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AND ADVANCE



## **TRANSCRIPT: March 2025 ASQE Ascend Webinar**

### **Technical Skills and Trends for Today's Quality Workforce**

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00:00:05.580 --> 00:00:12.434

Brian Scarpace: Hello! Welcome, everybody we're just giving it a minute here to let people into the room. Welcome to today's ASQE Ascend Webinar.

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00:00:17.050 --> 00:00:19.149

Brian Scarpace: Just get started here in just a second.

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00:00:25.050 --> 00:00:31.180

Brian Scarpace: Welcome, everybody. If you're just joining us, we're just giving it a minute here for people to join us in the room and get settled.

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00:00:31.970 --> 00:00:34.439

Brian Scarpace: Plenty of room. Have a seat anywhere.

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00:00:41.080 --> 00:00:41.980

Brian Scarpace: Alright.

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00:00:42.460 --> 00:00:45.020

Brian Scarpace: I think we'll go ahead and get started.

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00:00:50.400 --> 00:01:16.130

Brian Scarpace: Alright. Well, welcome, everybody. Welcome to today's Ascend Webinar focused on Technical Skills and Trends for Today's Quality Workforce. My name is Brian Scarpace, and I serve as the Executive Director of Global Success for ASQExcellence. And we are so happy and grateful that you joined us today. I would like to first recognize our organizational members who have joined us. Thank you so much for your membership, and I believe we have some guests today, too. So, we are looking forward to providing everyone a lot of great content today.

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00:01:16.130 --> 00:01:38.199

Brian Scarpace: A couple of items we wanted to note for you is that the presentation today will be included in our events portal. We'll put a link in the chat for that as well as the recording. So the great news about that is, you can share that with other people on your team who may not have had a chance to take part in today's event. The other thing is that if you have any questions, please put them in the chat.

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00:01:38.480 --> 00:01:45.939

Brian Scarpace: and we'll get to those at the end. We're gonna have a time for Q&A at the end, and if we don't get to your question, we'll be sure to follow up with you at the end.

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00:01:51.360 --> 00:02:12.190

Brian Scarpace: So here's a little bit about us, ASQExcellence or ASQE, for short. We are an independent and complementary entity to ASQ, and our mission is to deliver credentialing, quality driven offerings, and insights to organizations in support of their performance excellence journey. And today's webinar is a great example of the type of content we make available to our organizational members.

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Brian Scarpace: Speaking of events, we have a few events coming up that you could take advantage of that are a couple of are included as complementary with your membership. The first I wanted to mention is our Member bet Member Benefits Session on

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Brian Scarpace: Pardon me, going back one slide.

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Brian Scarpace: Our Member Benefit Session on April 9th and that will be focused on the Insights on Excellence Benchmarking Tool and Research. And this is a great event for you and your team to get familiar with the benchmarking tool that we make available to organizational members as part of your membership benefits and the benchmarking tool helps identify areas of opportunity and operational excellence for your team as compared to other organizations around the world.

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00:02:58.280 --> 00:03:09.286

Brian Scarpace: On April 16th, we'll be hosting an Ascend Webinar, and it's much like today. There'll be a thought leadership event, and the topic will be Integrated Lean and Sustainability Framework to Enhance Continuous Improvement.

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00:03:09.680 --> 00:03:31.310

Brian Scarpace: And then moving on to ASQ events, another item that's included with your membership benefits is a discount, or our member pricing on ASQ events. So, if you please, join us on April 22nd, for the Quality Impact Forum focused on Circular Economy and then the also on May 4th through 7th we'll have the World Conference on Quality and Improvement.

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00:03:31.310 --> 00:03:40.230

Brian Scarpace: And this is a big event and this is an in person event. And we're already taking registrations for that. And we also have a group pricing available for you.

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00:03:42.170 --> 00:03:51.380

Brian Scarpace: One of the offerings that we make of other offers we make available to organizational members is the Insights on Excellence, and this includes the Insights on Excellence benchmarking tool, and the research.

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00:03:51.380 --> 00:04:14.229

Brian Scarpace: As I mentioned before, the Insights on Excellence benchmarking tool helps organizations identify areas of opportunity and operational excellence as compared to other organizations around the world. So it does a couple of things. It helps the organization identify ways they can improve. It also helps us as an organization, fulfill our mission to collect data that we can put forth in research reports that are made available to the world.

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00:04:14.230 --> 00:04:26.069

Brian Scarpace: And, in fact, in a couple months in May we'll be publishing our annual Insights on Excellence Benchmarking Highlights Report, and this will include an overview of the 9 categories of operational excellence. So you don't want to miss out on that.

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00:04:27.540 --> 00:04:46.790

Brian Scarpace: But you don't have to wait for a great report. We have one published already. It's the 2024 Executive Summary and Annual Annual Report. This is available today at [insightsonexcellence.org](https://insightsonexcellence.org), you can download it or use the QR code, and it'll focus on a few things. It'll focus on ASQE as association and the impact we've made on the world.

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00:04:46.790 --> 00:05:02.149

Brian Scarpace: It'll also go in some of the data statistics that we've done through our research fielding last year, and also look forward to this year 2025. Again, complimentary for download for you and your team. You can go to [insightsonexcellence.org](https://insightsonexcellence.org) or click on the QR code.

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00:05:04.170 --> 00:05:33.729

Brian Scarpace: All right. I am very excited to announce today's speaker. Dr. Mike is an ASQ fellow, Lean Six Sigma Sensei, and Master Black Belt. His professional experience includes senior leadership positions in manufacturing, engineering, continuous improvement, and quality assurance. He also serves as the Chair of the Data Science Interest Group of the ASQ Statistics Division. Dr. Mike, we are so honored to have you here. Thank you for joining us today. We're going to have a lot of fun today. I know you've got a lot of great content, so I'm going to hand it over to you.

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00:05:35.630 --> 00:05:42.780

Mike Mladjenovic: Thank you, Brian, for kind introduction and everybody, welcome to show

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00:05:42.850 --> 00:06:05.749

Mike Mladjenovic: short presentation that we are going to have today. I hope that you'll be enjoying. And we're going to talk about transformation and business excellence experience. I would try to make this webinar as engaging and interactive as possible. But the real magic happens with you.

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00:06:06.010 --> 00:06:11.970

Mike Mladjenovic: the more you participate, share and engage, the greater your learning and impact will be.

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00:06:12.330 --> 00:06:33.437

Mike Mladjenovic: So I encourage you to drive in and ask questions and give your best. I will have a couple of questions for you in a chat box as we go through the presentation. So please be engaged as much as you can. We're going to start with

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00:06:34.000 --> 00:06:46.240

Mike Mladjenovic: focus studies opportunities which are identified with the ASQE research, and then touch very lightly on quality for framework.

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00:06:46.430 --> 00:07:03.775

Mike Mladjenovic: And try to understand what that means to me and my organization, and how we can build our pathway towards the quality for and the industry, for it's a journey, and and every journey starts with the 1st step.

