



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
March 2008



Vol. 8
Issue 6

General Meeting Caterpillar Plant Tour

Now, for something completely different...

The Chicago Section has proudly brought to its members many interesting and engaging speakers who have informed, entertained and provoked thought. For March, we received an offer we couldn't refuse—an opportunity to tour the Caterpillar facility in Montgomery, Illinois.

Tour specifics:

The tour will begin at 1:00 p.m., with a brief presentation. This is a guided walking tour through the Fabrication, Finish, Test and Paint departments. The tour will conclude by 3:30 p.m..

Safety Equipment:

Shoes must completely cover your feet, no open toes, high heels or mules. If you have steel toe or metatarsal safety shoes, please wear them. OSHA toes will be provided to those without safety shoes. Hearing protection and safety glasses also will be provided. No cameras are allowed. Leave your cell phone in the car if it has a camera.

Please understand that we have nearly 1,700 members in the Chicago Section and this will be a popular event. To accommodate our hosts, registration is limited. Registration for this event is now closed,

but if you have any questions, please contact Michael Glowacki, email gloworks@ameritech.net.



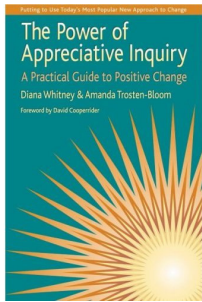
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ASQ Chicago Section Policy: The ASQ Newsletter is published to increase participation in section services and activities through the promotion of offerings, for example, career development opportunities, education programs, networking and leadership 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—March 12, 2008 at Caterpillar, Aurora

Book Review—The Power of Appreciate Inquiry



“The Power of Appreciative Inquiry: A Practical Guide to Positive Change” by Diana Whitney and Amanda Trosten-Bloom.

Book Review by Lisa Bergen Ohm

Appreciate Inquiry, simply put, is the study of what is working right in an organization and a methodology to build positive change. As the authors put it, it is the “exploration of what gives life to human systems when they function at their best.” It is based on the assumption that people and organizations can learn and improve through proactive communication and recognition of the constructive achievements of people and the world around us. In a way, it can be viewed as the inverse of root cause analysis: while in root cause analysis we seek to understand what went wrong in order to prevent the same thing from happening again, in appreciative inquiry, we seek to understand what went right in order to encourage similar things to happen more often. Done effectively, it can have a transformational effect on an organization.

The Appreciate Inquiry process is implemented through the “4D Cycle”. The cycle starts with an Affirmative Topic Choice, an explicit and thoughtful decision on the organizational focus for the inquiry. Once the topic has been selected, it leads directly into the 4D’s: Discovery, Dream, Design, and Destiny.

The Discovery phase is a search for “the best of what is and what has been.” It involves affirmative conversations and interviews in a one-on-one setting or in focus groups to elicit organization-wide stories of best practices and exemplary actions. This leads to the Dream phase, an exploration of “what might be.” In the Dream phase, the organization envisions a better future, a future that challenges the status quo and reflects alignment of the organization’s most positive opportunities. The Design phase creates an architecture around the thoughts and opportunities of the Dream phase. During this phase, the organization defines what is being designed, who needs to be involved, and how the ideal organization will be described. It defines what should be in a series of “Provocative Propositions.” Finally, Destiny is the culminating phase where actions are launched that result in a series of changes throughout the organization. Destiny can itself lead to a new Affirmative Topic Choice or to a new set of discoveries, thus generating a new improvement cycle.

The first half of the book provides an excellent introduction to the topic of appreciative inquiry and provides an explanation of the history and principles of the method. In the second half, the authors supply a pragmatic, hands-on explanation of how to implement an Appreciate Inquiry process in an organization, including step-by-step instructions for getting started and for each of the 4D phases. Sample interview questions are included, as well as descriptions of some useful tools such as the “positive core map” to describe organizational success factors or the “organizational dream map” to describe common themes. While this book will not make anyone an expert in the Affirmative Inquiry process, it does provide a solid grounding in the methods and can help jump-start an organization along the AI path.

Be a yardstick of quality. Some people aren't used to an environment where excellence is expected. *Steve Jobs (1955 -)*

The New ASQ Chicago Section Board for 2008-2009

The nominations committee of the Chicago section has a nominated list of candidates for the 2008-2009 Steering Committee – the Board. The nominees were elected and approved by the current executive board/steering committee. The newly elected officers are:

Chair – Mark Ehrlicher
Vice Chair Section Affairs – Dan Brown
Vice Chair Membership – Sam Makwana
Vice Chair Programs – Christa Graham
Secretary – Anna Mitchell
Treasurer - Ray Wick

Directors:
Christopher Trent
Jim Walker
James Persaud
William Lieberman – Honorary Director

On behalf of the general members, I would like to say a special “Thank you” to the members of the Nominations Committee, namely: Jayne Leone, Mark Ehrlicher, Jim Walker, and Christopher Trent.

