scorecard with Hoshin Planning”, Invited Guest Presentation at the ASQ *Northeastern Illinois Section*, Buffalo Grove, IL, 9/15/2005.
134. “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.
135. “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.
136. “Balanced Scorecard with Hoshin Planning”, Invited Guest Presentation at the ASQ Illiana Section, Matteson, IL, 4/26/2005.
137. “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.
138. “Balanced Scorecard with Hoshin Planning”, Invited Workshop Presentation at The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/16/2005.
139. “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.
140. “Voice of the Customer Management”, Invited Keynote Presentation, The Annual Costa Rica Quality Conference, San Jose, Costa Rica, 3/15/2005.
141. “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.
142. “World-Class Performance through Quality Planning and Analysis”, Invited Guest Presentation at Operations Management Course, Elmhurst College, Elmhurst, IL, 2/21/2005.
143. “Balanced Scorecard with Hoshin Planning”, Invited Workshop Presentation at the *NIQC 2004*, Naperville, IL, 11/9/2004.
144. “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.
145. “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.
146. “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.
147. “Sustaining Organizational performance Excellence with the use of a Balanced Scorecard (BSC) and Hoshin Planning”, Invited Plenary Keynote Speaker, 7th International Quality Management and Organizational Development (QMOD) Conference, Monterrey, Mexico, 8/4 – 8/6/2004.
148. “Sustaining Business Performance Excellence with the Use of a BSC and Hoshin Planning”, Invited Seminar Leader at the 7th QMOD Conference, Monterrey, Mexico, 8/3/2004.
149. “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.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (1978 – Present) continued

150. "Building World-Class Performance through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of Du Page*, Glen Ellyn, IL, 4/27/2004.
151. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 4/27/2004.
152. "Voice of The Customer (VOC) Management", Invited Presentation at ASQ Chicago & Illiana Sections Joint Technical Meeting, Hickory Hill, IL, 4/14/2004.
153. "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.
154. "Building World-Class Performance through Quality Management", Invited Guest Presentation, Costa Rica Quality Conference, San Jose, Costa Rica, 3/1/2004.
155. "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.
156. "Building World-Class Performance through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of Du Page*, Glen Ellyn, IL, 2/2/2004.
157. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 2/2/2004.
158. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Presentation at the ASQ *Illiana Section*, Lynwood, IL, 11/18/2003.
159. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business 101 Class, *College of Du Page*, Glen Ellyn, IL, 10/30/2003.
160. "Achieving Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 10/27/2003.
161. "The Balanced Scorecard: Unlocking a Secret to Sustained Business Performance", Public Workshop for quality professionals, *Atria Hotel, Bangalore*, India, 10/14/2003.
162. "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.
163. "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.
164. "Creating Employee Value in a Global Economy through Participation, Motivation, and Development", Invited Workshop Presentation at the *NIQC 2003*, Naperville, IL, 9/28/2003.
165. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 5/27/2003.
166. "Business Excellence through Quality Management", Invited Presentation at Business 101 Class, *College of Du Page*, Glen Ellyn, IL, 4/23/2003.
167. "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.
168. "Creating Customer Value through Voice of the Customer Management", Invited Presentation at ASQ *Danville Section Technical Program*, Danville, IL, 1/16/2003.
169. "Creating Customer Value through Voice of the Customer Management", Invited Presentation at ASQ *Northeastern Illinois Section Technical Program*, Libertyville, IL, 11/21/2002.
170. "Business Excellence through Quality Management", Invited Presentation at Introduction to Marketing Class, *College of Du Page*, Glen Ellyn, IL, 10/31/2002.
171. "Business Excellence through Quality Management", Invited Presentation at Business 101 Class, *College of Du Page*, Glen Ellyn, IL, 10/14/2002.
172. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 10/14/2002.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (1978 – Present) continued