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00:07:04.690 --> 00:07:14.910

Mike Mladjenovic: And it's about kind of changing how we think about excellence. So let's try to make this session unforgettable.

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00:07:15.350 --> 00:07:31.053

Mike Mladjenovic: First report that I will reflect is a 2024 Supply Chain Focus Study, and look at the key results. And why we're going to do that is just to be able to

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00:07:32.530 --> 00:07:37.840

Mike Mladjenovic: to understand what are the opportunities that we have

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00:07:38.020 --> 00:07:59.639

Mike Mladjenovic: since I run Lean Six Sigma digital transformation workshops and help organizations to do that transformation. First step in all those journeys is to establish your baseline. So I will run kind of quick, poll. Kind of to understand how much time you're spending

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00:08:00.181 --> 00:08:17.260

Mike Mladjenovic: on your personal development. So how much of your available weekly time (7 days, 24 h, 8 h daily sleep) do you dedicate to your personal development activities? So please kind of answer, Paul, kind of.

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00:08:37.240 --> 00:08:41.509

Mike Mladjenovic: We're only at 70% response rate, so far.

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00:08:41.950 --> 00:08:44.629

Mike Mladjenovic: Let's just push a little bit more.

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00:08:49.410 --> 00:08:53.000

Mike Mladjenovic: A little bit more. Let's hit at least 80. Good.

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00:08:55.360 --> 00:09:02.632

Mike Mladjenovic: Good. We're at 83, kind of 84%. But it looks that the majority of

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00:09:03.330 --> 00:09:08.640

Mike Mladjenovic: do you guys see? Kind of a full results.

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00:09:12.650 --> 00:09:17.550

Mike Mladjenovic: brand. And they kind of, do you guys see the results?

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00:09:18.000 --> 00:09:22.120

Brian Scarpace: Yes, we do, Dr. Mike. And I can read them to you if would you like.

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00:09:22.600 --> 00:09:41.515

Mike Mladjenovic: Yeah, still, no, no. I'm just gonna just to confirm that everybody see poll results. So what we see, majority of people are spending less than 2 h per week, which is pretty good percentage. It's not bad, but we have some people who are spending less than

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00:09:42.020 --> 00:09:47.860

Mike Mladjenovic: than that, and we have very few people who are spending more than

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00:09:48.570 --> 00:10:08.179

Mike Mladjenovic: 5% and 5% and reality, we are living in exponentially changing world. And it's very important to understand your baseline and understand how much time you should spend on your personal development.

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00:10:08.910 --> 00:10:14.810

Mike Mladjenovic: So let me just close this. And now we're going to go into results.

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00:10:15.130 --> 00:10:17.282

Mike Mladjenovic: So several sources are

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Mike Mladjenovic: indicating that supply chain remain an issue, especially around delays and quality issues that we have. When we look at this survey. One thing which really kind of

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00:10:33.200 --> 00:10:55.319

Mike Mladjenovic: is striking me is that when we look at the quality issues from suppliers, we see some improvement. But it's pretty steady with delays, with suppliers. Again, we have some variability which probably happened during the 21 and 22. But then it goes down. But it's

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00:10:55.510 --> 00:11:04.991

Mike Mladjenovic: 48%. When we look for need for data quality that need is going down. And this is

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00:11:05.680 --> 00:11:27.839

Mike Mladjenovic: something what is a great opportunity for quality professionals. Many quality professionals use QS 9000. Very few use QS 8000, which has a, which is a quality management system for managing data quality. It has a similar structure that ISO 9000, but

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00:11:27.840 --> 00:11:48.790

Mike Mladjenovic: now we are looking at the quality of data versus quality of tangible goods, and many business excellence models like a Baldrige or European quality award, they are going to include data quality and digital transformation and really

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00:11:49.487 --> 00:12:03.239

Mike Mladjenovic: ability to create synergy between technology and people within organization, because that's a huge opportunity to create additional value for

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00:12:03.270 --> 00:12:05.159

Mike Mladjenovic: our stakeholders

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00:12:05.220 --> 00:12:29.389

Mike Mladjenovic: as a quality professionals. We mainly focus on value preservation on compliance. However, in a digital world, in a quality for arena, we have to start to look how we can create value. And I have one slide about the value, creation and cost of quality in a digital world.

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00:12:29.570 --> 00:12:36.290

Mike Mladjenovic: Next, research is Utilizing Lean Focus Study key results.

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00:12:36.530 --> 00:12:51.319

Mike Mladjenovic: And although majority, 60% of respondents indicate that their organizations are actively engaged in waste reduction efforts, we have almost 40% who disagree.

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00:12:51.380 --> 00:13:09.870

Mike Mladjenovic: And that's the same problem. So when you try to introduce digital transformation. You're going to face same roadblocks cultural issue that you're facing when you're trying to implement lean or 6 sigma or total quality management.

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00:13:10.020 --> 00:13:21.590

Mike Mladjenovic: Again, I would go to change acceleration process defined by General Electric back in 95, when I was taking my first Lean Six Sigma training in Fort Wayne, Indiana

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00:13:21.700 --> 00:13:37.159

Mike Mladjenovic: when we were looking. That quality of change is equal technical solution, times acceptance. And that acceptance is something. What's critical and what you need to build within

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00:13:37.240 --> 00:14:02.510

Mike Mladjenovic: individual and individual, in organization, within your teams, and strategically, how to build capability and capacity for change, how to become agile, how to be flexible and learn new technologies and tools. And that's why I made that 1st survey at the start. Really kind of to understand

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00:14:03.150 --> 00:14:15.959

Mike Mladjenovic: what your capabilities are kind of, because your habit to learn and adopt a new skill is who you become. Your career is going to be the

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00:14:16.060 --> 00:14:38.949

Mike Mladjenovic: dependent on how much effort you put in your personal development, and that's a habit. You build a habit, and you make it stronger and stronger. It's like brushing tooth how you're going to brush your teeth every day. It's the same thing you should be able to learn every day. And it's not

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00:14:39.100 --> 00:14:54.730

Mike Mladjenovic: big chunks of training. It's a small increments that you're building your capacity to execute in digital world. And we'll be talking about the roadmap and the steps that you're going to take.

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00:14:55.140 --> 00:14:57.589

Mike Mladjenovic: 3rd report is a

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00:14:58.583 --> 00:15:08.720

Mike Mladjenovic: Internet, IoE Technology Focus key Study results. And this is quite interesting. Again, kind of, we see that the

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00:15:09.380 --> 00:15:11.850

Mike Mladjenovic: information technology

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00:15:11.970 --> 00:15:37.579

Mike Mladjenovic: stay kind of a similar issue across kind of time. So we would expect that with artificial intelligence, implementation, chat boots and large language models, neural networks and deep learning, you will be able to improve quality of software development have a less bugs.

