



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# Chicago

Newsletter of Section 1201  
September 2007



Vol. 8  
Issue 1

## General Meeting Program

# Continuous Improvement

### **Advanced Session Speaker — Mahesh Kamatala**

Our pre-diner speaker, Mahesh Kamatala is a Lead Lean and Continuous Improvement Engineer with Elkay Manufacturing. He has over 11 years of experience in automotive and non-automotive industries. He holds a Masters Degree in Manufacturing Engineering from Michigan Technological University, is a Motorola Certified Six Sigma Black Belt, and holds CQE certification from ASQ.

### **Main Session Speaker — Francisco Pulgar-Vidal**

Our post diner speaker, Francisco Pulgar-Vidal is an ASQ Certified Six Sigma Black Belt with 15 years of professional experience in the fields of process and quality improvement, IT and training. Francisco's work focuses on process and change management, improving outsourcing, risk management, order-to-cash, customer service, call center, procurement and recruiting processes.

Since 2004 Francisco has taught a course to help prepare for the ASQ Black Belt certification exam. His students have achieved a success rate better than 90%.

Francisco's education includes a Masters of Sci-

ence degree in Industrial Engineering and a Master of Business Administration.

### **The ASQ Chicago Section Board for 2007-2008**

Members will meet the incoming Board of Directors for 2007-2008. Board members work behind the scenes planning programs, educational programs, meetings, and direction of the section for the upcoming term. They also coordinate section goals with the American Society for Quality in Milwaukee to ensure continued success of the organization.

If you are interested in helping the section, see one of the board members for available opportunities and challenges. ↪

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**General Meeting—September 12, 2007 at Maggiano's, Oak Brook**

## Section Announcements

### ASQ Chicago Section High School Scholarship

Each year, our section sponsors a scholarship to recognize a graduating high school student with scholastic achievement and contributions to Quality. The amount of the yearly award is \$1000. This scholarship is open to high school seniors in the Chicago Metropolitan area. The applicant must be planning and eligible to continue his or her education at an accredited university, college, vocational school or junior college within the next school year.

Applications are now being accepted for the 2008 scholarship and are due on December 1, 2007. Details and additional information about eligibility and applications are available on the scholarship website, <http://www.asqchicago.org/ti.scholarship.htm>.

### 10<sup>TH</sup> ANNUAL NORTHERN ILLINOIS QUALITY CONFERENCE (NIQC 2007).

Mark your calendars for **Monday, November 5, 2007**. You are cordially invited to the 10<sup>th</sup> Anniversary celebration of the Northern Illinois Quality Conference (NIQC) at the **Holiday Inn Select in Naperville, Illinois**. NIQC 2007 is sponsored by five American Society for Quality (ASQ) Sections: Chicago, Fox Valley, Heart of Illinois, Illiana, and Northeastern Illinois.

The theme for NIQC 2007 is **“Drivers of Organizational Performance Excellence”**. In-depth workshops will be held on **Sunday (November 4<sup>th</sup>)** and **Tuesday (November 6<sup>th</sup>)**.

This is a **“must”** event focusing on issues that all businesses across industries face. NIQC 2007 offers attendees the opportunity to learn more about relevant issues for all business leaders today. This conference was designed to give attendees the hands-on tools to take with them and apply in their organizations.

Three outstanding keynote speakers are scheduled for Monday morning: Mr. Michael Bryant, President & CEO of Methodist Medical Center of Peoria, IL, a Lincoln Awards Gold Medalist; Mr. Ron Kingen, Global VP of Energy Conversion Systems of Cary, NC and a Past President of ASQ; and Mr. Madhavan Nayar, Company Leader of Infogix, Inc. of Naperville, IL.

Separate tracks for Effective Leadership, Employee Engagement and Innovation, Global Supply Chain Management, and Lean & Six Sigma are scheduled for Monday (November 5<sup>th</sup>) afternoon. The speakers are recognized industry professionals, some with global credentials and published works.

Sunday morning (November 4<sup>th</sup>) workshops (8:30am – 12:30pm) offer attendees choice of *Business Innovation* or *Employee Engagement Practices*. The afternoon workshops (1:30 – 5:30pm) offer the opportunity to learn more about *Energetic Leadership* or *Information Integrity for Quality Management*.

