



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
November 2008



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Issue 3

General Meeting Main Session

Toyota's A3 Problem Solving Technique

Learn how to use Toyota's famous A3 problem solving technique to go beyond basic root cause analysis and create real, long-lasting, quality results.

In this session you will learn when and how to use A3s for problem solving. See the typical format and flow of an A3 report. Real-world examples of A3s used in office, service and healthcare are presented.

A3 is a powerful problem solving tool that many LSS practitioners want to know more about and how to correctly apply its principles.

About Our Speaker, ANTHONY MANOS: Tony Manos is a Catalyst with Profero, Inc., where he provides professional consulting services to organizations focusing on implementing Lean. Mr. Manos has extensive knowledge of Lean and quality in a wide range of work environments including manufacturing, office, support functions, service and healthcare. Tony is an internationally recognized speaker and expert on Lean, including Value Stream Mapping and other topics. Tony is the co-author of the book "Lean Kaizen: A Simplified Approach to Process Improvement" and author of many articles on Lean and its allied subjects.

As a member of American Society for Quality's (ASQ) faculty, he teaches a two-day course in Lean Enterprise

and a one-day course on Lean Kaizen. He also teaches a course on Lean Supply Chain for the Purchasing Management Association of Canada. Tony is the past Chair of the Lean Enterprise Division of ASQ. He is a senior member of the Society of Manufacturing Engineers (SME), a member of the Association for Manufacturing Excellence (AME) and is also a Shingo Prize Examiner for Manufacturing Excellence.

Win a Chicago Section 1201 Scholarship!
Details on Page 2.

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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—November 12, 2008 at Manzo's, Des Plaines

From the Editor's Desk

I don't know about you, but I was particularly happy with the weather we had over the summer this year. It seems as if the days were sunny and delightfully warm – the kind of days where you wake up and have to restrain yourself from bursting into a chorus of “Oh What A Beautiful Morning!” – those days seemed to have outnumbered the hot, humid, “please don't make me go outside” days that we typically get in Chicago. But now summer has passed and the leaves are turning, and we start to think of endings and new beginnings. I've been working on the newsletter now for a couple of years, under the command of “Cap'n” Norm Peplow, who has been steering the Good Ship Newsletter for many a day,

through rough waters and through calm, and everything I know about the newsletter business, I learned from him. This year, he has stepped down from the bridge and turned over the helm, although he's still here, jumping in when we need him. On behalf of Chicago Section 1201, I say a big, “Thank you, Norm!”And so on to new beginnings. We're now looking for a few good volunteers to join the Newsletter Gang. If you're interested in helping put together this fine publication, contact us at newsletter@asqchicago.org. I think you'll find, as I have, that the satisfaction you'll get is well worth the time involved.

Regards from Your Newsletter Editor.

ASQ Chicago Section Scholarship

There's still time ...

You can still sponsor a graduating high school student for the **ASQ Chicago Section 1201 High School Scholarship Award**. But hurry - scholarship applications must be received by **December 1, 2008**. The recipient shall be notified by March 1, 2009.

One graduating high school student will be selected each



year for the \$1000 award based on a quality essay. Students must be continuing their education at an accredited university, college, vocational school, community college, or junior college. Applicants must be at least 16 years of age to be eligible for this award and must be sponsored by a member of the ASQ Chicago Section. Applications may be downloaded from the ASQ Chicago website <http://www.asqchicago.org/>

Training Institute Fall Workshops

Fall 2008 1-Day and 1/2-Day Workshops

There's still time to sign up for some great workshops from the Training Institute's Fall Schedule! All Workshops will be held from 8:00 a.m. to 5:00 p.m. unless otherwise noted. For Information, contact Anna Weiss, (773) 237-0592, or anaweiss1@netscape.net.