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00:15:37.800 --> 00:16:00.209

Mike Mladjenovic: And we see that automatization. But we see that in industry we have a same level of few issues. Digital security is becoming a less issue. When we look at employee competence for future needs is 35%.

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00:16:01.052 --> 00:16:24.220

Mike Mladjenovic: I have a point that 5 to 50%. According to world economic forum, 50% of people will have to upskill by 2025. We see dramatic change in technology. And question is how we are going to keep our speed of change

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00:16:24.697 --> 00:16:39.380

Mike Mladjenovic: people are usually scared that they will be replaced with the robotic process optimization. And now you have a process mining which is a similar, like a value stream mapping that we have in a lean.

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00:16:39.510 --> 00:16:43.800

Mike Mladjenovic: But people will not be replaced by AI

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00:16:44.070 --> 00:17:12.839

Mike Mladjenovic: people will be replaced by people who know how to use AI, and you can start simple using YouTube, start to look at the ChatGPT or different models, and start to get familiar, to feel comfortable with new tools, because those AI tools will be probably within 2, 3 years same requirement, like PowerPoint or Excel are today.

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00:17:12.880 --> 00:17:29.151

Mike Mladjenovic: So I recall back in 95 knowing MS Word, knowing PowerPoint or Excel to put the formula that was competitive advantage, and some people were putting in their CV. Even

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00:17:30.240 --> 00:17:42.750

Mike Mladjenovic: that as a skill. Now I would challenge each of you to think, kind of what are the skills that you're bringing to work to create more value for your organization? What are new skills.

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00:17:42.750 --> 00:18:03.809

Mike Mladjenovic: how you kind of build those skills again. Sometimes people wait organization to do that. And that's a great but really accountability for your development is on you. And it's very important that you build that habit of building your capacity.

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00:18:05.500 --> 00:18:27.920

Mike Mladjenovic: Now, another thing is, you know, when we look at the big data we see that the responders indicated that their organization are not effectively using big data to address customer need. In fact, only 32% of respondents completely agreed that their organization are effective at using big data.

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00:18:28.340 --> 00:18:55.166

Mike Mladjenovic: Now, what's happening currently in AI world is from data science, we're moving to application of data science. And there are many tools within Amazon, web services with the data, equal, name it data robot. And so on. Where you have visual

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00:18:55.870 --> 00:19:22.360

Mike Mladjenovic: visual data mining. So you can do data mining without knowing R or Python Java or any other programming language. You don't need to be scientists. So if I make a peril with what's happening when I started to learn computers back in eighties. Now, you know how old I am.

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00:19:23.460 --> 00:19:36.059

Mike Mladjenovic: we were using basic and to give commands to computer. Basic. No, it's later on. It's visual basic, just basic to give commands to the

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00:19:36.740 --> 00:19:56.020

Mike Mladjenovic: Change Directory, make directory, Delete files and so on. And then what windows happened which allowed anybody without knowing Msdos, which is still running. If you go command prompt on the windows you can use. Your Msdos commands. There



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00:19:56.700 --> 00:20:25.069

Mike Mladjenovic: windows came which allow people to solve a problem very easy and and just drag and drop, and you can copy, file. You can move, file, you can delete file and so on. So same thing is happening now with the digital transformation, democratization of ability to solve the problem using data mining machine learning neural network, and so on.

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00:20:25.070 --> 00:20:47.079

Mike Mladjenovic: So if I make analogy, it's really, initially what they were creating data scientists. And there is a still need for data scientists. And I usually make comparison of data scientists to having a engineering degree versus being able to to

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00:20:47.100 --> 00:20:52.599

Mike Mladjenovic: to do work. Or if you want engineer who is designing car.

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00:20:52.660 --> 00:21:21.369

Mike Mladjenovic: Those are data science. But driving school is really what the democratization of data mining is an ability to drive car and solve your business problem. So this is a great opportunity. And we have within Statistics Division. We have a Data Science Interest Group. We meet every 2 weeks and span of knowledge that people have is going from

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00:21:21.370 --> 00:21:42.719

Mike Mladjenovic: just I never. I'm afraid of digital transformation. I want to learn to the data scientists. And we're really kind of great cohesive group. So I'll have my LinkedIn information at the end, and if you want to join us, it's a free for ASQ Members, and you're more than welcome.

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00:21:43.810 --> 00:21:59.020

Mike Mladjenovic: Next one is a common barriers to implementation. It's outdated systems. One thing which really kind of is concerned, that we don't see so much change in those dimensions.

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00:21:59.442 --> 00:22:21.847

Mike Mladjenovic: When we look at cyber security shortage of digital skills again, digital skills, you can learn step at a time, wait for organization. But be pioneer who is going to start that journey, and it's relatively easy to do that. Just build connection. There is a lots of courses on the LinkedIn

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00:22:22.410 --> 00:22:27.929

Mike Mladjenovic: and the ASQ is doing a lot of work. So you can get some information there.

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00:22:28.720 --> 00:22:34.030

Mike Mladjenovic: Last is resistance from organization to adopt new technology, nothing new.

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00:22:34.500 --> 00:22:43.510

Mike Mladjenovic: This change is not different than change when you were introducing ISO. So again, I want to stress your

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00:22:43.580 --> 00:23:00.219

Mike Mladjenovic: competencies that you have with the TQM and the Quality 3. They transfer to the Quality. 4. The only difference is, you are learning new tools which will make your work easier, so

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00:23:00.220 --> 00:23:16.930

Mike Mladjenovic: don't be afraid. 4 years ago, when I was embarking my journey on digital transformation, I was scared because at that time there was a lot of programming and math. I'm very familiar with math, but I was still scared. And

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00:23:16.960 --> 00:23:18.490

Mike Mladjenovic: what happened is.

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00:23:18.560 --> 00:23:35.219

Mike Mladjenovic: when you go through this process you start to realize how simple really is a machine learning, and how effectively you can learn in a short period of time if you provide the right resources. So

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00:23:35.510 --> 00:23:50.129

Mike Mladjenovic: don't try to learn programming languages, try to learn something. What will gives you hands on approach to solving business problem and creating value to your organization.

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00:23:52.470 --> 00:24:09.950

Mike Mladjenovic: Finally, let's take a look at the skill set. We see the need to upskill workforce and as a consistent need. And if we look kind of what their skill areas needing most in

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00:24:10.651 --> 00:24:18.990

Mike Mladjenovic: development is big data analytics, 62% AI machine learning 61

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00:24:19.010 --> 00:24:48.810

Mike Mladjenovic: cyber security, 56, simulation 47 and augmented reality. 47. If you look in inspection in process inspection you will see kind of lots of new digital tools there, machine learning vision systems and so on. Use for training name it pretty much. Everything that we do

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00:24:48.820 --> 00:25:17.510

Mike Mladjenovic: can be automated. We see robotic process automatization for boring steps that you do kind of deleting certain files, taking information from one file to another that can be so easily automated. And it's a can be automated by front end people. You don't need to build huge system. And you start to build something what is called mesh

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00:25:17.600 --> 00:25:24.401

Mike Mladjenovic: data technology. So you have a mesh technology with the networks

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00:25:25.340 --> 00:25:44.929

Mike Mladjenovic: in your home or any networks where you connect to different routers. But the mesh technology is really democratization of digital transformation where you have local centers of data and data owners.