The Tuesday morning (November 6<sup>th</sup>) workshops (8:30am – 12:30pm) offer the choice of *Lean Six Sigma* or *Effective Supplier Auditing*. The afternoon (1:30 – 5:30pm) workshops offer a *panel discussion of Management Tools that Work (Communication and Performance Management)* or *Voice of the Customer (VOC) Management*.

For more information about NIQC 2007, visit the web site at [www.niqc.org](http://www.niqc.org)

Dr. Manu Vora  
Chair, NIQC 2007 Committee at ASQ Chicago Section, [manuvora@b-einc.com](mailto:manuvora@b-einc.com), Tel: 630-548-5531

## ASQ Examination Dates

Certification	Application Deadline	Exam Date
CQI, CQT, CRE, CMQ/OE, CHA, CBA, CSSBB	August 17, 2007 January 11, 2008	October 20, 2007 March 1, 2008
CSQE, CQA, CQE, CQIA, CCT, CQPA, CSSGB	October 5, 2007 April 4, 2007	December 1, 2007 June 7, 2008

For Certification details – Booklets, Exam Information, Registration – call (800) 248-1946 or log on to [www.ASQ.org](http://www.ASQ.org)

**Perspectives....Christopher Trent—Chair, Section 1201—Chicago**

Welcome to another fantastic year for ASQ Section 1201, Chicago. I trust everyone is doing their best to enjoy the unusually temperate weather. A recent question was posed to me:

“What have you found most rewarding as a member of ASQ and why?” ... this was my reply:

The Tao of Quality



No other field of applied technology provides the wide range of opportunities to use so many different skills and areas of knowledge. A Quality person may not only use metrology, statistics, process control, auditing, system planning, implementation, customer and supplier metrology, quality planning, problem solving and corrective action. We often need design skills, psychology, group dynamics, motivational speaking, salesmanship, diplomacy, even aesthetics. We may find ourselves in a position which demands that 90% of our time is spent communicating with others performing tasks for us, like a supplier quality engineer. On the other hand we may find ourselves cloistered deep in a metrology lab, cranking out data 100% of the time. In my short career I have been involved with military, aerospace, automotive, appliance and many specialty industries. I have learned about stamping, 4-slides, springs, milling, molding, plating, hardening, purchasing, materials planning, accounting, data systems, and many, many more processes, each with its unique aspects and bodies of knowledge. I have visited auto plants and other amazing facilities in the USA, Canada and Mexico. Now, I occasionally travel to work with suppliers in Asia. I have met saints and demons, slayed dragons and bore the scars of both victories and defeats. Where else can you have so much fun, live so fully, and get paid for it? The Quality Profession is like a marvelous river; it has narrow, calm backwaters, wide-open, smooth water and rushing rapids. Sometimes it cuts a fresh path. Sometimes it follows old well-worn ways. It is always changing, yet it is always the same. It is always the river, yet you can never step in the same place twice. Quality is an analogy for and a metaphor of the way of things, of Life. ☞

**The ASQ Chicago Section Board for 2007-2008**



OFFICE	ELECTED OFFICER
Section Chair	Christopher Trent
Vice Chair—Section Affairs	Mark Ehrlicher
Vice Chair—Programs	Michael Glowacki
Vice Chair—Membership	Dan Brown
Secretary	Krista Alsleben
Treasurer	Ray Wick
Director	James Persaud
Director	James Walker
Director	Jayne Leone

## ASQ Chicago Training Institute—Fall Schedule 2007

### **Blueprint Reading...Course #006**

Saturdays, 9:00AM-Noon September 15 - November 17 --Triton College, River Grove

This ten-week course explains how to read and use Blueprints. Topics include: Isometric Drawings, Special Views, Orthographic Projections, Assembly Drawings, Supplementary Information, Visualization, Working Drawings, Blueprints as Inspection Tools.