173. "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.
174. "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.
175. "Creating Customer Value through Voice of the Customer Management", Contributory Session at the *7th World Congress for TQM*, Verona, Italy, 6/27/2002.
176. "Business Excellence through Quality Management", Invited Keynote Speech, at the *7th World Congress for Total Quality Management*, Verona, Italy, 6/26/2002.
177. "Creating Customer Value through Voice of the Customer Management", Invited workshop to *Excellence Ireland*, Dublin, Ireland, 6/19/2002.
178. "Customer Service and Satisfaction", Invited Workshop Presentation at the *North East Quality Council Spring 2002 Seminar Series*, Marlborough, MA, 6/6/2002.
179. "Business Excellence through Quality Management", Invited Presentation at Introduction to Business Class, *College of Du Page*, Glen Ellyn, IL, 4/22/2002.
180. "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.
181. "Creating Employee Value through Recognition Process", Invited Presentation at *ASQ Chicago Section Technical Program*, Oak Brook, IL, 10/10/2001.
182. "Creating Employee Value through Recognition Process", Invited presentation to *ASQ Members*, Lima, Peru, 9/11/2001.
183. "Business Excellence through Quality Management", Invited presentation at *Institute for Quality, Pontificia Universidad Catolica del Peru*, Lima, Peru, 9/10/2001.
184. "Recognition: The Why, What and How", Invited Presentation at *ASQ Heart of Illinois Section Technical Program*, Peoria, IL, 4/17/2001.
185. "Business Excellence through Quality Management", Invited Presentation to Senior Leadership Team, *HCL Infosystems, Ltd.*, Noida, New Delhi, India, 12/6/2000.
186. "Business Excellence through Quality Management", Public workshop for quality professionals, *Hotel Metropolitan, New Delhi*, India, 12/5/2000.
187. "Business Excellence through Quality Management", Public workshop for quality professionals, *Hotel Orchid, Vile Parle East, Mumbai*, India, 12/4/2000.
188. "Voice of the Customer Management: The Why, What & How", *ASQ Member Meeting*, Vile Parle East, Mumbai, India, 12/3/2000.
189. "Performance Excellence through Quality Management", Invited Talk, Senior Faculty & Staff, *Seth G.S. Medical College and KEM Hospital*, Parel, Mumbai, India, 11/30/2000.
190. "Business Excellence through Quality Management", Invited Presentation to Senior Leaders, *Multi-Arc India, Ltd.*, Pimpri, Pune, India, 11/28/2000.
191. "Voice of the Customer Management: The Why, What & How", *ASQ Member Meeting*, *American University*, Dubai, UAE, 11/23/2000.
192. "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.
193. "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.
194. "Voice of the Customer Management: The Why, What & How", Invited Presentation to *Indian Merchants' Chambers*, Mumbai, India, 11/17/2000.
195. "Business Excellence through Quality Management", Invited Presentation to Senior Leaders, *USF Worldwide*, Itasca, IL, 10/24/2000.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (1978 – Present) continued

