



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# Chicago

Newsletter of Section 1201  
April 2008



Vol. 8  
Issue 7

## General Meeting Main Session **The Analytic Hierarchy Process**

Proper six sigma project selection is a major challenge to all six sigma deployments. This practical and timely presentation will focus on the use of the Analytic Hierarchy Process (AHP) to properly select an initial set of six sigma projects that are most aligned to the strategy of the organization and the feasibility of the projects under consideration. The presentation will also include a demonstration of project selection in a mature organizational environment that is rich in metrics, or in an environment where intangible considerations must be made if the organization has a low maturity level, like a start-up company. During the presentation, the speakers, John Kendrick and Daniel Saaty, will demonstrate the construction of a six sigma project portfolio by leveraging group dynamics with AHP so that bias-proof decisions will set the foundation for the construction of the portfolio. After the model portfolios are created for each scenario, the presentation will conclude with a demonstration of how to optimize the set of projects in one of the portfolios relative to the changing organizational strategy.

### **About Our Speakers:**

**John Kendrick** is a Certified Six Sigma Master Black Belt and Independent Management Consultant. Mr. Kendrick has over 15 years of professional business experience that includes work for Motorola, Qwest Communications, and AT&T. He also established a six sigma training and certification program for consulting firm Booz Allen Hamilton where he personally trained, coached, mentored, and certified 35 Six Sigma Black Belts who are currently supporting US Intelligence and Military clients. Mr. Kendrick has professional certifica-

tions from the American Society of Quality (ASQ) as a Certified Six Sigma Black Belt, Certified Software Quality Engineer, and a Certified Reliability Engineer; and he also holds professional certifications in Reliability Estimation; Lean, and ITIL. Mr. Kendrick has six college degrees: a Master of Engineering in Simulation and Modeling from Arizona State University, where he was inducted into the National Honor Society Phi Kappa Phi, and the National Industrial Engineering Honor Society Alpha Pi Mu; a Master of Applied Statistics from Penn State, where he was inducted into the National Honor Society Phi Kappa Phi; a MBA (Finance) from

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**ASQ Chicago Section Policy:** The ASQ Newsletter is published to increase participation in section services and activities through the promotion of offerings, for example, career development opportunities, education programs, networking and leadership opportunities, and to stimulate discussion in the field of Quality. The ASQ Chicago Section 1201 Newsletter may publish articles representing conflicting and minority views. Opinions expressed are those of the authors and not necessarily those of ASQ or Section 1201. The publication of advertisement and the use of the ASQ logo in advertisements does not necessarily constitute an endorsement of that particular product or service by ASQ or Section 1201.

**General Meeting—April 9, 2008 at William Tell, Countryside**

**Is your organization testing or inspecting product excessively?  
Is your organization laying off? Are your budgets shrinking?  
Are your ideas being ignored? Are your colleagues stressed?**

If you have answered "YES" to any of these questions, you should attend our Breakthrough Innovation seminar to learn ways to contribute to your organization, and your growth

**Innovation Overview for Quality Professionals – 4 hours, April 11, 2008**

Introductory priced at only \$79.00!!

*This seminar provides a five-phase methodology to innovate quickly for exploiting quality or business problems and add innovation tools to your quality tool box.*



**BRINNOVATION™**  
**A two-day  
Breakthrough Innovation  
seminar  
April 23-24, 2008**

**COURSE OUTLINE**

- Evolution of Innovation
- Framework of Innovation
- Types of Innovations
- Generating Innovative Ideas
- The 14-step methodology
- Practicing Innovation
- Measures of Innovation
- Developing Innovation measures
- Allgning measures with performance
- Accelerating Innovation

"The goal is to facilitate standardization of the innovation process so that the results can be more predictable and result in innovation on demand.

-Praveen Gupta

"The most profound solutions are typically the simplest. Praveen has defined a truly profound process for innovating that every person can follow. I am thrilled at what this can do for US industry."

- Dan Brown

**COURSE OUTLINE**

- Thinking of Six Sigma
- Six Sigma Background
- Understanding Six Sigma
- Stat Free Six Sigma Tools
- Stat Free Six Sigma Measurements
- Six Sigma and Innovation
- Making Six Sigma Work

**Stat Free Six Sigma**

**One-day seminar April 25, 2008**

"Despite the many Six Sigma tools available for use, it is the "stat free" Six Sigma tools that generate the biggest improvements." -Gayle Landuyt

Director of the Management Development Center, DePaul University, Chicago



"The vast majority of Six Sigma projects does not need the more advanced statistical tools, but rather needs a robust project management method."