Continuing Education Units 3.0—Recognition: Chicago Section Certificate by Examination

Fees: ASQ Members \$340, Non-Members \$465

### **Metallurgy for Non-Metallurgists...Course #067**

Saturday, 9:00AM-Noon September 15 - November 17 – Triton College – River Grove

This ten-week course's overall objectives are to have the student develop an understanding of metallurgical principles from a metal working perspective. Topics include: Alloy Structures, Ferrous and Non-Ferrous Metals, Castings, Forgings, Heat Treating, Welding, Brazing, Soldering, Mechanical Testing, Failure Analysis, Machining, Protective Coatings, and Corrosion.

Continuing Education Units 3.0

Fees: ASQ Members \$340, Non-Members \$465

### **Service Quality I...Course #656**

Mondays, 6:30-9:30PM, September 10 – November 12 – Management Association of Illinois, Downers Grove

A statistical quality course designed for people working in the service industry, or those supporting the manufacturing sector. Emphasis is placed on making good business decision through the use of common statistical tools including t-Tests, Correlation, Simple Linear Regression, and ANOVA

Continuing Education Units 3.0—Recognition: Chicago Section Certificate of Completion

Fees: ASQ Members \$510, Non-Members \$635

### **Statistical Process Control I / Six Sigma: Green Belt Training...Course #002**

Saturdays, 9:00AM-Noon, September 15—November 17 – Triton College, River Grove

To develop the skills in becoming a Certified Six Sigma Black Belt, this ten-week class is essential for the student needing a familiarization or refresher course in statistics. The course presentation of decision-making tools in statistics lays the groundwork for a successful career. Topics include: Presentation of Data, Cp and Cpk Indices, Construction and Interpretation of Variables and Attribute Control Charts.

Continuing Education Units 3.0—Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$410, Non-Members \$535

### **Designs of Experiments I...Course #032**

Saturdays, 9:00AM-Noon, September 15—November 17 – Triton College, River Grove

Using a simple and straightforward approach, Taguchi and traditional Design of Experiments will be presented. Hands-on workshops will illustrate how Design of Experiments is used for solving problems and optimizing processes. Topics include: 2 & 3 Factor Experiments, Screening Designs, and Taguchi L4 and L8 orthogonal arrays. Excel templates will be used for data analysis.

Continuing Education Units 3.0—Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$510, Non-Members \$635

### **Six Sigma I: Theory... Course #038**

Saturdays, 9:00AM-Noon, September 15—November 17 – Triton College, River Grove

This ten-week course focuses on the applications of Six Sigma Methodology and tools emphasizing and demonstrating the use of statistics software. The Six Sigma Methodologies of DMAIC, DFSS, IDOV and others are defined and outlined. Topics include: Gantt and Pareto Charts, Process Mapping, Probability, Probability Distributions, Hypothesis Testing, Process Capability, Statistical Process Control, Design of Experiments, Gage R&R and Multi-Vari Charts.

Continuing Education Units 3.0—Recognition: Chicago Section Certificate of Completion

Fees: ASQ Members \$510, Non-Members \$635

### **Introduction to Quality Management...Course #012**

Saturdays, 9:00am-Noon, September 15 – November 17 –Triton College, River Grove

This ten-week course introduces and builds basic skills in Quality Management and the responsibilities of the Quality Manager in an organization. Topics include: Total Quality Management (TQM) and Continuous Improvement, Project Management, Strategic Quality Planning, Customer Satisfaction, Training and Education, Human Resource Management.

**ASQ Chicago Training Institute—Fall Schedule 2007**

Continuing Education Units 3.0—Recognition: Chicago Section Certificate of Completion  
 Fees: ASQ Members \$410, Non-Members \$535

**Lean Kaizen Laboratory...Course #076**

Saturdays, 9:00am-Noon, September 15 – November 17 – Triton College, River Grove  
 This ten week course will take the participants through implementation of a Lean project at a company using Kaizen methods. With the input from the host company, any of the Lean "building blocks" could be studied and implemented in a "teach-do" mode. Pre-requisite for the participant is either having completed the ASQ "Lean Kaizen" theory course or an equivalent class."  
 Continuing Education Units 3.0—Recognition: Chicago Section Certificate By Examination  
 Fees: ASQ Members \$510, Non-Members \$635