James Persaud, Chair, Nominations Committee

Certification Exams

The certification exams for CQT, CRE, CMI, CQM, CHA, CBA and SSBB will be held on March 1, 2008, at the following address:

Oakton Community College,
 Rooms P103 & P104
 Skokie Campus (Ray Hartstein Campus)
 7701 N. Lincoln Avenue
 Skokie, IL 60077
 Phone: 847-635-1600
 Web address: <http://www.oakton.edu/visitor/campuses.htm>

Directions to the Ray Hartstein Campus : The Ray Hartstein Campus is located at 7701 North Lincoln Avenue in Skokie, Illinois, approximately 1 1/2 miles east of the Edens Expressway (I-94) and 10 miles east of O'Hare airport.

Driving directions via the Edens Expressway (I-94)
 From the North: Exit Edens at Touhy East; cross Expressway; turn left on Skokie Boulevard; turn left on Lincoln Avenue.

From the South: Exit Edens at Touhy Avenue East;

drive north on Skokie Boulevard; turn left on Lincoln Avenue.

Please bring the exam notification letter you received from ASQ headquarters and a photo ID. ***GRAPHIC AND ANY OTHER PROGRAMMABLE CALCULATORS ARE NOT ALLOWED. THE MEMORY SHOULD BE ERASED FROM OTHER CALCULATORS. ANY REFERENCE MATERIAL IN THE QUESTION AND ANSWER FORMAT (USUALLY FOUND IN THE PRIMERS) ARE NOT ALLOWED.***

If you have any questions, please contact Hari Soni @ 847-405-2130 during weekdays.

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 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

Training Institute Spring Classes, Seminars & Workshops

All Spring 2008 Workshops will be held from 8:00am to 5:00pm at: The Management Association of Illinois, 1400 Opus Place, Downers Grove, Illinois. For information and to sign up for the workshops, check the brochure you received in the mail or contact Anna Weiss, (773) 237-0592 or annaweiss1@netscape.net.

#029 Making Metrics Meaningful

This One-Day Workshop will provide attendees with an understanding of how metrics are utilized in Business Process Re-Design, ISO Compliance, Continuous Improvement Projects and Lean/Agile Operations.

Continuing Education Units 0.8 Course #029 Fee \$250 Friday, May 2, 2008

#059 ISO/TS 16949 Automotive Quality System Standards

This One-Day Workshop reviews the requirements of ISO 16949, including a comparison to the requirements of ISO 9000-2000 and QS 9000T.

Continuing Education Units 0.8 Course # 059 Fee \$250 Wednesday, April 2, 2008

#061 Lean Manufacturing

This One-Day Workshop will focus on Lean Manufacturing methods that can be used to minimize all forms of waste and to maximize value for the customer.

Continuing Education Units 0.8 Course #061 Fee \$250 Thursday, April 3, 2008

#021 Statistical Process Control

This Two-Day Workshop will explain the basic tools of Statistical Process Control (SPC) and how to apply them to improve any business application.

Continuing Education Units 1.6 Course #021 Fee \$475 Thursday-Friday, April 3-4, 2008

#712 Certified Quality Auditing Exam Review

This Two-Day Workshop is designed to review the areas of auditing in preparation for the ASQ Certified Quality Auditor Examination. Topics include: Establishing Audit Standards, Four Phases of an Audit, Ethics, Protocol, Audit Types, Evaluation of the Audit, Scheduling and Documentation.

Continuing Education Units 1.6 Course #712 Fee \$475 Thursday-Friday, May 1-2, 2008

#015 Certified Quality Engineer Exam Review

This Four-Day Workshop provides a review of the areas of Professional Competence tested by the ASQ Certified Quality Engineer Examination. Topics include: Test Preparation, Quality Auditing, Inspection, Metrology, Statistics and Probability, Control Charts, Acceptance Sampling, Reliability, and Quality Management.

Continuing Education Units 3.2 Course #015 Fee \$950 Monday-Thursday, May 5-8, 2008

And don't forget about our Training Institute Spring Classes. For more information, check the Training Institute Brochure, or the ASQ Chicago Section website, <http://www.asqchicago.org/>, or call (800) 422-2478.

