



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# Chicago

Newsletter of Section 1201  
May/June 2008



Vol. 8  
Issue 8

## General Meeting Main Session

### Dan Brown to Receive the Joe Lisy Award

Created in 1959, the Joe Lisy Award is given annually in the memory of Joe Lisy for outstanding service to the Chicago Section. Joe Lisy worked tirelessly behind the scenes; eagerly doing anything that would help the flow of a program or an activity. He anticipated and compensated for every possible problem that any Section activity might encounter. Joe Lisy never drew attention to himself; instead he always managed to pass the credit on to someone else.

After his death, the Chicago Section established the Joe Lisy Award to recognize exemplary members for their unselfish contributions to the Chicago Section. It is in this spirit that this year's selection was made.

**The Joe Lisy Nominating Committee and the Chicago Section Board proudly announce the selection of Dan Brown as the recipient of the Joe Lisy Award for 2008.**

Dan Brown has been a quality professional for over twenty (20) years in a variety of industries, including chemicals, pharmaceuticals, medical devices, nuclear suppliers, sales incentives, warehousing/distribution, and machinery rebuilding/repair. He has held a variety of positions, starting with Quality Control Laboratory Technician and progressing to Quality Assurance Coordinator, Quality Assurance Manager, Operations Manager, Quality Systems Auditor and Management Representative for Quality.

Dan has been a member of the American Society for Quality since 1987, a Senior Member of ASQ since 1993, and an ASQ Certified Quality Auditor since 1989. He has also held numerous positions on the Board for the ASQ Chicago Section. Presently Dan is the Vice-Chair of Membership. Dan has been named Chair of the 2008 NIQC, Northern Illinois Quality Conference.

Dan is an instructor for the Training Institute of the Chicago Section of ASQ, and a Competent Toastmaster in Toastmasters International. He has performed training in Food, Drug & Device GMP regulations, ISO 9001 & 14001, Continuous Improvement, Root Cause



Analysis, Supplier Development, and Failure Mode Effects Analysis (FMEA) to name a few. His teaching abilities do not stop there. Dan has also conducted training for various companies such as LyphoMed, Inc., S&H

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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.

**General Meeting—June 11, 2008 at William Tell, Countryside**

## Joe Lisy Award

(Continued from page 1)

Citadel, Smedberg Machine Corporation, Jays Foods, Affiliated Educational Consultants, Cinch Connectors, Chicago Metallic, and Fox Tool & Manufacturing and more.

Dan holds a Bachelor of Science in biology from Aurora University and Certificate in Quality Manage-

ment in Manufacturing from DePaul University. He has also completed the Lead Assessor Certification Workshop from Stat-A-Matrix Institute.

The Joe Lisy Award dinner in honor of Dan will be held on **Wednesday, June 11, 2008** at William Tell Banquets, 6201 W. Joliet Rd., Countryside.

## Section News & Upcoming Events

### Letters of Congratulations For Dan Brown

Colleagues, family, and friends traditionally submit letters of congratulations to the Joe Lisy Award recipient. The letters will be collected in an album that will be presented to Dan at the award dinner. Your letter of congratulations, addressed to Dan, should be sent to **Boyce Grier, 1580 Marquette Ave., Naperville, Illinois 60565** or by email to [bhgrier@asqchicago.org](mailto:bhgrier@asqchicago.org) by June 2, 2008. If you are unable to send your letter in advance, please bring it with you to the dinner where it will be added to the album.

### Recertification Update

NOTE : Due to extensive planned business travel and vacation schedules this summer, recertification packets can not be processed over the ASQ summer break. Please hold your submissions and send in your recertification packets after August, 2008. No one should worry about date deadlines for the June six month grace period for December '07 lapses. No one will lose their recertification for timing issues during this period. Packet reviews will resume in September. Thank you. Your Recert Chair

### OSHA Training

The Pampered Chef is hosting **10-hour OSHA Training** and **30-hour OSHA Training** on June 16-19, 2008, at The Pampered Chef, One Pampered Chef Lane, Addison, IL. The training will be presented by **STAC: Safety Training and Consulting, Inc.** This course is intended for private sector employees and employers from all types of general industry. It is designed to present detailed information on how the provisions of the OSHA Act must be implemented in the workplace. It

will include in-depth review of OSHA's General Industry Standard. Participants who successfully complete the course will receive a 10 or 30-hour completion card from federal OSHA. Topics include walking and working surfaces, exit routes, emergency action plans, fire protection, hazardous materials, personal protective equipment, machine safeguarding, and more. The instructors, William J. Pfister, Robert S. Pfister, and Lee Kraft, Jr. have extensive experience in industry and in the OSHA standards, and they make the training interesting and a fun experience for everyone.