**Certified Quality Auditing Exam Review...Course #075**

Mondays, 6:30-9:30PM, September 10-November 12 – Management Association of Illinois, Downers Grove  
 This ten-week course is designed for those professionals seeking Certification in Quality Auditing and for those who perform internal quality audits as well as a review of the examination process. Topics cover the body of knowledge and include:† Establishing Audit Standards, Four Phases of an Audit (Preparation, Performance, Reporting and Closure), Ethics and Protocol, Audit Types (First, Second and Third Party Audits), Evaluation of the Audit, Scheduling and Staffing, and The Role of Quality System Documentation.  
 Continuing Education Units 3.0—Recognition: Chicago Section Certificate of Completion  
 Fees: ASQ Members \$420, Non-Members \$545

**Certified Quality Engineer Exam Review...Course #015**

Saturdays 9:00AM-Noon, September 15-November 17 – Triton College, River Grove  
 This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certificated Quality Engineer Examination as well as a review of the examination process. Topics include: Test Preparation, Quality Auditing, Inspection Metrology, Statistics and Probability, Control Charts, Acceptance Sampling, Reliability, Experimental Design, Quality Planning, Quality Management, Quality Costs and Motivation.  
 Continuing Education Units 3.0—Recognition: Chicago Section Certificate of Completion  
 Fees: ASQ Members \$420, Non-Members \$545

For information: (800) 422-2478. Payment must be received with Application. Remember to include your ASQ Member Number to receive the Member rate. Since enrollment is limited, Advance Registration is advised. Subject to classroom space, on-site registration will be accepted the first session of each class only. Please note that no confirmation will be sent. You will be notified if a class is full or will not be held.

Mail Application with all information to: ASQ-Chicago Section, P O. Box 87530, Chicago, Illinois 60680-0530 or Fax with Credit Card information to (312) 341-0507. (No purchase orders accepted).

Name (last, First, Middle)	ASQ Membership #	Employer
Home Address	Home Telephone No.	Business Address
City, State, Zip	Business Telephone No.	City, State, Zip
Course Number & Title _____	Cost _____	Fax No. _____
PLEASE CHARGE MY: <input type="checkbox"/> AmerExpress <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard		
Class Day: <input type="checkbox"/> Monday <input type="checkbox"/> Saturday	# _____	Exp. Date _____
<p><b>***Early Registration Credit of \$25.00 for:                  Applications received by 5pm on Wednesday for Saturday classes and 5pm on Thursday for Monday Classes.</b></p>		
Class Term <input type="checkbox"/> Fall <input type="checkbox"/> Winter <input type="checkbox"/> Spring	SIGNATURE: _____	

## ASQ Chicago Training Institute—Fall 2007 1 Day and 2 Day Workshops

### Certified Six Sigma Black Belt Exam Review

Course #710

Thursday/Friday, September 27-28

Fee: \$475.00

This two-day Workshop provides a review of the key topics forming the Body of Knowledge of the ASQ Certified Six Sigma Black Belt Examination as well as a review of the examination. Topics include: DMAIC (Define, Measure, Analyze, Improve, Control), Business Process Management, Project Management, Lean Enterprise & Design for Six Sigma. (1.6 CEUs)

### Kaizen

Course #048

Friday, December 7, 2007

Fee: \$250.00

This one-day Workshop will introduce the concepts of conducting Kaizen Events for breakthrough improvements as part of your Lean journey. Topics include: Intro to Lean & Kaizen, Change Management Teams, Brainstorming Techniques/Problem-Solving/Improvement Tools, Cost-Benefit Analysis for Kaizen Projects, Implementing a Kaizen Event. (0.8 CEUs)

### ISO 13485 – Medical Device Quality Systems Standards

Course #702

Saturday, December 8, 2007 (Triton College\*)

Fee: \$250.00

The one day ISO 13485:2003 workshop will go into the details of how to document, train employees, implement and audit the Quality Management System for medical devices. The Standard will also be compared to ISO 9001:2000, the FDA GMPs and to the CE Mark requirements at a high level.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Confirmation to: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

*Please use separate forms for each Applicant. Note: 3 or more Registrants from 1 Company, deduct \$25.00 from each course fee.*