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00:25:45.640 --> 00:26:02.990

Mike Mladjenovic: So with the ISO 9000, we had the process owners. And now we have data owners, people who own data similar, what you see in Agile, where you have a product owner. So it's taking ownership

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00:26:02.990 --> 00:26:27.295

Mike Mladjenovic: and how we can create value from that data. So it's not only compliance how to do problem solving, but how we can innovate. If you look, your cell phone, for example, value of physical assets in your cell phone is maybe 5% of total value of your cell phone. And what we see in

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00:26:27.760 --> 00:26:51.369

Mike Mladjenovic: in a digital transformation is that the jump which is going to separate organization which are providing more value to the customer versus organization who are providing less value. And you have to think at the tangible value plus experience. And for experience, you can heavily use

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00:26:51.970 --> 00:26:57.979

Mike Mladjenovic: digital tools. If you map your process value stream map

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00:26:58.050 --> 00:27:16.469

Mike Mladjenovic: really, kind of, you can slowly start to transition into a process mining when you have different instances of your process. So that's kind of change which is happening there. If you look at the customer journey mapping again, you start to see

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00:27:17.191 --> 00:27:46.509

Mike Mladjenovic: collection in a real time of your customer experience. When you look at the net promoter score, it's moving into digital world. If you look at the performance of your suppliers, it's moving in digital world. I know, kind of. 10 years ago I was working with the failure, mode, effort, analysis company software company, which was called Connecting Tier. One organization failure mode

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00:27:46.510 --> 00:27:56.680

Mike Mladjenovic: with the tier 2 organization. So it's really kind of cutting your advanced quality planning and your advance

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00:27:56.780 --> 00:28:03.909

Mike Mladjenovic: implementation of the quality within organization. Because in the past, when I was a

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00:28:04.070 --> 00:28:15.820

Mike Mladjenovic: quality engineer will build a control plan will build, build the FEMA on, Excel, send as a paper copy, and that linkage

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00:28:15.820 --> 00:28:40.390

Mike Mladjenovic: was not established. And now you can start to build whole value chain of potential failures from 3rd level of suppliers to second, to 3rd to to final user of information. And this is really kind of where the power of digital transformation start to come in a play because, you see, overall change.

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00:28:41.240 --> 00:29:02.599

Mike Mladjenovic: So what Brian mentioned is really kind of there is a executive summary, and I strongly recommend that you get and read it. It's very valuable reading, and you have a link here in a in a left corner which you can link to annual report.

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00:29:02.890 --> 00:29:03.983

Mike Mladjenovic: So now

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00:29:05.770 --> 00:29:22.650

Mike Mladjenovic: question is where to start, how to start your journey, and the 1st step is to identify where you are today. And that's why we did that assessment to see kind of really. Where are you currently? And

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00:29:22.960 --> 00:29:36.039

Mike Mladjenovic: then to understand what are the key challenges? What opportunity exists, and who are my key stakeholder? Because when you do that change, you have to think at the

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00:29:36.640 --> 00:29:37.820

Mike Mladjenovic: why

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00:29:38.270 --> 00:29:55.925

Mike Mladjenovic: and then how and then what you're going to do. It's another great book, "Start with Why", Simon Sinek, I recommend you read. But really, kind of when you start digital transformation, first you need to understand really,

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00:29:56.420 --> 00:30:11.899

Mike Mladjenovic: what is digital transformation and why digital transformation. So digital transformation create the linkage within a people and technology and integration of technology. So how they're integrated?

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00:30:12.805 --> 00:30:13.650

Mike Mladjenovic: It

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00:30:13.840 --> 00:30:31.729

Mike Mladjenovic: cost change in your business model. So if you have your strategy map, balance scorecard you do your swat, your portrait analysis, anything. What you do in front to build your strategy is going to change your business model.

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00:30:32.260 --> 00:30:42.600

Mike Mladjenovic: In addition to that, digital transformation is cultural shift. And it's opportunity for innovation and adaptability.

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00:30:42.720 --> 00:30:55.569

Mike Mladjenovic: And as a result, you have efficiency enhancement. So digital transformation is not about efficiency, enhancement digital transformation is

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00:30:56.020 --> 00:31:03.610

Mike Mladjenovic: why we what we need to do to achieve that efficiency enhancement.

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00:31:03.800 --> 00:31:12.590

Mike Mladjenovic: Now, this is a navigator part, and usually, when you do personal change, you, you go through this basic step, you have to

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00:31:12.870 --> 00:31:14.310

Mike Mladjenovic: decide

125

00:31:14.460 --> 00:31:31.089

Mike Mladjenovic: that you're going to control your future, that you will not be somebody who will depend on what's happening outside that you will take total ownership of your future. And then you have to understand digital landscape

126

00:31:31.570 --> 00:31:39.469

Mike Mladjenovic: and based on that landscape and the gaps that you are able to identify. You're going to create your personalized roadmap

127

00:31:40.310 --> 00:31:51.650

Mike Mladjenovic: and then start to build that habits, to learn and empower yourself with the clarity and purpose which you have identified in step one and 2,

128

00:31:52.320 --> 00:31:54.879

Mike Mladjenovic: then craft your strategic plan

129

00:31:55.000 --> 00:32:07.540

Mike Mladjenovic: and keep going and keep track. What you're doing. So this is a high level. What is a process? It's not different with any transformation.

130

00:32:07.570 --> 00:32:26.470

Mike Mladjenovic: And the transition which happened during the transformation that people have. So you already know this. But there is a gap between knowing and doing, and that's habits that you have to build and understand. Why is this important and how

131

00:32:26.510 --> 00:32:28.199

Mike Mladjenovic: you can change?

132

00:32:28.290 --> 00:32:36.020

Mike Mladjenovic: How much value you create for yourself 1st and then to your team and then to your organization.

133

00:32:36.290 --> 00:32:41.479

Mike Mladjenovic: So 1st thing is always really kind of to understand your purpose

134

00:32:42.880 --> 00:32:55.550

Mike Mladjenovic: start with. Why, kind of what is your purpose? And usually during the workshop, when I ask people, what's your purpose? People are I have a kind of a strange look.

135

00:32:55.660 --> 00:32:56.590

Mike Mladjenovic: and

136

00:32:56.850 --> 00:33:15.929

Mike Mladjenovic: if you don't know what's your purpose, then how you're going to make decision, what to do and and what are the right steps, because that purpose it's not different than what organization have to understand. What's the purpose. And then you know what is your mission in life

137

00:33:15.930 --> 00:33:34.819

Mike Mladjenovic: and identify challenges. Consider digital impact, reflect on value and envision legacy. So Stephen Covey, in 7 Habits of Highly Effective People, talks about that start with end in mind. So you have to understand what is your purpose?

