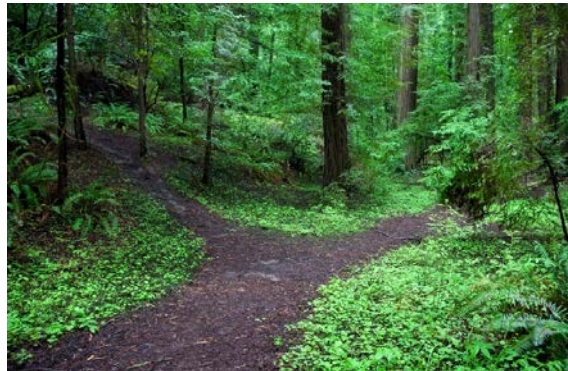


# **MY PERSONAL JOURNEY IN QUALITY: GROWTH AND OPPORTUNITIES**

**Presented by Monica Daneshrad,  
MSQA**



# **AGENDA**

**Change in Topic**

**Learning Objectives**

**Background**

**Rock Bottom**

**Challenges/Opportunities/Quality  
Theory**

**Interpersonal Dealings**

**Training Vs. Education**

**Impact**

**Keys to Success**

**You Never Know**

**Rewards & Recognition**

**Hooding Ceremony**

**Acknowledgements**

**Q&A**

# Change in Topic



# **LEARNING OBJECTIVES**

- Understand the benefits of continuous formal training in Quality**
- Understand the opportunities for growth in the business setting.**
- Understand the application of the theory in a business setting.**
- Learn the keys to continued success in the quality industry.**

# BACKGROUND

## Professional Experience:

**Johnson & Johnson (Current)**

**Allergan**

**California Cryobank**

**Siemens Healthcare Diagnostics**

*Johnson & Johnson*



# BACKGROUND

## Formal Training

MBA Student in Progress

Masters of Science, Quality Assurance-  
Service & Healthcare from CSUDH

Project Management Certificate-UC Berkeley

ASQ Certified Manager of  
Quality/Organizational Excellence (CMQ/OE)