Kaizen

Continuing Education Units 0.8 Course #706
 Fee \$250
 Friday, November 14, 2008 (S & C Electric, 6601 N. Ridge Blvd., Chicago, IL)

ISO 13485 – Medical Device Quality Systems Standards

Continuing Education Units 0.8 Course #702
 Fee \$250
 Saturday, November 15, 2008 (Triton College, 2000 Fifth Avenue, River Grove, IL)

ISO 9001/2009 --- NOW from 8 a.m. – 12:00 p.m.

Continuing Education Units 0.4 Course #707
 Fee \$125
 Saturday, November 15, 2008
 (Triton College, 2000 Fifth Avenue, River Grove, IL)



ASQ Section 1201, Chicago **2007-2008 RECOGNITION & SERVICE AWARDS**

...Will be presented to the following individuals and teams on November 12, 2008 at the next section general meeting, which will be held at: Manzo's Banquets, 1571 Elmhurst Rd., Des Plaines, IL 60018, (847) 593-2233, <http://www.manzosbanquets.com/> at 6pm.

Founder's Award

Norm Peplow: will be recognized for his outstanding service to the Chicago section, especially in regard to the newsletter, and his continuing contribution to the Quality Profession.

Distinguished Service Awards

The following persons have worked conscientiously in support of the Chicago section. These individuals have demonstrated a sincere desire to further the advancement of both the Section's and the profession's goals.

Lisa Ohm: for her continuing service to the section, particularly, editing and publishing the section newsletter.

Dan Montgomery: for his outstanding service to the section and tireless dedication to the registration process at our section general meetings year after year after year.

Robert Acerrano: for his continuing service as Webmaster, Assistant Treasurer and past assistance to NIQC, service as Secretary and as a member of the Financial Audit Committee.

Meritorious Service Awards

The following individuals and teams have made consistent and continuing contributions to the Chicago section's programs and education.

Michael Glowacki: for his success as Program Chair 2007-8, Advanced Program Planning Chair 2006-7, providing a stimulating and entertaining year of general meeting dinners and programs.

David Buettner: for his continuing service managing our database year after year after year.

The Northern Illinois Quality Conference Organizing Committee (Angsuman Dutta, Kam Gupta, Daniel Brown, Dr. Bitthal Gujrati, James Hopkins, Mohommad A. H. Khan, David McDonald, Michael McGrath, Paula McGrath, Bill Stinchcomb, Steven Schuelka, Dr. Manu Vora)— in recognition of their prolific success, envisioning, organizing and conducting the conference year after year. It is a benchmark for "cross-ASQ Section-al" and cross-organizational events in any profession.

Special Service Awards

The following individuals were recognized for special contributions made in support of the Chicago Section activities:

Anna Mitchell: in recognition of her success managing and administering the Section 1201 College Scholarship Program.

June Morita: in recognition of her success managing and administering the Section 1201 College Scholarship Program.

Krista Graham: in gratitude for her continuing service to the section, including those as Secretary, Section Policies and Procedure Chair.

Glenn Andres: to acknowledge his continued service to both the Chicago and Fox Valley Sections, as a proctor and as an instructor.

Dorothy Honda: was selected by the Chair of Proctoring as a volunteer that went "above and beyond" as a member of the proctoring team and created an especially comfortable environment for examinees.

John Vasinko: was selected by the Chair of Proctoring as a volunteer that went "above and beyond" as a member of the proctoring team and created an especially comfortable environment for examinees.

Jayne Leone: for her continuing support of the section, especially in regard to her valuable and constructive input at each meeting of the Section Leadership Committee (aka "The Board"), our memory, our mirror, our mentor.

Tim Surratt: has left our section and our locale. After many years in service as an instructor at the Training Institute, he will be missed. Thanks Tim.

Service Anniversary Award

Is presented to Chicago Section members who have now entered their 30th year of membership in the American Society for Quality. They are:

George Alukal
Subhasis Das

Peter A. Barkules
George Jasser

Keki R. Bhote
Richard A. Kaleckas

Joeseeph J. Castino
David L. Muthler

My thanks to the Recognition and Awards Committee (Dan Brown, Krista Graham, Jim Walker, Ed McCarthy, James Persaud) Christopher Trent
Committee Chair, Recognition and Awards

Training Institute Winter Schedule

The Training Institute has a great set of classes planned for the Winter Session. Classes start in December, so sign up now! All Monday evening classes are at Management Association of Illinois, Downers Grove. All Saturday classes are at Triton College, River Grove.

