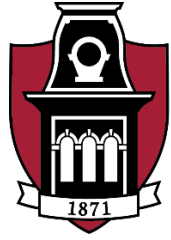


# MSOM Lunch and Learn Webinar Series



# UNIVERSITY OF ARKANSAS®

**Thursday, November 10<sup>th</sup>, 12pm CST:**

***Wells Fargo, Samsung, and SpaceX – the Dos & Don'ts of Today's Quality Environment***

*Presented by: Jim Burgin*

Quality is everywhere, and is so critical to your success. This hour long webinar will use Toyota's 14 Principles as the springboard to discuss teach points from my Quality Management class. The title mentions a few companies where good practices or challenging activities provide a roadmap to success or failure. Rest assured there are many more. I'll use stories and experiences from class to illustrate quality concepts. Hopefully you'll find the hour enjoyable, enlightening and well worth your time.

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## About the Presenter:

Jim Burgin has been an instructor for the MSOM program teaching Quality Management and Maintenance Management for the last six years. He is a retired USAF Lt Col with a BS in Industrial Engineering and an MBA with an emphasis in finance. In addition to his military career, Jim brings experience in quality management and auditing with medium sized manufacturers and as a director of maintenance with a large food producer.