138

00:33:35.190 --> 00:33:41.570

Mike Mladjenovic: And then you need to understand. Okay, so what is my starting point

139

00:33:41.690 --> 00:34:06.060

Mike Mladjenovic: and the look kind of gap in a number of different skills that we have here. So now, kind of, I I promise you that you're going to participate. So I will ask, kind of if we can run a poll between those skills that are identify, which one you think is most relevant to your personal development.

140

00:34:30.600 --> 00:34:40.780

Mike Mladjenovic: Okay, a couple more. We need the 80% at least good. We've hit 82.

141

00:34:41.139 --> 00:34:42.190

Mike Mladjenovic: Okay.

142

00:34:42.350 --> 00:34:59.130

Mike Mladjenovic: so it looks kind of that, we have a mix of the skills, and you will see kind of when you do as I say, kind of I plan to run a workshop with the very more detailed questionnaire, with the different dimensions for each of those

143

00:34:59.977 --> 00:35:28.810

Mike Mladjenovic: dimensions, and you do likert scale kind of from one to 5 to see kind of where gap is similar, like a business excellence model. When you have leadership, then you have a different questions related to analytical skills, creativity, initiative, and so on. What are the subcategories which allows you to see where your opportunities are? But if you look

144

00:35:29.590 --> 00:35:30.480

Mike Mladjenovic: this

145  
00:35:32.500 --> 00:35:52.458  
Mike Mladjenovic: you you start to see that the understanding technology is one of biggest opportunity, although I think, in my personal way, after 69 years of age, I think that self-management is still most important for me, but

146  
00:35:53.625 --> 00:35:58.280  
Mike Mladjenovic: followed by working with people which is emotional intelligence, so

147  
00:35:58.470 --> 00:36:05.020  
Mike Mladjenovic: be cognizant that the implementation of value creation is a chain

148  
00:36:05.210 --> 00:36:15.390  
Mike Mladjenovic: similar, like a theory of constraint and strength of your chain is going to depend on the strength of weakest link that you have.

149  
00:36:15.620 --> 00:36:16.620  
Mike Mladjenovic: Now.

150  
00:36:16.820 --> 00:36:27.129  
Mike Mladjenovic: I would ask you another thing. So we sold this kind of I'm just going to close poll. I would ask you to put in the chat box.

151  
00:36:27.610 --> 00:36:34.659  
Mike Mladjenovic: Just one thing that you can do in the next week

152  
00:36:35.080 --> 00:36:41.989  
Mike Mladjenovic: to learn something about any of those dimensions that you identify as opportunity.

153  
00:36:42.120 --> 00:36:45.990  
Mike Mladjenovic: And I'm going to give you only 10-15 seconds.

154  
00:36:48.610 --> 00:36:55.303  
Mike Mladjenovic: because you have to do action right away. If you don't do action right away.

155  
00:36:56.710 --> 00:37:01.200  
Mike Mladjenovic: you will just finish with the knowing things.

156  
00:37:02.860 --> 00:37:03.950  
Mike Mladjenovic: Okay.

157

00:37:04.110 --> 00:37:25.239

Mike Mladjenovic: this is a collective learning as well, because now you can see what other people are thinking. And this is really a great thing that we'll be talking. It's really introduction is kind of how to then execute your learning is kind of. You have a lots of great ideas here.

158

00:37:25.370 --> 00:37:28.869

Mike Mladjenovic: so you can use that. Thank you for sharing.

159

00:37:29.620 --> 00:37:32.299

Mike Mladjenovic: And now we're going to move to

160

00:37:33.240 --> 00:37:41.600

Mike Mladjenovic: your capabilities which are required for value creation. And that's data, analytics.

161

00:37:41.670 --> 00:38:01.609

Mike Mladjenovic: communication, ability, understanding, cyber security leadership, creativity and digital tools proficiency. So if we look, data, analytics skills are a little bit more enhanced. Compare what we had with the Lean and Six Sigma or any other method.

162

00:38:01.610 --> 00:38:23.820

Mike Mladjenovic: creativity, leadership, cyber security, communication ability, they they're pretty much the same, although, I see huge improvement in communication with the digital tools. So if you need to polish your email using ChatGPT, or Grammarly, or any digital tools.

163

00:38:23.900 --> 00:38:53.290

Mike Mladjenovic: speed the process and a pain related to mechanical work, if you look any Microsoft or any other tools for automatization of task. When you do certain tasks with the excel or word, you can automate those tasks very easy, and it's usually part of a Microsoft 365, that your organization so start to explore a step at a time.

164

00:38:53.290 --> 00:39:03.070

Mike Mladjenovic: But the one thing which is important is start to see what other people are learning and create your networking.

165

00:39:04.280 --> 00:39:22.320

Mike Mladjenovic: Another element Step 3 is to understand the different technologies. And we have a big data, autonomous robots. And when I say autonomous robots, that's in office as well, robotic process optimization, you can automate your task very easy. Now.

166

00:39:22.320 --> 00:39:35.260

Mike Mladjenovic: you within a Microsoft Office, you can use the Internet of the things. Those are elements, system, integration, cyber security augment reality. 3D.

167

00:39:35.530 --> 00:39:40.079

Mike Mladjenovic: Try to learn about each of those elements a little bit.



168

00:39:40.100 --> 00:39:55.189

Mike Mladjenovic: just to get familiar and then start to explore. Are they using Internet, ChatGPT, YouTube, LinkedIn? There is a lots of resources, but it's very important, as you go through this journey

169

00:39:55.210 --> 00:40:17.859

Mike Mladjenovic: to have supporting network. And I will say again, our Data Science Interest Group is good because you hear what people are learning. And then you start to build your portfolio of skills. And this is the journey. And each journey starts with one step, and this is really important that

170

00:40:17.940 --> 00:40:20.579

Mike Mladjenovic: you start the journey.

171

00:40:21.060 --> 00:40:24.850

Mike Mladjenovic: Don't be afraid like I was 4 years ago.

172

00:40:25.400 --> 00:40:41.832

Mike Mladjenovic: I was afraid I went through many changes. Many organizational changes. I was running the working in a big organization like a ge maple leaf. Magna just to name few ppg,

173

00:40:43.000 --> 00:41:04.370

Mike Mladjenovic: And there was a lot of kind of fear of what will happen, how it will happen, and so on. And it's normal to have a fear. Fear is a part of unknown, but fear is going to one thing that I can promise you fear is going to disappear as you start this learning journey.