Geometric Dimensioning and Tolerancing...Course #007 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10 -February 28. This ten-week course teaches the fundamentals of Geometric Dimensioning and Tolerancing based on ASME Y14.5M-1994. Topics include: Symbols, Tolerances of Form, Profile, Orientation, Location and Run Out, Maximum Condition, Regardless of Feature Size and Virtual Condition, Datum and the Feature Control Frame. Practical examples are used throughout the course. Continuing Education Units 3.0, Recognition: Chicago Section Certificate By Examination, Fees: ASQ Members \$340, Non-Members \$465

Software for Statistical Applications... Course #036 - Mondays, 6:30-9:30PM, December 8 & 15, January 5-February 23. This ten-week course presents and demonstrates leading statistical software packages to students familiar with statistical analysis. The Chicago Section SPC III is a prerequisite. This is a hands-on laboratory course and is limited to 20 students. Topics include: Data Analysis, Pareto Charts, ANOVA, Regression Analysis, Process Capability, Control Charts, DOE, and Response Surface Methodology. This class will meet the first evening for registration purposes at Triton College. Subsequent classes will be held in Roselle, IL. Continuing Education Units 3.0, Recognition: Chicago Section Certificate By Examination, Fees: ASQ Members \$510, Non-Members \$635

Service Quality I...Course #656 - Mondays, 6:30-9:30PM, December 8 & 15, January 5-February 23. 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 decisions 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

Intermediate Statistical Process Control / Six Sigma Green Belt Training...Course #003 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. This ten-week course builds on the techniques of SPC I. This course is designed to further develop the skills in becoming a Certified Six Sigma Black Belt. Topics include: Probability Theory, Types of Sampling Plans, Comparison of Sampling Plans, Acceptance Sampling Principles and Procedures, Construction of Sampling Plans and Evaluation of Sampling Plans. Continuing Education Units 3.0, Recognition: Chicago Section Certificate By Examination, Fees: ASQ Members \$410, Non-Members \$535

Design of Experiments II...Course #033 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. Building upon DOE I, DOE II continues to emphasize simple and effective ways to solve problems and optimize processes. Emphasis will be placed on hitting the process target and reducing variation. Topics include: 16 run Factorial and Fractional Factorial Designs, Taguchi L16 Orthogonal Array, One-Way and Two-Way Analysis of Variance (ANOVA). Excel templates will be used for analysis. Continuing Education Units 3.0, Recognition: Chicago Section Cer-

tificate of Completion, Fees: ASQ Members \$510, Non-Members \$635

Six Sigma II: Laboratory...Course #039 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. This ten-week course applies the theory learned during the Fall Trimester. The class is divided into small teams, each team working at a different Chicago-area company. Implementing Six Sigma strategies, team members work to intricately and methodically solve a problem or series of problems. Continuing Education Units 3.0, Recognition: Chicago Section Certificate of Completion, Fees: ASQ Members \$510, Non-Members \$635

Certified Six Sigma Black Belt Exam Review...Course #037 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. This ten-week course provides a review of the key topics forming the body of knowledge for the ASQ Certified Six Sigma Black Belt Exam and an overview of the exam process. Topics include: Organization and Process Management, Team Management, Process Measurement, Data Analysis tools, Improvement Techniques, and Process Controls. Continuing Education Units 3.0, Recognition: Chicago Section Certificate By Examination, Fees: ASQ Members \$420, Non-Members \$545