Mechanical Metrology...Course #008

Saturdays, 9:00AM-Noon, March 15-May 17 –Triton College—River Grove. Fees: ASQ Members \$340, Non-Members \$465

Advanced Statistical Process Control / Six Sigma: Green Belt Training...Course #004

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove. Fees: ASQ Members \$510, Non-Members \$635

Design of Experiments III...Course #034

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove Fees: ASQ Members \$510, Non-Members \$635

Quality Cost Management...Course #014

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove Fees: ASQ Members \$410, Non-Members \$535

Training Institute Spring Classes, Seminars & Workshops

Quality Auditing: Principles...Course #025

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove. Fees: ASQ Members \$420, Non-Members \$545

Lean & Kaizen...Course #048

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove. Fees: ASQ Members \$420, Non-Members \$545

Certified Quality Engineer Exam Review...Course#015

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove Fees: ASQ Members \$420, Non-Members \$545

Certified Six Sigma Green Belt Exam Review...Course #069

Saturdays, 9:00AM-Noon, March 15 – May 17 – Triton College, River Grove Fees: ASQ Members \$420, Non-Members \$545
1-Day, 2-Day, and 4-Day Workshops for Spring, 2008

All Spring 2008 Workshops will be held from 8:00am to 5:00pm at: The Management Association of Illinois, 1400 Opus Place, Downers Grove, Illinois. For information and to sign up for the workshops, check the brochure you received in the mail or contact Anna Weiss, (773) 237-0592 or annaweiss1@netscape.net.

One-Day Courses

#029 Making Metrics Meaningful

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Continuing Education Units 0.8 Course #029 Fee \$250 Friday, May 2, 2008

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Two-Day Courses

#021 Statistical Process Control

This Two-Day Workshop will explain the basic tools of Statistical Process Control (SPC) and how to apply them to improve any business application.

Continuing Education Units 1.6 Course #021 Fee \$475 Thursday-Friday, April 3-4, 2008

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Continuing Education Units 1.6 Course #712 Fee \$475 Thursday-Friday, May 1-2, 2008

Four-Day Course

#015 Certified Quality Engineer Exam Review

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Continuing Education Units 3.2 Course #015 Fee \$950 Monday-Thursday, May 5-8, 2008

Upcoming Events

Biomedical Focus 2008 Conference and Exposition: Opportunities-Challenges-Solutions

Earl Brown Center
Brooklyn Center, Minnesota
March 17-18.

The ASQ Biomedical Group is sponsoring a comprehensive conference. Conference Tracks include: Regulatory, ISO Certification, Quality System Regulation, Orthopedics, and QSR Workshops. See <http://www.mnasq.org/main.html> for further information. Questions can be forwarded to Jim McLynn, Jmrel2@aol.com.



2008 St. Louis Spring Quality Conference

**Crowne Plaza Hotel
St. Louis, MO
April 1-4, 2008,**

Pre-conference workshops are on April 1st and 2nd, ASQ exams are on April 3rd, 1 1/2 days of breakout sessions on April 3rd and 4th, 3 Keynote speakers, and Exhibitors. Great opportunity for expanded knowledge and understanding, as well as RU credit...all at a very reasonable cost. Speakers and presenters are coming in from all over the USA. Be sure to reference the ASQ conference when making your reservation at the Crowne Plaza to ensure you receive a discounted rate. Please see www.asq-stl.org for details.

30 Years of Quality

NJ Spring Quality Conference
Hanover Marriott Hotel
Parsippany, NJ
April 3, 2008

Seminar including the following current topics: FDA Policies, Lean/Six Sigma, ISO 9000, Pharmaceutical Legal Issues, Auditing, Teamwork, Leadership, Global Challenges, Statistics tutorial and more.

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



Delaware Quality Conference 2008,

Dover Downs Hotel
Dover, Delaware
April 17-18, 2008,

Theme: "Excellence in Governance: Avoiding the Law of Unintended Consequences." Focus: "How-to" with the expectation that the participants will be able to take away ideas they can then use in their own workplaces. Thursday: General Sessions in the morning and breakout sessions in the afternoon.. Friday: Intensive workshops starting at 8:30 a.m. and ending at 3:00 p.m. Note: ASQ will present a Leadership Seminar on Friday. Seminar is free to any ASQ member. Cost: \$265 for members, \$295 for non-members. Fee covers both days. Contact Information - Name: Silvia Zsoldos, E-mail: zsoldos@verizon.net

"For a list of all the ways technology has failed to improve the quality of life, please press three."
- Alice Kahn

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, 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, March 12, 2008

<u>Location</u>	<u>Program Schedule</u>
<p>Caterpillar Aurora Caterpillar Drive and Orchard Road Montgomery, IL 60538</p>	<p>12:45—1:00 p.m. Arrive/Check-in 1:00 p.m. Start of Tour 3:30 p.m. Tour Ends</p>

Directions:



Take I 88 west, exit at Orchard Road and turn left at the end of the ramp. Go south to Caterpillar Drive (near the Wal-Mart) and follow signs to Gate 10 Visitor Parking.

How to Register



- Register by emailing gloworks@ameritech.net with the Subject: Tour. Include your name, company and ASQ Membership Number.
- Registration is now closed. Additional registration will only be accepted in case of cancellations..
- Fax and telephone registrations are not accepted for this meeting..

Cost



- **Registration** - Members/non-members no charge
- **Walk-ins** - not accepted on this tour

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



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

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