Cost of the training is \$595 for the 10-hour training and \$895 for the 30-hour training. The OSHA Standards 2<sup>nd</sup> Edition and STAC training binder, as well as all lunches, are included in the cost. Registration deadline is May 29<sup>th</sup>, so act now to secure your seat. For more information, contact Rita Wade at [rita\\_wade@pamperedchef.com](mailto:rita_wade@pamperedchef.com) or 630-261-8592.

### Summer Break

This will be the last newsletter of the 2007-2008 Chicago Section year. The next newsletter will be sent out in September. The newsletter staff wish all of you a

### Newsletter Advertising

If you are interested in placing an ad in the newsletter, contact Lisa Ohm (773) 267-5529 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

## Congratulations to the ASQ High School Scholarship Winner—Tim Brown

The ASQ Chicago Section 1201 has awarded the 2007-2008 Maurice Maurer Memorial Scholarship to Tim Brown, a student at Lyons Township High School. Tim will be studying civil engineering at college starting this fall. Tim's winning essay is printed below.

### 2007-2008 Scholarship Essay By Tim Brown

Quality has been stressed throughout my whole life. Whether it was quality schoolwork, housework, or just quality time with my family and friends, I have been raised on a quality basis. This is evident in school where I maintain a weighted Grade Point Average above 4.0.

The school that I currently attend is Lyons Township High School. There I am studying and have studied many classes to enhance my college education such as Trigonometry, Pre-calculus, Physics, English Literature, and both Spanish and Chinese. All of these courses are at accelerated levels and will help with my general education plans in college.

Along with those general courses I have also been preparing for my projected major, Civil Engineering. Of the few engineering courses offered at Lyons Township, I have attended two. The first was "Engineering and Invention". There, I often participated in teams to work on problem solving and special



projects like: cardboard canoes, catapults and Rube Goldberg machines. The second course, which I have recently completed, is CAD Drafting. This is a

basic introductory course that goes into the skills of computer aided drawing which I will need in many careers in Civil Engineering.

I managed to balance my strong academic performance with involvement in many organizations that teach quality throughout my high school career. From peer tutoring to football, everything has had a significant influence on my life. The two that stand out above all others are scouting and football. Football drills quality performance and excellence on the field into everyone that plays. This quality stays with the players for

life, like any tough discipline. But even above football is scouting.

Scouting became an integral piece of my life in the first grade when I became a Tiger Cub. As I rose up through the ranks of Cub Scouts to Webelos Scouts, quality was evident throughout the process. The dads and moms put in many hours of hard work to ensure that my fellow scouts and I were taught values like bravery, honesty, and teamwork. All of these just so happen to be properties of quality. Being able to take on new challenges, never cheating or cutting corners, and working well with others exemplify quality.



After I graduated from Cub Scouts I made the decision to continue scouting. I pursued Boy Scouts. In Boy Scouts many of the same themes from Cub Scouts remained, with a slight adjustment. During Boy Scouts, though parents still put in time and effort, we were taught to be more self-sufficient and rely on our strengths and knowledge to make decisions. Here is where my own personal view on quality was born. Having to judge my own progress and work to a scale that I made instead of the one that had been predetermined by someone else prior to these experiences is a big reason why I am still actively involved in Boy Scouts. All of these lessons came together when I recently completed my Eagle Scout project as I had to perform all the planning and supervision of the work crew as we completed the clean up and organization of the attic at my church. I was told that this was a classic 5-S Lean Project!

Through everything that life has taught me about how things are and what they could be, it seems that anything with exceptional quality is readily accepted without hesitation. Knowing that can be a deciding factor in my future. That is why I plan on continuing to pursue quality performance in college, my career, and beyond.

## Driving Supplier Excellence Through Auditing

**Submitted by Daniel Brown, CQA, President, DB Performance Solutions, LLC**

Many of you work for companies that audit their suppliers or where you are audited by your customers. For most of us, these audits tend to become fairly routine: a fill-out the form and go home early routine. Such audits are little more than a waste of resources and give lie to the promises of ISO 9001, especially a reduction or elimination of such audits.