196. "Recognition: The Why, What & How", Invited Presentation at *ASQ Illiana and Northwest Indiana Section*, Merrillville, IN, 4/25/2000.
197. "Illinois Team Excellence Award Judges' Training", Co-Trainer, Wheaton & Schaumburg, IL, July 1999, 1998, 1997, 1996.
198. "Voice of the Customer Results for Switching Systems", Invited Presentation at the *Lucent Technologies Sales Conference*, Seoul, South Korea, 6/10/1998.
199. "Voice of the Customer Results for Switching Systems", Invited Presentation at the *Lucent Technologies Sales Conference*, Bangkok, Thailand, 6/2/1998.
200. "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.
201. "Quality Management Topics", Special Presentation to Technical Professionals attending short course at *IIT Stuart GSB*, Wheaton, IL, 3/21/1998.
202. "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.
203. "Recognition Overview", Presented to the Management 508 Class, *DePaul University*, Naperville, IL, 3/1/1997.
204. "Quality Management Principles and Practices", Workshop Presentation to *Indian Railways Management Team, Chennai Integral Coach Factory*, Munster, IN, 10/16/1996.
205. "Quality Management Principles & Practices", Workshop to *Indian Railways Management Team, Varanasi Diesel Locomotive Works*, Munster, IN, 9/10/1996.
206. "Total Quality Management", Invited Presentation to Senior Executives from Northern China Region, *IIT Stuart Graduate School of Business*, Wheaton, IL, 7/16/1996.
207. "Baldrige Assessment in Education for Naperville School District 203", Naperville, IL, 2/15/1996.
208. "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.
209. "Quality Management in Education", Invited Presentation to *Naperville Unit School District 203 Cabinet, Teachers, Board of Education and Parents*, Naperville, IL, 1/25/1996.
210. "Quality Management Principles and Practices", Invited Presentation to Middle Managers from Caterpillar, Inc., *IIT Stuart GSB*, Wheaton Campus, 11/9/1995.
211. "Recognition: The Why, What & How", Presented at the 19th Annual Quality Day, *Argonne National Laboratory*, Argonne, IL, 4/6/1995.
212. "Quality Management Principles and Practices", Guest Speaker at *IIT Stuart Graduate School of Business Operations Management Program Class*, Wheaton Campus, IL, 3/23/1995.
213. "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.
214. "Quality Principles as Applied to Design", Invited presentation to ME-404 Class, *Illinois Institute of Technology*, Wheaton Campus, 2/6/1995.
215. "Cost of Quality", Presented to *AT&T Bell Laboratories Engineers*, ASQ CQE Preparation Classes, Naperville, IL, 1995, 1994, 1993, 1992, 1991, 1990, 1989.
216. "Process Improvement in Customer Acquisition Process", *UNITECH Systems, Inc.*, Naperville, IL, 11/19/1994.
217. "Quality Management Principles & Practices: A How to Do It Overview", Presented to *AICHE Chicago Section's Fall Symposium*, Rosemont, IL, 9/14/1994.
218. "Process Improvement Principles and Practices", Invited Workshop Presented to Senior Leadership Team, *UNITECH Systems, Inc.*, Naperville, IL, 9/10/1994.
219. "Quality Recognition/Celebration Process", Invited Workshop to *AT&T Global Procurement Organization*, Greensboro, NC, 3/29/1994.
220. "Quality in Design", Invited Guest Speaker, *Illinois Institute of Technology Mechanical Engineering Class*, Wheaton, IL, 3/24/1994.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

PRESENTATIONS (1978 – Present) continued

221. "Process Quality Management and Improvement Guidelines", Presented to Middle Managers at *AT&T Bell Laboratories*, Naperville, IL, 1989-1993.
222. "Quality Improvement Story (QI Story)", Presented to Middle Managers at *AT&T Bell Laboratories*, Naperville, IL, 1993.
223. "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.
224. "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.
225. "TQM Principles and Practices", Invited Guest Speaker, *IIT Stuart Graduate School of Business*, Wheaton, IL, 2/6/1993.
226. "Quality Perspective", Invited Presentation to *American Society of Engineers from India (ASEI)*, Munster, IN, 12/8/1992.
227. "Quality: The Why, What, and How", Invited Presentation to *IIT Department of Chemical Engineering*, Chicago, IL, 10/21/1992.
228. "ASQ Certification: The Why, What, and How", Presentation at the *ASQ Chicago Section Technical Program Meeting*, Oak Brook Terrace, IL, 3/11/1992.
229. "The ASQ Chicago Section's Success Story", invited presentation delivered at the *Media Relations Training Seminar, 45th AQC*, Milwaukee, WI, 5-19-1991.
230. "Satellite Sites Planning", invited presentation delivered at the *Media Relations Training Seminar, 44th Annual Quality Congress (AQC)*, San Francisco, CA, 5/13/1990.
231. "Certified Quality Engineer: Why, What & How", Presented to *AT&T Bell Laboratories Engineers*, ASQ CQE Preparation Class, Naperville, IL, 1989.
232. "Quality 101: Introduction to Quality Management", Workshop presented to *AT&T Bell Laboratories' Directors*, Naperville, IL, 1988.
233. 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.
234. 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.
235. 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.
236. Sandstrom, W. A., Vora, M. K., & Rehmat, A. G., "IGT U-GAS Pilot Plant: High Temperature Fluidization", Paper presented at the *71st AIChE Meeting*, Miami, FL, November 12-16, 1978.
237. 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 (1987- Present)