- A reader of Stat Free Six Sigma

**Accelper Consulting**

Workshops are located at:  
1320 Tower Road  
Schaumburg, IL 60173  
Tel: (847) 884-1900  
Fax: (847) 884-7280  
Email: [info@accelper.com](mailto:info@accelper.com)  
Web: [www.accelper.com](http://www.accelper.com)

**Registration Details:**

**Innovation Overview for Quality Professionals: \$79.00**

April 11, 2008 (register by April 7, 2008)

**BRINNOVATION™ Workshop - 2 Days \$595.00**

April 23-24, 2008

**STAT-FREE SIX SIGMA Workshop - 1 Day \$395.00**

April 25, 2008

**Register for both workshops today for only \$895.00**

**FOR REGISTRATION OR MORE INFORMATION:**

**CALL: 847-884-1900**

**Email: [info@accelper.com](mailto:info@accelper.com)**

**Or Visit our Website: [www.accelper.com](http://www.accelper.com)**

**Registrations due by April 11, 2008**

**Your Instructors for both seminars:**

**Praveen Gupta, Accelper Consulting; and  
Dan Brown, DB Performance Solutions, LLC**

## April General Meeting Speakers

the Katz Graduate School of Business at the University of Pittsburgh; a BA Economics from the University of Pittsburgh; a BS in Math/Computer Science from the University of Pittsburgh; and a BS Physics from Purdue. His professional interests include: six sigma, simulation, modeling, applied statistics, and applications of neural networks.



**Daniel Saaty** is Vice President of Decision Solutions at Decision Lens Inc., a decision support software solutions provider based in Falls Church, VA. Daniel is an expert decision analyst and facilitator with over 15 years of experience in developing and implementing advanced decision methodologies. Daniel has developed new approaches for implementing structured deci-

sion making with the Analytic Hierarchy Process including methods for linear and integer programming optimization processes to maximize business value based on a variety of cost and resource constraints. In his role as President of Decision Lens, Daniel is now working with eBay, Clorox, Johnson and Johnson, National Geospatial Intelligence Agency, U.S. Department of Agriculture, Nuclear Regulatory Commission, Navy, Joint Chiefs of Staff Offices, Military Health Affairs, Wharton School of Business and a number of other organizations to teach and implement advanced decision methodologies for capital investment decisions, site selection, best-value source selection, enterprise risk management, human resource management, work effort prioritization, and engineering trade-off analysis decisions. Daniel holds a B.A. and M.A. in the field of Sociology from the University of Pittsburgh.

## Chicago Section Announcements

**THE ASQ CHICAGO SECTION ANNOUNCES A NEW BENEFIT:** The Chicago Section Board has approved a new benefit tied to the "Each One Reach One" program from ASQ headquarters. The Chicago Section will give one free dinner meeting attendance to any member who sponsors a new member to the Chicago Section, and a full table (8-10 people) to any member who sponsors a new sustaining member of the Chicago Section. This offer is subject to verification of sponsorship through headquarters and must be used by the end of the following program year. You may receive this

benefit for each individual or sustaining member you sponsor but you may not receive more than one free dinner per meeting and the benefit may not be transferred to anyone else. For any questions, comments, or to claim your benefit: please contact Dan Brown at 312-615-3530 or danbrown@dbpsllc.us. Thank you for your involvement in the Chicago Section.

### Newsletter Advertising

If you are interested in placing an ad in the newsletter, contact Norm Peplow (630) 968-0267 or e-mail [newsletter@asqchicago.org](mailto:newsletter@asqchicago.org) for specifications and due dates. Ads must be submitted for approval prior to being included in the newsletter.

Current advertising rates are:

Quarter page: \$100

Half page: \$200

Full page: \$400

*Food for Thought.....*

"The following two statements are usually both true:  
There's not enough documentation.  
There's too much documentation." -- Larry Wall

## Upcoming Events

**April 3, 2008: Spring Conference, La Crosse-Winona Section 1216**, Winona State University - Tau Center, Winona, MN.

Developing a Common Sense Approach to Quality Improvement. Featuring: *Selecting the Right Quality Tool For the Situation* (Rich Koehl – Kohler Co.); *Performance Excellence 101: Making Baldrige Easier* (Brian Lassiter, Minnesota Council for Quality); *Common Sense: Does it Exist?* (Aimee Siegler - Benchmark Electronics, Inc.); Keynote Address: *The 10 Biggest Quality Mistakes* (Craig Cochran) Full day with lunch and dinner only \$80 for members.

Web site: <http://asq1216.homestead.com/SpringConf.html>

**April 9, 2008: ASQ/IIIE Annual Conference**, Rochester Riverside Convention Center, Rochester, NY.

“Tools for Transformation.” Opening Address: Jim Asplund - HumanSigma: *Focusing on the Human Side of your Business*. Luncheon Address: Deb Laudenslager-Hershey: *Continuous Improvement at Hershey: The Challenges of Changing a Culture*. Closing Address: Bob Rosenfeld: *Making the Invisible Visible – The Human Principles Necessary for Sustaining Innovation*. 20 sessions exploring: Tools for Lean, Quality, Deployment, Innovation and Culture/Organization. Web site: <http://www.asqrs.org>.