174

00:41:05.002 --> 00:41:09.099

Mike Mladjenovic: Another thing is data science is kind of when we'll look

175

00:41:10.160 --> 00:41:21.410

Mike Mladjenovic: looks scary, especially kind of when people who are in in data, science talk about that is really kind of when you look at this portion. Here

176

00:41:21.990 --> 00:41:45.630

Mike Mladjenovic: is already part of Lean Six Sigma body of knowledge. Many things that data mining is doing is a part of a quality engineer, body of knowledge, Six Sigma Black Belt of knowledge any quality, reliability, engineer quality of knowledge. So you have all this

177

00:41:46.414 --> 00:42:07.819

Mike Mladjenovic: Capabilities, descriptive analytics what happened with the histogram box plots scatter diagram diagnostic analysis with hypothesis, testing predictive analytics and the really boundary between digit data, mining and artificial intelligence is here.

178

00:42:07.820 --> 00:42:36.119

Mike Mladjenovic: It's very blur line. But then sometimes in Six Sigma, we do prescriptive analytics as well, but not very frequently. I haven't seen too many black belts working on that, although some tools, as a Mini term, they have optimizers, and you can prescribe. But this is really kind of boundary. So you are already. If you're quality professional, you have already

179

00:42:36.220 --> 00:42:45.260

Mike Mladjenovic: went through 50% of this journey. So don't be afraid to to jump on this journey. Another thing is kind of

180

00:42:45.460 --> 00:42:55.690

Mike Mladjenovic: get some insight how you can do this journey without any programming, and you can do that. It's very easy. You can learn data mining

181

00:42:56.320 --> 00:43:06.530

Mike Mladjenovic: within, probably 5 to 10 days without learning any programming language, without doing any math, because you are

182

00:43:06.840 --> 00:43:18.090

Mike Mladjenovic: driver of the car. You don't need to understand how carburetor works. You need to understand how you should define a real life problem

183

00:43:18.680 --> 00:43:23.260

Mike Mladjenovic: and how you can transfer that into data science problem.

184

00:43:23.480 --> 00:43:32.810

Mike Mladjenovic: And it's interesting with the data science, there is no one solution. There is a multiple solutions. And you can compare.

185

00:43:33.590 --> 00:43:43.649

Mike Mladjenovic: then you understand cost of quality. This is classical cost of quality. And now you have opportunity, with data science to come with the

186

00:43:44.772 --> 00:43:49.110

Mike Mladjenovic: digital transformation, ebit improvement through innovation.

187

00:43:49.590 --> 00:43:53.753

Mike Mladjenovic: Once, when you have all that ideas, you need to

188

00:43:54.750 --> 00:44:01.200

Mike Mladjenovic: understand how I'm going to prioritize my goals and develop action plan

189

00:44:02.090 --> 00:44:08.089

Mike Mladjenovic: step at a time and go step by step. And then

190

00:44:08.290 --> 00:44:34.000

Mike Mladjenovic: the hardest thing is to build that habit, because at the baseline we did kind of how much time it. You're spending on habit of learning new stuff. Now, how you're going to build that habit. You daily skill, development, build your growth, mindset practice tools consistent learning and reflection on your progress.

191

00:44:34.180 --> 00:44:37.060

Mike Mladjenovic: And, as I mentioned.

192

00:44:37.410 --> 00:44:48.229

Mike Mladjenovic: in addition to plan how you're going to change yourself, another thing is how you're going to build your professional network, for example, attending events like this

193

00:44:48.230 --> 00:45:14.620

Mike Mladjenovic: professional association. You're part of ASQ. There's lots of quality for information there. There is our data science interest group, quality management division has a data science interest group. And I see with the different other divisions, like a healthcare, Lean Six Sigma. They're all kind of starting to create those interesting

194

00:45:15.100 --> 00:45:35.340

Mike Mladjenovic: groups which are kind of opportunity for you to join social media platform. And I mentioned LinkedIn. Is really kind of lots of free courses. If you look at Google, IBM, they're providing lots of free courses start to work on small projects.

195

00:45:36.222 --> 00:45:44.050

Mike Mladjenovic: exchange of idea and build relationship with other quality professionals, and that

196

00:45:44.480 --> 00:46:11.769

Mike Mladjenovic: another thing is important for you to look at some potential coach and mentor. Within ASQ, there is as well mentorship program and coaching. Or you can join some group. It's very important. Maybe within your organization. You have a data science experts. But it's not about math. If somebody start to teach you just math or programming, run away.

197

00:46:11.890 --> 00:46:28.180

Mike Mladjenovic: So that's my. And I am. I'm associate with academia. I have learned my whole life, and I'm still learning, but you have to think that you want to become driver. You don't want to become designer of the car.

198

00:46:28.640 --> 00:46:36.100

Mike Mladjenovic: And that's really kind of very important. Why, coaching is very important. And then you start here.

199

00:46:36.220 --> 00:46:52.849

Mike Mladjenovic: Self-education read articles following thought leaders joining online communities, watching tutorials, experience with tools. Keeping a learning journal. This is a very important keeping learning journal

200

00:46:53.020 --> 00:47:01.420

Mike Mladjenovic: to understand, to be able to reflect, because when you write things it's kind of different than they live in your hand.

201

00:47:03.550 --> 00:47:09.320

Mike Mladjenovic: Then you have to monitor your progress and look kind of how you're doing.

202

00:47:10.190 --> 00:47:21.169

Mike Mladjenovic: This is, if you keep your journal, you keep. You keep that simple and just kind of have I study 5 min, or you start with a small 5 min, 10 min a day, not more.

203

00:47:21.560 --> 00:47:31.680

Mike Mladjenovic: And you understand what's your circle of influence when they say circle of influence, circle of your habit, strength.

204

00:47:31.790 --> 00:47:36.050

Mike Mladjenovic: and then you try to stretch and open that

205

00:47:36.190 --> 00:47:52.179

Mike Mladjenovic: circle more and more. This is another point from 7 Habits of Highly Effective People. If you try to set a goal which is too far from your habit circle of influence. You're going to fail, and you're going to quit.

206

00:47:52.290 --> 00:48:03.839

Mike Mladjenovic: So it's really kind of you have to go small and celebrate any momentum that you have with your process. And it's really important

207

00:48:04.140 --> 00:48:05.270

Mike Mladjenovic: that

208

00:48:05.990 --> 00:48:21.030

Mike Mladjenovic: you link with that. Why I'm doing this. What is my purpose, because that purpose is going to help you to create commitment. And if you build the habit, then that's who you are.

209

00:48:21.590 --> 00:48:36.691

Mike Mladjenovic: Our habits are who we are. If you're tidy, then you're tidy person. If you're on time, your person who is coming to meeting on time. If you're a person who has a habit to complete task.

210

00:48:37.780 --> 00:48:38.420

Mike Mladjenovic: talk

211

00:48:39.340 --> 00:48:57.100

Mike Mladjenovic: in excellent way. You're somebody who people can rely on you. So it's really kind of your habits are something what you have to work. Another book, related to habits is 2 books. 1st one is a

212

00:48:57.380 --> 00:49:26.519

Mike Mladjenovic: 5, 4, 3, 2, 1 rule which we use to move from amygdala to front cortex to make decision, and the second one is Atomic Habits. So those are kind of 3 books that if you haven't read, I strongly recommend that you read because you start the transformation from your personal standpoint, and this is your personal journey.