Certified Quality Inspector Exam Review...Course #041 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certified Quality Inspector Examination as well as a review of the examination process. Topics include: Test Preparation, Mathematics, Basic Statistics, Metrology, and Inspection and Test Planning and Methods. Continuing Education Units 3.0, Recognition: Chicago Section Certificate of Completion, Fees: ASQ Members \$420, Non-Members \$545

Certified Manager of Quality / Organizational Excellence Exam Review...Course #042 - Saturdays, 9:00AM-Noon, December 13 & 20, January 10-February 28. This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certified Manager of Quality / Organizational Excellence Examination as well as a review of the examination process. Topics include: Leadership, Strategy Development and Deployment, Quality Management Tools, Customer Focused Organizations, Supplier Performance, Management, Training and Development, and the Body of Knowledge for the Constructive Response Portion of the Examination. Continuing Education Units 3.0, Recognition: Chicago Section Certificate of Completion, Fees: ASQ Members \$420, Non-Members \$545

For information call: (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).

11th Annual Northern Illinois Quality Conference (NIQC 2008)

There's still time to sign up!

NIQC 2008 will take place on **Monday, November 3, 2008**, at the Holiday Inn Select, Naperville, Illinois. Five northern Illinois Sections of the American Society for Quality (Chicago, Fox Valley, Heart of Illinois, Illiana, and Northeastern Illinois) and the ASQ Information Integrity Interest Group have teamed up to present cutting edge topics of interest to any business. The Conference Theme is "***Sustainable Organizational Excellence***." There will be five pre-conference (**Sunday, November 2, 2008**) and five post-conference (**Tuesday, November 4, 2008**) workshops on topics of relevance and value to business enterprises. This will be the 11th Annual Regional Quality Conference offering exceptional value. Past conferences have attained 98-100% satisfaction ratings from conference attendees.

The three keynote speakers at the NIQC 2008 on **Monday, November 3, 2008** are: Dr. Elmer Gookins, Presi-

dent, Gookins Technology Ltd., Elyria, OH; Dr. Denise Schoenbachler, Dean, College of Business, NIU, DeKalb, IL; and Dr. Sridhar Ramamoorti, Partner, National Corporate Governance



Group, Grant Thornton LLP, Chicago, IL. Four separate tracks for Internal Audits, Organizational Excellence, Global Excellence, and Healthcare Excellence are scheduled for Monday afternoon, November 3, 2008.

More information about the NIQC 2008 workshops and registration form can be accessed from the web site at: www.niqc.org

Contact: Dr. Manu K. Vora, Chair, ASQ Chicago Section NIQC 2008 Committee, manuvora@b-einc.com, 630-548-5531

News from the Lincoln Foundation

Lincoln Award for Excellence

Do you want to meet the winners of the 2008 Lincoln Award? Then HOLD THE DATE of **Friday, January 16, 2009**. That's when the winners will be recognized. The keynote speaker will be Pat Ryan, Chairman and CEO, Chicago 2016. He will be talking about "Chicago's 2016 Olympic Bid Committee." Contact the Lincoln Foundation at 630-637-1595 for more information.



**THE LINCOLN
FOUNDATION
FOR
PERFORMANCE
EXCELLENCE**

If you and/or your organization are interested in enhancing your quality journey, consider getting involved in or going through the Lincoln Award process. Key dates for the 2009 award cycle are:

Applicant Intents to File - March 23

Examiner Applications are due - April 3

Award Applications are due - June 1

Submittals must be no later than the above dates.

If your organization is thinking about submitting an application next year but don't know how to get started, consider a one-day workshop on November 18 on "How to Write an Application: Telling a Powerful Story." Contact the Lincoln Foundation for more information.

Happenings—General Meeting, October 8



Pictures by Sam Makwana



Advance Speaker Anil Nair tells us about quality initiatives in the airline industry.

Speakers Bill Jeffries and Nancy Berger discuss lessons learned from Eagle Registrations.



It's all about the members.