**April 15, 2008: 60th Anniversary Celebration and Quality Forum, Dayton Section 909**, Sinclair Community College, Bldg 12, Dayton, OH.

The Dayton Section 909 of ASQ will be holding their 60th Anniversary Celebration and Quality Forum entitled: "Global Quality: Organizational Readiness in an Ever Changing World," on Tuesday, April 15, 2008. Keynote Speaker: Ronald Atkinson, ASQ Chairman,

will present on *The Futures of Quality* and Evening/ Dinner Presentation on *Global Quality Management*. Additional Presentations on ISO Registration, Lean & Six Sigma, Malcolm Baldrige, and Panel Discussion - "Quality as an Effective Part of the Business Strategy," will be part of the all day Conference/Quality Forum celebration.

Web site: <http://www.asqdayton.org>.

**April 22-23, 2008: COST OF QUALITY: FINANCE FOR CONTINUOUS IMPROVEMENT**, Penn State Great Valley; 30 E. Swedesford Rd., Malvern Malvern, PA.

This course will provide participants with the information needed to manage projects within their respective organizations and to measure point-in-time Cost of Quality by establishing a baseline and proving the value of CoQ to their organization's leadership. In addition, participants will be provided with the information needed to apply the concepts and areas of CoQ and continuous quality improvement within their projects or organizations. Course Content by Lesson: 1. Foundations of Cost of Quality; 2. Applying Quality Costs; 3. Blending Project-Based and Systematic Quality Approaches; 4. Collecting and Analyzing Quality Costs; 5. Using the Quality Costs for Continuous Improvement. Web site: <http://www.asqphilly.org>.

**May 5-7, 2008: 2008 ASQ World Conference on Quality and Improvement**, George R. Brown Convention Center, Houston, TX.

Join ASQ at the 62nd World Conference on Quality and Improvement and open your minds to the latest quality knowledge and tools, enjoy networking opportunities, and generate quality ideas. Web site: <http://wcqi.asq.org>.

## Become a Lincoln Award Examiner

So you're not sure if you want to be a Lincoln Award Examiner. You haven't said yes, nor have you said no. So you need some more information before you can say yes, and apply. Well, here is what you've been waiting for.

### Top Ten Reasons to Become an Examiner

1. Make valuable contacts and share knowledge with your peers
2. Develop leadership skills
3. Develop consensus and team skills
4. Gain knowledge from and share experiences with senior quality professionals
5. Through training and experience, develop high level knowledge of quality principles
6. Achieve recognition as a quality professional
7. Carry back to your organization: role model methods, processes and knowledge
8. Experience personal continuous improvement
9. Experience the satisfaction of helping organizations progress on their quality journeys
10. Assist in strengthening Illinois organizations to help maintain and improve our standard of living and make Illinois a great place to live, learn and work

For 2008, The Lincoln Foundation will be using the Baldrige Criteria for Performance Excellence for Business, Education and Health Care. Please access the criteria via the Baldrige National Quality Program website at <http://www.quality.nist.gov/>.

For more information on being an Examiner or your organization applying for the Lincoln Award, go to The Lincoln Foundation website at [www.lincolaward.org](http://www.lincolaward.org) or call the office at (630) 637-1595.

## Miscellanea

### Many Thanks!

The ASQ Chicago Section 1201 would like to thank Caterpillar and its Visitor Services



Team for hosting our group in a comprehensive plant tour. Providing for such a large group involves a great deal of advance planning and logistical work, and Caterpillar was able to pull it off without a hitch. We offer out thanks to everyone at Caterpillar who contributed to this effort.

### Remembering Juran

Joseph M. Juran passed away on Thursday, February 28, at the age of 103. We share here some of his quotes in remembrance.

*“Commitment is the daily triumph of integrity over skepticism.”*

*“Fanaticism: redoubling your efforts after your objective has been forgotten.”*

*“Without a standard, there is no logical basis for making a decision or taking action.”*

## An Earthmoving Caterpillar Tour



On March 12<sup>th</sup>, instead of having the usual monthly dinner meeting, 60 of our ASQ Chicago section members attended a Plant Tour at the Caterpillar Aurora plant. As one of the attendees, I observed the many benefits of having this event.