What then shall we expect from a supplier audit program? We expect to reduce our corporate risk. Risk examples include: product failure, hazardous components, poor fit, contamination, delay, sub-grade materials. In considering risks, consider past performance. Don't start with the top suppliers who have no history of problems. Rather, start with the suppliers who provide critical components but have also had a few "hiccups" along the way. These are the ideal targets for development. Let us then consider how supplier audits can reduce these risks.

First, meet internally to clarify and document your supplier expectations. This meeting must include a Purchasing representative and should include representatives from Production, Inspection/QC, Engineering, and even Finance. Your expectations should fit into the corporate mission and corporate quality objectives. Your expectations should be measurable, achievable, and realistic.

Second, provide those expectations to your critical suppliers. These suppliers are the ones who represent the top 20% of your vendor concerns. Vendors of critical components, large volumes, and also those who have been particularly troublesome over the past few years are your target. You should not send these off in a form letter. Instead, call your quality contact at the suppliers and discuss your initiative and expectations.

You should engage the supplier in a dialogue to explain what you are doing and why. The goal is to bring them aboard in a proactive manner and not to create tension. Do not be surprised if you are not warmly received. Few companies welcome more effort and tighter supplier requirements, especially if there is no promise of additional purchases. Be prepared to negotiate in order to gain their acceptance. This is made easier when Purchasing works with Quality in this initiative. Purchasing's expectations of suppliers must be the same as the Quality Department's or you will fail.

Third, throw away your ISO 9001 audit checklist. In many cases, your supplier is already ISO certi-

fied, in which case someone else has already evaluated their general management system, so why repeat it? Instead, create custom checklists based upon your stated expectations. Remember that above all, these on site audits are your face time with your suppliers and that you are in charge. Be prepared to not only audit them, but to offer them training as well if your audit determines that they are lacking in areas critical to your specialized needs.

But wait, isn't this a conflict of interest to train the supplier on what we are require of them? **EMPHATICALLY NO!!** Large companies do this all the time. Ford offers training to its suppliers in everything from FMEA & 8D to TS 16949 compliance. Motorola and GM offer Six Sigma training to their suppliers. The important thing in avoiding a conflict of interest is that you are merely teaching them to use a tool (or a set of tools). They are still responsible for the implementation and on-going use of these tools. And you are building relationships at the same time.

If you are going to increase your demands and expectations of your suppliers, then your suppliers have a right (and a fiscal responsibility) to ask demands of you. These demands may include increased cost or minimum order sizes or minimum contract lengths so that they cover the implementation costs. Your ability to work with them and create long-term partnerships will go a long way toward alleviating their worries about the implementation costs. One look at the Toyota model gives evidence of the success of such supplier partnering compared with the continuing bankruptcies of suppliers to the so-called "Big 3".

Do you expect design controls? Lean Deliveries? PPAPs? Six Sigma? Coach and lead them. It makes a significant difference when the customer leads by example instead of by decree. Suppliers know when their customer practices "Do As I Say, Not As I Do." By being open, sharing your successes (and failures), and teaching them the tools your company uses (and expects from them) you will gain their trust and provide the basis for growth. Indeed, you should even invite your suppliers to your facilities to see how their components are incorporated into your products. You can even bring your suppliers with you to your customers to see how the final product is used. This will reinforce the importance of their work and provide a sense of pride in a job done well.

## Lincoln Award Update

### *You're too late for this year.*

If you already haven't sent your application in to become an Examiner for the Lincoln Award for 2008, you've missed the deadline. And if your organization hasn't applied to be examined against the Baldrige Criteria, receive a written feedback report outlining its strengths and its opportunities for improvement, and be recognized for its journey towards excellence, it is also too late. You and your organization will have to wait until next spring.

But don't despair. Even though you're not involved in the formal process, you can still use the Baldrige Criteria for Performance Excellence as a framework for your improvement journey.

Why use the Baldrige Criteria? Simple – it provides a framework for this journey based on the best practices of world-class companies. While it identifies what you need to consider to achieve excellence, it is not prescriptive and doesn't tell you how to do it. What it does require is

- *Systematic, integrated* approaches for all key requirements that are fully *deployed & aligned*,
- *Fact-based evaluation and improvement* leading to breakthrough and *continuous improvements*,

- *Improvement trends* in results for *all key performance measures*,
- *Good performance relative to competitive and comparative organizations*.

Using the Baldrige Criteria will help drive you to be a *Role Model* organization.