213

00:49:28.090 --> 00:49:44.980

Mike Mladjenovic: You will have challenges, and this is really kind of where it's important to have a network because you support each other and you get motivation from other people on on your group. You should anticipate.

214

00:49:45.548 --> 00:50:03.029

Mike Mladjenovic: You should manage find motivation during setbacks, seek support from peers and mentors, and build your resilience. This is not different than any other change. Now, beauty of this process, you can apply to anything. Even if you're

215

00:50:03.440 --> 00:50:21.679

Mike Mladjenovic: not in a digital transformation, you can follow same steps, and you can achieve a lifelong transformation. But it starts with understanding your purpose and start with your commitment to achieve certain goals.

216

00:50:22.090 --> 00:50:28.029

Mike Mladjenovic: So that bring me to the end of presentation, and

217

00:50:28.140 --> 00:50:34.109

Mike Mladjenovic: everything happens twice, 1st in your mind than in reality.

218

00:50:34.885 --> 00:50:39.970

Mike Mladjenovic: Every breakthrough, every game changing idea, every success.

219

00:50:40.080 --> 00:50:42.879

Mike Mladjenovic: They start as a vision.

220

00:50:43.270 --> 00:51:01.110

Mike Mladjenovic: They start with your commitment and your desire to change world top performance don't just stumble into greatness. There is a hard work, there's commitment, there is a habit, and they create that success. So

221

00:51:01.330 --> 00:51:05.220

Mike Mladjenovic: I encourage you to think what is your vision.

222

00:51:05.630 --> 00:51:16.739

Mike Mladjenovic: what you're dreaming about, what your fears, and then to visualize yours, visualize your success, and then plan it and break it down.

223

00:51:16.970 --> 00:51:28.089

Mike Mladjenovic: and then attack without excuse that 5, 4, 3, 2, 1 rule, or getting things done. Another great book is a great way to

224

00:51:28.210 --> 00:51:29.929

Mike Mladjenovic: to get things done.

225

00:51:30.690 --> 00:51:31.700

Mike Mladjenovic: So

226

00:51:32.210 --> 00:51:39.799

Mike Mladjenovic: think. And you. You can put in a chat box if you want. What's the 1st step you're going to take today

227

00:51:40.020 --> 00:51:46.339

Mike Mladjenovic: and just drop in the chat box. Regarding your digital transformation journey.

228

00:51:48.960 --> 00:51:51.120

Mike Mladjenovic: This is a challenging

229

00:52:04.960 --> 00:52:07.790

Mike Mladjenovic: okay. Learning journal is a great idea

230

00:52:08.390 --> 00:52:13.079

Mike Mladjenovic: set goals for the learning, excellent learning, general

231

00:52:13.870 --> 00:52:23.859

Mike Mladjenovic: join data, science focus group, excellent set goals, fantastic lots of great ideas. So what I plan is to have.

232

00:52:24.080 --> 00:52:52.710

Mike Mladjenovic: They have probably, like a 3 hours workshop, and there'll be survey done at the end. And if you see kind of potential value in that where we will drill down more in in details. How to set up your goals, how to visualize how to keep tracking, and so on. There are different tools which you can use to start this journey.

233

00:52:53.010 --> 00:53:07.210

Mike Mladjenovic: put the comment in A in A in a feedback from the webinar, and we can go from there to see if we can run some events within ASQE. So now questions

234

00:53:10.030 --> 00:53:20.929

Brian Scarpace: Well, Dr. Mike, first of all, thank you so much. That was very powerful. I think everybody got a lot out of that, and we have some questions, and I was going to share them with you if that's okay. That were in the chat.

235

00:53:21.080 --> 00:53:31.019

Brian Scarpace: One of them was kind of going back to AI, "Do you think depending on ChatGPT for communication email, etc,

236

00:53:31.550 --> 00:53:37.150

Brian Scarpace: Do you think that might lead to our communication skills getting rusty" is a question that someone left in the chat

237

00:53:37.460 --> 00:53:40.959

Brian Scarpace: say say again, sorry question. The question was,

238

00:53:41.490 --> 00:53:52.029

Brian Scarpace: "Depending on ChatGPT ChatGPT for communication could that lead to our communication skills getting rusty or not, not as honed in?"

239

00:53:54.360 --> 00:54:02.740

Mike Mladjenovic: It, it depends. You can use ChatGPTas your coach and really kind of another thing is

240

00:54:03.270 --> 00:54:28.669

Mike Mladjenovic: it's interesting. When, with the ChatGPT you you train, ChatGPT to your style, and you can have kind of 10 different version of the article. I want to be enthusiastic. I want to be soft. I want to focus on emotional side of the things. And it's really kind of you start to learn. So it's kind of a

241

00:54:28.670 --> 00:54:50.650

Mike Mladjenovic: I look at ChatGPT. I don't rely on ChatGPT, but I look at the ChatGPT as my coach, because it will bring you. It will not make you expert. It will not make you perfect, but it will help you to grow. The problem is with ChatGPT you need to know

242

00:54:50.740 --> 00:55:04.010

Mike Mladjenovic: what you want to achieve, and the ChatGPT can help you with that or not. Another thing, there is a whole skill. Which is a prompt engineering

243

00:55:04.010 --> 00:55:22.520

Mike Mladjenovic: is really how? What's the quality of your question is going to determine quality of answer that you have from large language models and doesn't have to be ChatGPT. Google has their model. Microsoft have their model, and so on. So

244

00:55:22.600 --> 00:55:31.340

Mike Mladjenovic: use that as a tool to learn and the tool for ideas if you get stuck.

245

00:55:33.320 --> 00:55:57.330

Mike Mladjenovic: So it's really that synergy and integration with technology is not passive use of technology. So the misuse of technology is passive use of technology. Think like you're driving car. So if you have a good car, it's easier to drive. But it's still your skills. So it's a combination, and don't rely on ChatGPT.

246

00:55:59.070 --> 00:56:06.473

Brian Scarpace: Thank you much. Thank you very much, Dr. Mike. One. Someone also mentioned the data science interest or the

247

00:56:07.220 --> 00:56:13.860

Brian Scarpace: the sorry. The Data Science interest group that you mentioned. How can how can someone learn more about how to engage with that group?

248

00:56:14.520 --> 00:56:15.150

Brian Scarpace: The

249

00:56:15.150 --> 00:56:20.402

Mike Mladjenovic: It it the the number of different way you can

250

00:56:21.290 --> 00:56:38.990

Mike Mladjenovic: connect with me on the LinkedIn and express your interest, and then I add you to distribution list, and I send the invitation every 2 weeks. We meet Saturday 10 o'clock a.m. Eastern Standard Time. And yeah.