Holding a plant tour was on our section wish-list for many years based upon survey responses, and this year, the ASQ Section 1201 Program Committee took a bold step to execute something that was previously just an idea bouncing around. A considerable amount of energy goes in planning this type of event, including making contacts with the host company, getting permissions, and working with the host to prepare for the visit. In this case, the Visitor Services Team at the Caterpillar Aurora Plant was went to a great deal of effort to be fully prepared, and were experienced and professional in their presentation and hosting of this event. There are few companies that are able to host such a large group, and the team at CAT was very gracious in adapting their resources to accommodate our group.

The event included a pre-tour presentation, a review of safety rules and introductions of our tour guides. The tour included equipment, facilities and a Quality functions review. A spe-

cific presentation was provided on Continual Improvement Programs, Employee Suggestions tasks, their Lean program and Six Sigma projects. CAT expressed that they learned that “waste of man-hour time” in motion, transport, material move and people movements can be seen as an opportunity for improvement, as some motions were found unnecessary. CAT, having a large facility and product, realized that some movements and motions are necessary but the distance can be minimized. CAT proudly demonstrated a training area where they are able to simulate process functions and failures in logistics and this helps them learn better and faster ways of processing and designing work areas. The plant tour ended with a very interesting Question & Answer period.

Besides providing a learning experience, the ASQ Section 1201 organization did an excellent job in preparation of this event. Hopefully, there will also be future opportunities for section members that include hands-on events for education. A job well done by Program Committee!

Submitted by Sam Makwana



## On the Lighter Side

### Human Resources Lingo

"JOIN OUR FAST-PACED COMPANY" .....We have no time to train you.

"MUST BE DEADLINE-ORIENTED" ....You'll be six months behind schedule on your first day.

"SOME OVERTIME REQUIRED" .....Some time each night and some time each weekend.

"MUST HAVE AN EYE FOR DETAIL" .....We have no quality control.

"PROBLEM-SOLVING SKILLS A MUST" .....You're walking into a company in perpetual chaos.

"REQUIRES TEAM LEADERSHIP SKILLS" ....You'll have the responsibilities of a manager, without the pay or respect.

Excerpted from *The-Jokes.com*



### 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  
 Hammad Siddiqi – (847) 882-5826

#### Recertification

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

## Chicago Section General Meeting – Wednesday, April 9, 2008

<u>Location</u>	<u>Program Schedule</u>
<b>William Tell Restaurant</b> <b>6201 W. Joliet Road</b> <b>Countryside, IL 60525</b> <b>(708) 352-1101</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>9:00-9:00 p.m. Main Session</b>

### Directions:



From the Stevenson (I-55), exit at Joliet Road and proceed east to the William Tell Restaurant, at the corner of Joliet Road and LaGrange Road. From North or South, take I-294 to I-55. Call the restaurant for more detailed 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 are *secure*.

### \$ Cost

- **Registration** - payment required at time of registration: members \$30, nonmembers \$35
- **Walk-ins** - subject to availability, cash or check only: members \$35, nonmembers \$40
- **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? Call Michael Glowacki at (630) 574-8484

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



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## Chicago Section General Meeting Schedule — 2007-2008

<b>Date</b>	<b>Facility / Location</b>	<b>Program Topics — Advance / Main Sessions</b>
Sep. 12	Maggiano's Oak Brook	<ul style="list-style-type: none"> <li>▪ Perspectives in Quality</li> </ul>
Oct. 10	Oak Meadows Addison	<ul style="list-style-type: none"> <li>▪ The Lincoln Award: An Organizational Framework That Drives Excellence</li> </ul>
Nov. 14	Manzo's Banquets Des Plaines	<ul style="list-style-type: none"> <li>▪ Recognition and Service Awards</li> <li>▪ The Softer Side of Quality and the ASQ Team Award</li> </ul>
Jan 9	Hillside Expo Center (Holiday Inn Hillside)	<ul style="list-style-type: none"> <li>▪ Innovation &amp; Quality: Student Innovator Award Winners</li> <li>▪ Consistency &amp; Creativity: Adding Innovation to Quality Mgt.</li> </ul>
Feb 13	Wellington Arlington Heights	<ul style="list-style-type: none"> <li>▪ Driving Supplier Excellence Through Auditing</li> <li>▪ Leveraging Diversity for Organizational Excellence *</li> </ul>
Mar. 12	Caterpillar Aurora	<ul style="list-style-type: none"> <li>▪ Caterpillar Plant Tour **NOTE: Afternoon Event</li> </ul>
<b>Apr. 9</b>	<b>William Tell Countryside</b>	<ul style="list-style-type: none"> <li>▪ <b>Balanced Scorecard</b></li> <li>▪ <b>The Analytic Hierarchy Process for Project Selection</b></li> </ul>
Jun. 11	TBD	<ul style="list-style-type: none"> <li>▪ Joe Lisy Award &amp; Dinner</li> </ul>

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