A good way to learn about the criteria would be to attend a "Champions for Excellence" course, sponsored by The Lincoln Foundation. The training will be in Naperville at Tellabs on August 12-13. A case study will be used to assist attendees in gaining an understanding of the criteria and learning how to use it within their own organizations to increase performance. Registration information can be obtained at: [www.lincolnavard.org](http://www.lincolnavard.org). ASQ members will be given a 25% discount so the two day training program will be \$400 for ASQ members only.

So get the Criteria and use it as a self-assessment tool. You can download it at [www.quality.nist.gov/Criteria.htm](http://www.quality.nist.gov/Criteria.htm).

There is also a lot of local help available to you. For more information on resources your organization can benefit from contact The Lincoln Foundation for Performance Excellence, visit the website at [www.lincolnavard.org](http://www.lincolnavard.org) or call 630-637-1595 x3.

## Recertifications

**Congratulations to the following Chicago Section members who again proved they have the "Right Stuff" and met the requirements for maintaining their ASQ Certifications. Your Chicago Section Officers and Board congratulate you and wish you continued success.**

Scott Glait	Kristine Cathbertson	William Kaster	James Irlbeck	Qaisar Hanif
Jean Breshears	Saun Jackson	Homero Garza	Rita Wade	Christy Gomorzak
Edward Krch	Patrick Greeney	Carla Eldridge	Darren Reynolds	Diane Braaten
Walt Harding	Thomas Sabel	Raymond Haeger	Antonio Pickenpack	John Vittallo
Glen Andres	Clifford Long	Tanja Savic	Marytherese Walk	Melanie Jackson
Carol Mackowiak	Tariq Masud	John Phan	Walter Jurkovic	Vic Uvero
Amparo Cannon	Michael Pierret	Christopher Trent	Alan Van Ornum	Randall Little
Nick Savich	Christine Kodlubinski	Keith Fischer	Wayne Tollefsen	Brian Lowery
Gary Taylor	Chris Flondro	Daniela Ibrahim	Dale Hendricks	Lisa Royal
Dineshkumar Patel	Fred Chonkan	Doris Zegal	Chad Wolcott	Michael Kull
Lynn Costanza	Roberta Riel	Laschuanda Poston	Jim Pardo	Robert Hurley
Daniel Carlson	Ed McCarthy	Dan Brown	Gary Hazard	Joseph Bloch
Jerrald Whllhite				

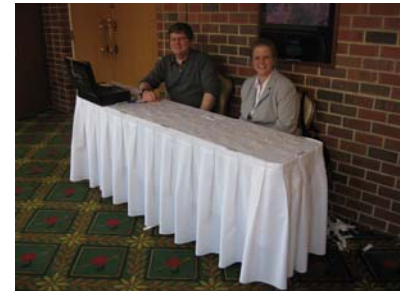
### Happenings—General Meeting, April 9



Mike Mickelwright as Dr. Deming



Anna Mitchell presenting the scholarship award



At the reception desk

### Bill Lieberman Lifetime Achievement Award

On May 14, 2008, the ASQ Chicago Section held a special celebration to honor member Bill Lieberman with a Lifetime Achievement Award. Bill's sixty years of service to the ASQ and the Chicago Section and his many notable contributions were celebrated at this special event.



Bill and ASQ Executive Director Paul Borawski



Honoree Bill Lieberman



Some of the many speakers honoring Bill

### 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

## Joe Lisy Award Dinner – Wednesday, June 11, 2008—6:00 P.M.

### Location

**William Tell Restaurant**

**6201 W. Joliet Road**

**Countryside, IL 60525**

**(708) 352-1101**

### 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 <http://www.asqchicago.org/dinner%20meetings/onlinereg.htm> and complete the required information.
- Seating is limited and is available to Chicago Section members in good standing and invited guests only.
- **Registration deadline: Monday, June 2, 2008 at 5:00 p.m. CST. No walk-ins can be accepted.**

### Notes



- Questions? Contact Boyce Grier at [bhgrier@asqchicago.org](mailto:bhgrier@asqchicago.org)
- If you register but for some reason cannot attend, please email Boyce Grier. **Cancellations must be received by Monday, June 2 at 5:00 p.m.**

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>
Apr. 9	William Tell Countryside	<ul style="list-style-type: none"> <li>▪ Mike Mickelwright as Dr. Deming</li> </ul>
Jun. 11	<b>William Tell Countryside</b>	<ul style="list-style-type: none"> <li>▪ <b>Joe Lisy Award &amp; Dinner</b></li> </ul>

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