# BACKGROUND

## Formal Training

**ASQ Certified Six Sigma Yellow, Green, and Black Belt**

**Certified as Flawless Project Execution Leader and Coach at Johnson & Johnson**

**BS in Biology/Spanish, Minor in English from Loyola Marymount University**







# CHALLENGES/OPPORTUNITIES/ QUALITY THEORY

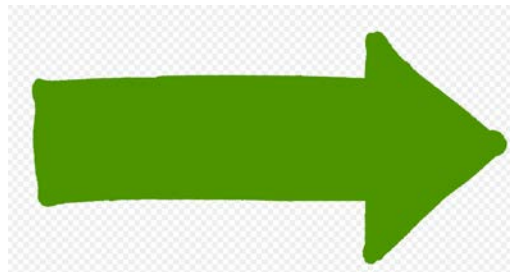
**Challenge: Impending Job Loss**



**Opportunity: Training on Document Control  
Principles and Significant Change Control Closure**

**Quality Theory: Deming's 1<sup>st</sup> of 14 Points**

**“Create constancy of purpose for improving  
products and services.” Source: ASQ**



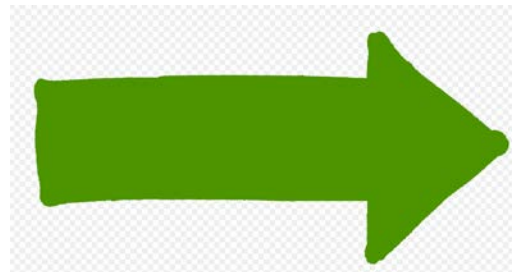
# CHALLENGES/OPPORTUNITIES/ QUALITY THEORY OR TOOLS

**Challenge: No Document Control System**



**Opportunity: Due to Leveraging of Previous Experience, Implementation of a Company-Wide Document Control System**

**Quality Tool: Process Flow Charts and Gemba Walks**



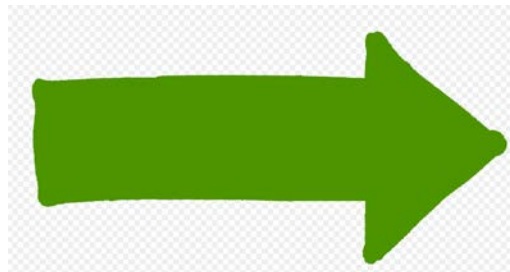
# CHALLENGES/OPPORTUNITIES/ QUALITY THEORY OR TOOLS

**Challenge: No Established Ownership in  
In the Quality System**

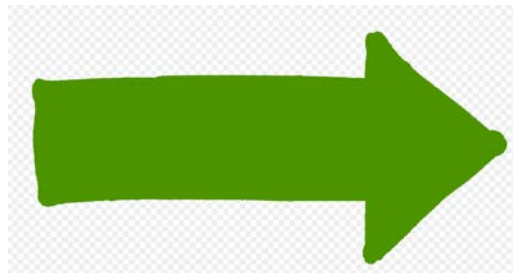


**Opportunity: Completion of Project Using Document  
Hierarchy and Organizational Alignment**

**Quality Theory: Management Commitment/ Team  
Development/Team Facilitation**



**YOUR PAST DOES NOT  
DICTATE YOUR  
FUTURE!**



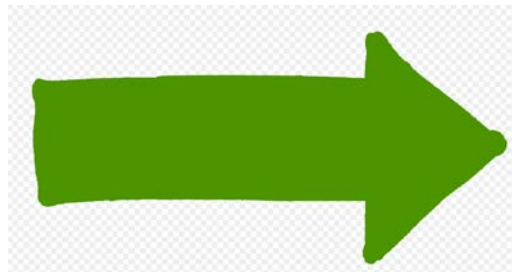
# CHALLENGES/OPPORTUNITIES/ QUALITY THEORY OR TOOLS

**Challenge: Site Closure**



**Opportunity: Execution of a Quality Plan for Quality System Activities**

**Quality Theory: Juran's Trilogy: Quality Planning, Quality Improvement, and Quality Control**



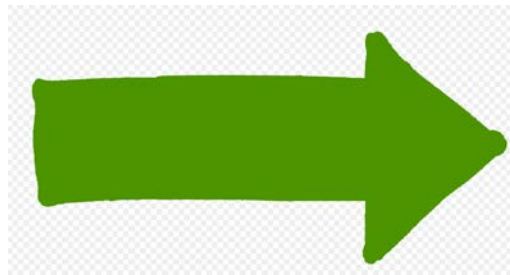