1. "Life is a Journey, Enjoy the Ride, and Make a Difference", 2012 IIT Alumni Medal Acceptance Speech, Chicago, IL, 4/13/2012.
2. "2009 Excellence in Information Integrity (EII) Award Program" remarks at the EII Awards Program Banquet, Naperville, IL, 11/17/2009.
3. "IIT Global Alumni Recognition Process", 2009 IIT Alumni Award Program, Chicago, IL, 5/1/2009.
4. "2008 Excellence in Information Integrity (EII) Award Program" remarks at the EII Awards Program Banquet, Chicago, IL, 10/20/2008.
5. "ASQ and Global Quality Resources", remarks at ASQ Lafayette Section, Lafayette, IN, 5/14/2008.
6. "IIT Global Alumni Recognition Process", 2008 IIT Alumni Award Program, Chicago, IL, 5/2/2008.
7. "Balanced Scorecard", Solutions Architecture Department, CNA, Chicago, IL, 4/8/2008.
8. "2008 EII Award program", Invited Presentation to Operational Excellence Group, Health Care Service Corporation, Chicago, IL, 11/9/2007.
9. "2007 Excellence in Information Integrity (EII) Award Program" Remarks at the EII Awards Program Banquet, Chicago, 9/10/2007.
10. "IIT Alumni Recognition Process", 2007 IIT Alumni Award Program, Chicago, IL, 4/27/2007.
11. "Quality Management in Health Care Setting", Invited talk to Usha Kiran Eye Hospital Staff, Mysore, India, 1/3/2006.
12. "Quality Management in Health Care Setting", Invited talk to N. M. Bhuta Eye Hospital Administrators, Sihor, India. 12/23/2006.
13. "Recognition of IIT Alumni", 2006 IIT Alumni Award Program, Chicago, IL, 5/5/2006.
14. "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.
15. "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.
16. "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.
17. "Life's Lessons", The 2001 Eugene L. Grant Medal Acceptance Speech delivered at the *ASQ Annual Quality Congress*, Denver, CO, 5/20/2002.
18. "Business Excellence through Quality Management", Invited Presentation to *Rotary Club of Bombay West*, Santa Cruz West, Mumbai, India, 12/13/2000.
19. "Business Excellence through Quality Management", Invited Presentation to Senior Management Team, *National Association for the Blind*, Mumbai, India, 12/8/2000.
20. "ASQ: A Global Resource", Invited Presentation to *ASQ Members, New Delhi*, India, 12/5/2000.
21. "Business Excellence through Quality Management", Invited Presentation to *Rotary Club of Bombay Seaface, Mumbai*, India, 12/2/2000.
22. "TQM and QuEST Forum/TL-9000 Standards Overview", Presented to Middle Managers of *ETISALAT, Abu Dhabi*, UAE, 11/25/2000.
23. "Quality Management, Voice of The Customer & Recognition Overview", Presented to Top Management at *Emirate Refining Co., Ltd., Sharjah*, UAE, 11/23/2000.
24. "ASQ Volunteer Leadership Recognition Process", Presentation to *ASQ Board of Directors*, Milwaukee, WI, November 1999.
25. "Switching Systems Voice of The Customer Management", Presentation to Senior Leadership Team, *Lucent Technologies*, Lisle, IL, 1999, 1998, 1997, 1996.
26. "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.
27. "Opening Remarks at the 50th Annual Quality Congress", *ASQ 50th Annual Quality Congress (AQC)*, Chicago, IL May 1996.
28. "Opening Remarks on 1995 National Quality Month", *ASQ National Quality Month*, Rosemont, IL, October 1995.

PUBLICATIONS, PRESENTATIONS & TALKS – QUALITY/PROCESS RELATED

TALKS (1987- Present) continued

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