*Payment must be included with registration; no purchase orders. \$100.00 cancellation charge 5 days before course begins. Fees include all course manuals and materials, as well as break refreshments and lunches.*

Payment by:  Check # \_\_\_\_\_

(Payable to Chicago Section ASQ)

Payment by:  Credit Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature \_\_\_\_\_

The Fall 2007 Workshops will be held from 8:00am to 5:00pm at:  
The Management Association of Illinois, 1400 Opus Place, Downers Grove, IL

Unless otherwise notes (\*)

**For Information:**  
Anna Weiss  
(773) 237-0592 or  
annaweiss1@netscape.net

### The ASQ Chicago Newsletter

Subscription to the newsletter is provided as long as your membership with ASQ is current and you are registered with the Chicago Section.

Your address and other contact information are maintained by ASQ headquarters and can be changed by web, phone or mail:

- On the web at [www.asq.org](http://www.asq.org), sign-in, change address
- ASQ Customer Service at (800) 248-1946
- ASQ, PO Box 3005, Milwaukee, WI 53201

The newsletter is issued for September, October, November,

December, January, February, March, April, May/June for the 2007-2008 year. ☞

### Contact Information

#### Job Networking

Muasqjobsnetwork@hotmail.com  
 Muhammad Siddiqi – (847) 882-5826

#### Recertification

Ed McCarthy – (847) 392-3718 x279  
 emccarthy@methode.com

## Chicago Section General Meeting – Wednesday, September 12, 2007

<u>Location</u>	<u>Program Schedule</u>
<b>Maggiano’s Little Italy</b> <b>240 Oak Brook Center</b> <b>Oak Brook, IL 60523</b> <b>(630) 368-0314</b>	<b>5:30–6:00 p.m.    Check-in / Networking</b> <b>6:15 p.m.            Advance Session</b> <b>7:00–8:00 p.m.    Dinner</b> <b>8:00–9:00 p.m.    Post Dinner Session</b>

### Directions



- Located on the east side of the Oak Brook Shopping Center (22nd St and Rt. 83), just north of the East-West Toll Road (I-88) and east of Rt. 83, off of Spring Road.
- Call the restaurant for further directions.

### How to Register



- Register on-line at [www.asqchicago.org/onlinereg.htm](http://www.asqchicago.org/onlinereg.htm) and complete the required information.
- Because walk-ins are limited and subject to availability, please register prior to the meeting.
- Fax and telephone registrations are currently being discontinued.
- Registration and payment on-line is *secure*.

### Cost



- **Registration** - payment required at time of registration: members \$35, nonmembers \$40
- **Walk-ins** - subject to availability, cash or check only: members \$40, nonmembers \$45
- **Program only** - attendance without dinner, no charge, registration is required
- **Unemployed members** - Special provisions are available, registration is required

### Notes



- No credit cards accepted on night of meeting.
- No refunds will be made for cancellation after 5:00 p.m., Monday prior to the meeting or for a no-show at the meeting.
- Accepted credit cards: Personal - American Express, Discover, Master Card, Visa;  
 Corporate - Master Card, Visa
- Questions? Contact Michael Glowacki at e-mail [Michael.Glowacki@Elkay.com](mailto:Michael.Glowacki@Elkay.com) or (630) 574-8484

Register on the ASQ Chicago Website — [www.asqchicago.org/onlinereg.htm](http://www.asqchicago.org/onlinereg.htm)



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 Chicago Section 1201  
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Dated Material

*The Society of Professionals Dedicated to the Advancement of Quality*

### Chicago Section General Meeting Schedule — 2007-2008

Date	Facility / Location	Program Topics — Advance / Main Sessions
Sep. 12	Maggiano's, Oak Brook	<ul style="list-style-type: none"> <li>▪ Mehesh Kamatala</li> <li>▪ Francisco Pulgar-Vidal</li> </ul>
Oct. 10		▪
Nov. 14		▪
Jan 9		▪
Feb 13		▪
Mar. 12		▪
Apr. 9		▪
Jun. 11		▪ Joe Lisy Award & Dinner

Meetings are held on the 2nd Wednesday of the month.