Working the registration desk

Member News

Dr. Manu Vora gets Asian American Community Leadership Award

Chicago: Honorable Dorothy Brown, Clerk of the Circuit Court of Cook County, presented the second Asian American Community Leadership Award to Dr. Manu K. Vora at the eighth Annual Asian American Heritage Month Program here recently. The award was presented to him “in recognition of his outstanding leadership and contributions to community-based organizations and citizens of Cook County and beyond.”

Honorable Ashok Kumar Attri, counsel general of India in Chicago, highlighted Dr. Vora’s contributions over a long period in the Chicagoland area. Mr. Attri specifically acknowledged excellent work done by the Blind Foundation for India (BFI). BFI’s charter is to

prevent and cure blindness and educate and rehabilitate over 15 million blind individuals in India. Dr. Vora is the founding director and president of BFI, which has raised over \$3.5 million for visually impaired people in India. For more information on BFI, Visit www.blindfoundation.org.



Newsletter Advertising

If you are interested in placing an ad in the newsletter, contact Lisa Ohm (773) 851-0524 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, and Full page: \$400.

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 2008-2009 year.

Contact Information

Job Networking

Email: jobs@asqchicago.org
 Muhammad Siddiqi – (773) 838-0300

Recertification

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

Chicago Section General Meeting – Wednesday, November 12, 2008

<u>Location</u>	<u>Program Schedule</u>
Manzo’s Banquets 1571 S. Elmhurst Road Des Plaines, IL 60018 (847) 593-2233	5:30—6:00 p.m. Check-in/Networking 6:00—7:00 p.m. Advance Session 7:00—8:00 p.m. Dinner 8:00—9:00 p.m. Main Session

Directions:



From the South—Take 294 North to I-90 West. Exit northbound Elmhurst Rd. Travel past first stop light to Manzo’s on your right.

From the West—Take 53 North to I-90 East. Exit northbound Elmhurst Rd and follow directions above.

From the City—Take the Kennedy Expressway West, past O’Hare Airport to I-90 and follow directions above.

How to Register



- Register on-line at www.asqchicago.org/dinner%20meetings/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 have been discontinued.
- Registration and payment on-line are *secure*.

Cost

- **Early on-line registration** - prior to 5 pm on Friday before meeting: members \$30, nonmembers \$35
- **On-line registration after 5 pm Friday and Walk-ins** (subject to availability): 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? Call Krista Graham at (847) 313-5280 or kgrahamasq@yahoo.com

Register on the ASQ Chicago Website — www.asqchicago.org/dinner%20meetings/onlinereg.htm



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Dated Material

The Society of Professionals Dedicated to the Advancement of Quality

Chicago Section General Meeting Schedule — 2008-2009

Date	Facility / Location	Program Topics — Advance / Main Sessions
Sep. 10	Maggiano's Oak Brook	<ul style="list-style-type: none"> ▪ Introduction of 2008-2009 Board, Services & Goals ▪ Business Process Improvement
Oct. 8	William Tell Countryside	<ul style="list-style-type: none"> ▪ Quality, Lean & Continuous Improvement in the Airline Industry ▪ Lessons Learned: Common Challenges—ISO, Problem Solving, Continual Improvement
Nov. 12	Manzo's Banquets Des Plaines	<ul style="list-style-type: none"> ▪ Recognition by the ASQ Chicago Section Board ▪ Toyota's A3 Problem Solving Technique
Jan. 14	Doubletree Alsip	<ul style="list-style-type: none"> ▪ Basic Statistics Application and Interpretation ▪ Lean Six Sigma Scorecard
Feb. 11	Wellington Arlington Heights	<ul style="list-style-type: none"> ▪ Selling Ideas to Management ▪ Managing Change
Mar. 11	TBD	<ul style="list-style-type: none"> ▪ Facility Tour
Apr. 8	Hillside Expo Center Hillside	<ul style="list-style-type: none"> ▪ Scholarship Presentation & Table Topics ▪ Going Green—How Does This Affect Quality?
Jun. 10	TBD	<ul style="list-style-type: none"> ▪ Joe Lisy Award & Dinner

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