251

00:56:39.090 --> 00:57:01.349

Mike Mladjenovic: so just kind of connect with me. Easiest kind of I can give you email. But the another email account. But you can connect with me on the LinkedIn, and that will give you as well. Kind of to see kind of any post that I make. I haven't make too many recently, but if you send me this, that's the most secure way to to get connected.

252

00:57:01.940 --> 00:57:09.639

Brian Scarpace: Excellent. Thank you, Dr. Mike. We have time for maybe just one or two more, and we'll make sure that we follow up with people who we look at a lot of great questions.

253

00:57:10.100 --> 00:57:39.679

Brian Scarpace: One of the questions, "When learning every day, how how do we gain practical experiences? Quality professionals who typically don't get involved with the actual technology?" So, I'll read it again, "When learning every day, how do we gain practical experience as quality professionals who typically don't get involved with the actual technology and, for example, I've been taking various courses on machine learning, but haven't found a way. I can apply that learning to my work.

254

00:57:40.490 --> 00:57:45.869

Brian Scarpace: to my work as computer system validation lead. It might be that I'm still learning.



255

00:57:46.030 --> 00:57:57.849

Brian Scarpace: I'm still trying to learn how to about. I'm sorry. I'm still trying to learn how about how cars work instead of how I can drive the car. My car, drive the car at my work." So, sorry, going back to your analogy.

256

00:57:58.440 --> 00:58:24.859

Mike Mladjenovic: Yeah. I have spent all my life at academia and in a business, and I never belong to either academia or business. So I'm very critical about academia, how they teach people, and I am very critical about business, how they utilize what the knowledge is, what they can utilize from academia, and

257

00:58:24.980 --> 00:58:30.780

Mike Mladjenovic: I would suggest, kind of always go somewhere between. It's a blue ocean. There is no.

258

00:58:31.070 --> 00:58:37.445

Mike Mladjenovic: there is no competition, really. It's usually academia or business. But going back to your question is,

259

00:58:39.200 --> 00:58:40.200

Mike Mladjenovic: if you

260

00:58:40.620 --> 00:58:58.069

Mike Mladjenovic: take course, and I'm not going to say so. So you have academia courses you have other kind of simply learn. And with who are some some company from from India which are really good. But they teach you how to

261

00:58:58.070 --> 00:59:17.549

Mike Mladjenovic: to make time. It's going to take 2 years, 3 years, and you will not see how to connect with your problems. There is a even kind of if you look Amazon web services data equal, they have that visual. So you have like a box.

262

00:59:17.720 --> 00:59:42.499

Mike Mladjenovic: And you, that box. Second of, I want to import data and collect with the SQL. Whatever database is. And then I second, I want to identify outlier and identify outliers. So you have to know what you want to do. I want to turn left. I want to turn the right. But you have to understand problem and understand what you want data to tell you.

263

00:59:42.660 --> 01:00:00.529

Mike Mladjenovic: And that's really data. Mining will not help you. With that. You have to understand. Quality of your question is going to help you. Which model you're going to use. And with data mining is really with statistics. We have kind of A T test, 2 T test, and also

264

01:00:00.580 --> 01:00:30.190

Mike Mladjenovic: structure of data tells you. Which method to use with data mining is really kind of, I'll call that brutal force. You use the different models. And you look at the confusion matrix. You look at the Roc value, you look at the different wells, and you pick up which model fits best your data. And here, so there is no one solution which answer all questions. But going back.

265

01:00:30.310 --> 01:00:53.849

Mike Mladjenovic: if you want, send me kind of question, and I can connect you with the different. If you go Amazon web services, you'll see they have that module. And really how organizations structure. Now you have a data scientist, and then you have people who are solving their smaller problems, using data mining with drag and drop.

266

01:00:54.210 --> 01:01:01.493

Mike Mladjenovic: And then that model stays with the Amazon web services. And

267

01:01:02.220 --> 01:01:22.070

Mike Mladjenovic: people can review, model and start to look how those smaller model that front end people build can connect to the bigger model. So it's really, I make analogy to lean. You have to go from top down when you implement digital transformation. And from bottom up

268

01:01:22.910 --> 01:01:32.700

Mike Mladjenovic: there is a whole bunch of models that you do assessment. I do with a couple clients. I do assessment of their digital. And within

269

01:01:32.830 --> 01:01:54.807

Mike Mladjenovic: 2 days I teach them really kind of what are different digital technologies. And they do self assessment, because usually what consultants are coming with the 10 solution and technology. And that doesn't work. You have to understand 1st what your business need and why you're doing and how. And then you pick up between different

270

01:01:55.746 --> 01:02:09.949

Mike Mladjenovic: technology and the technology level adoption. It depends where your maturity and what your goals. So what consultant usually say? There's no one size fit everything.

271

01:02:10.060 --> 01:02:24.020

Mike Mladjenovic: It's really kind of building that architecture, but try to get somebody who will help you to understand technology, your internal capability, what your internal need. And then, second, this is what they want system to help me to do.

272

01:02:25.230 --> 01:02:36.990

Brian Scarpace: Excellent. Thank you, Dr. Mike. And I think again, we have a lot of great questions. We're going to follow up with those who asked them. The guests were very interested in the books you suggested, Dr. Mike, so we might

273

01:02:37.530 --> 01:03:01.189

Brian Scarpace: connect with you to get the list of those that she'd recommend. I know there's some great ones there, but otherwise, thank you so much. We've got a lot of great comments that are to talk about how helpful today's content was. So Dr. Mike, thank you so much. And I just wanted to say thank you to our organizational members and guests for joining us today. We will put a survey in the chat for you. If you could, please take that as a wrap up. It really helps us kind of guide the direction of the

274

01:03:01.190 --> 01:03:09.369

Brian Scarpance: events that we have the content we have, and having great speakers like Dr. Mike, come and join us. So thank you so much for joining us today. And Dr. Mike, thank you.

275

01:03:09.910 --> 01:03:24.116

Mike Mladjenovic: And thank you, ASQE, for sharing this results. I would kind of mention to everybody really kind of feel comfortable to to get those results. And

276

01:03:24.810 --> 01:03:29.320

Mike Mladjenovic: it's it's an excellent source. Don't miss that opportunity.

277

01:03:30.240 --> 01:03:30.980

Brian Scarpance: Excellent.

278

01:03:31.200 --> 01:03:37.209

Mike Mladjenovic: And I am grateful to ask you kind of allowing me to make this presentation. Thank you, guys.

279

01:03:37.530 --> 01:03:40.436

Brian Scarpance: Oh, thank you so much, Dr. Mike. Thanks for being here with us.

280

01:03:41.770 --> 01:03:43.160

Mike Mladjenovic: Okay. Goodbye.

281

01:03:43.350 --> 01:03:45.329

Brian Scarpance: Alright! Thank you. Have a great day. Everyone