# CHALLENGES/OPPORTUNITIES/ QUALITY THEORY OR TOOLS

**Challenge: No current systems in place  
For management of compliance to  
Emerging standards**

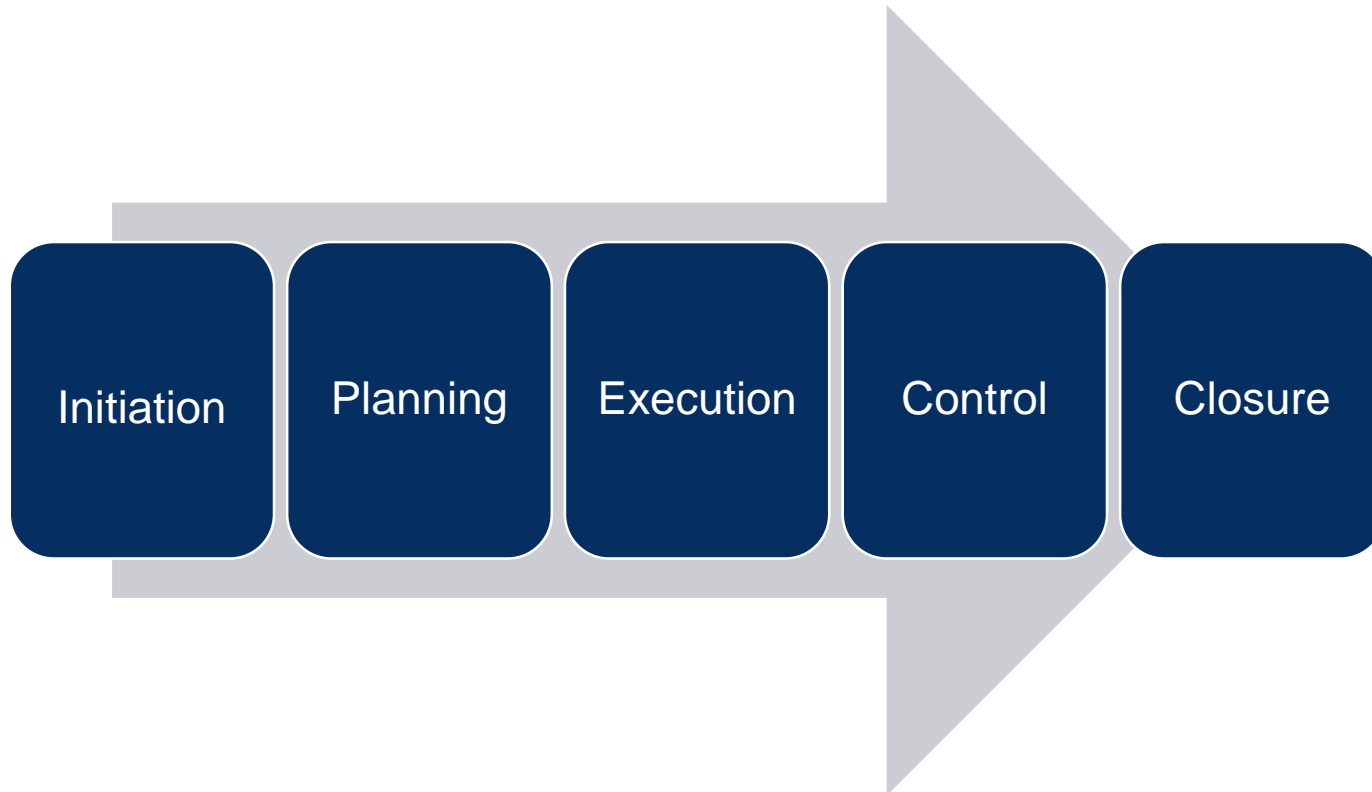


**Opportunity: Development of a Global Procedure**

**Applicable Theory: Project Management Principles**



# CONTINUED



# CONTINUED

Determining Critical Path

Risk Management

Project Management Tools (Gantt Charts)

Stakeholder Management

Communication Plans



# INTERPERSONAL DEALINGS

Fix the Person

Internal Customer Vs Partner

Empathy vs Sympathy



# TRAINING VS. EDUCATION

Deming's 6<sup>th</sup> Point: "Institute Training on the Job

Deming's 14<sup>th</sup> Point: Institute a vigorous program of education and self-improvement for everyone."

Source: ASQ

# IMPACT

Being elected to solve and scope problems.

“You get us to think.”

Interpersonal Communications

Noticeably stronger command of quality theory and applications.

Significant accomplishment in development.

Increased visibility and opportunity.

# KEYS TO SUCCESS

Keys:

Be a life-long learner.

Have passion for continuous improvement.

Be intrinsically motivated.

# YOU NEVER KNOW!



# REWARDS AND RECOGNITION!



# HOODING CEREMONY



# **ACKNOWLEDGEMENTS**

**Dr. Pamela Dunahay-Committee Chair**

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**John Glaccum-JNJ Senior Quality Systems Director**

**Paul Canino-Senior Manager, Quality Systems**

**JNJ and Allergan Communities**

**ASQ**



**THANK YOU!**

**Q&A**

# **FOLLOW-UP**

**Please contact me on LinkedIn-search  
for  
“Monica Daneshrad”.**

**Thank you!**