



ASQ

AMERICAN SOCIETY FOR QUALITY™

Chicago

Newsletter of Section 1201
October 2008



Vol. 9
Issue 2

General Meeting Main Session **EAGLE’S INSIGHT:** **“Experience Speaks of Lessons Learned”**

Come learn from the voices of experience about the most common challenges companies have with achieving ISO certification and their efforts in problem solving and continuous improvement. EAGLE Registrations has assembled the real-world experiences of over 50 third-party auditors and business participants for this collaborative presentation. Our Speakers will be Nancy Berger and Bill Jeffries from Eagle Registrations.

Topics will include:

- ✓ What Auditors see as the top challenges clients have in obtaining and maintaining ISO Certification and the best corrective action plans they have seen to resolve these issues.
- ✓ What Clients and their Business Participants express are their biggest hurdles with ISO certification and their best efforts to overcome these issues.

Advance Session **Quality Initiatives in the Airline Industry**

Anil Nair will be presenting information on continuous improvement and quality initiatives that the airline industry is currently undertaking. This informative pre-dinner presentation will give the quality professional some things to think about and perhaps apply to their industry in addition to giving an inside look at the challenges and initiatives for airlines.

About Our Speaker: Anil Nair is a Business Excellence & Quality Management professional with 16 years of progressive work experience with leadership roles in opera-

(Continued on page 3)

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

In This Issue

Gen. Mtg.— Main session	1
Gen. Mtg.—Advance Session	1
From The Editor’s Desk.....	2
Section News and Upcoming Events	2
Gen. Mtg.—Advance Session (cont’d.)	3
Lincoln Foundation News	3
Recertification News	4
Section 1201 Board Contacts	5
Northern Illinois Quality Conference 2008.....	6
Happenings.....	6
Newsletter Subscriptions	7
Gen. Mtg. Registration Info.....	7
Gen. Mtg. Schedule	8

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—October 8, 2008 at William Tell, Countryside

From the Editor's Desk

Greetings from ASQ Chicago Section's Newsletter Central. By now we're starting to get settled in to a new Section year. Here in the newsroom (also known as the extra room in my house), I don't hear the busy clacking of the printing press nor the chatter of a staff of reporters, but we are working on new ideas to make the newsletter more about what YOU want it to be. The goal of the newsletter is to keep you informed about Section events and news, and, if we can, include a smattering of fun as well. We also have to consider the costs of printing and mailing. One of the ideas we are considering is going electronic with the newsletter and we'd like to hear from you about this. We'll be sending out a survey later in the

year, but for now, if you have comments or thoughts, send us email at newsletter@asqchicago.org. Lastly, over the past year, we've received comments from you, our Loyal Readers, about errors in the newsletter. We humbly acknowledge that mistakes were made and ask for your patience. After all, how can we claim to be a Society for Quality if we don't incorporate Quality into our Society activities? So, as any good quality professional, we've identified Root Causes and put Countermeasures in place. And since continual improvement is a process that is, in fact, continual, we will monitor the outcome and continue to make adjustments over the coming months. *Regards from your Editor.*

Section News and Upcoming Events

The ASQ Chicago Section 1201 is proud to offer scholarship awards in the following categories:

Training Institute Scholarship Award – the top scoring student enrolled in each of the following core courses is automatically eligible to win a free TI course and course book:

- Statistics
- Quality Management
- Blue Print Reading

To be eligible, you must be enrolled.

High School Scholarship Award – 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.

Scholarship applications must be received by **December 1, 2008**. The recipient shall be notified by March 1, 2009. Applications may be downloaded from <http://asqchicago.org/ti/scholarship.htm>.

Fall 2008 1-Day and 2-Day Workshops (8:00 a.m. – 5:00 p.m.) All Fall 2008 Workshops will be held at The Management Association of Illinois (MAI), 1400 Opus Place, Downers Grove, IL, unless otherwise noted. For Information, contact Anna Weiss, (773) 237-0592, or annaweiss1@netscape.net.

Certified Quality Improvement Associate—CEUs 1.6, Course #013, Fee \$475. Thursday/Friday, Sept 25-26, 2008
Certified Six Sigma Black Belt Exam Review—CEUs 1.6,

Course #710, Fee \$475, Thursday/Friday, Sept 25-26

Kaizen—CEUs 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—CEUs 0.8. Course #702, Fee \$250. Saturday, November 15, 2008 (Triton College, 2000 Fifth Avenue, River Grove, IL)

ISO 9001/2009—CEUs 0.8, Course #707, Fee \$250, Saturday, November 15, 2008 (Triton College, 2000 Fifth Avenue, River Grove, IL)



MINNESOTA QUALITY CONFERENCE

QUALITY IN ACTION
Delighting the Customer!

October 27 & 28, 2008
 Earle Brown Heritage Center
 Minneapolis, Minnesota

For further information, see
<http://www.mnasq.org/news/pages/mqcpub.html>.

Increasing competition is forcing businesses to pay much more attention to satisfying customers. Measuring the delight of the customer is an ambiguous and abstract concept **BUT**, the **MINNESOTA QUALITY CONFERENCE** is here to help!

October General Meeting Advance Session

(Continued from page 1)

tions management, Lean Six Sigma program development & implementation, new venture implementation, and quality management system development, certification & maintenance.

Anil is currently MBB & Director of Continuous improvement at United Airlines, leading the development and implementation of Lean Six Sigma programs across the enterprise. Within two years, the entire executive leadership team has undergone Champions training; an internal training and certification process for LSS Green & Black belts has been established; and a portfolio of \$200+ million in process improvements has been generated.

Prior to joining United Airlines, Anil served as Chief Quality Officer and Plant Manager at Dant Clayton Corporation engaged in steel and aluminum fabrication & construction. As CQO, he led the development & implementation of a quality management system compliant with ISO9001:2000 standards, and got it certified by American Institute of Steel Construction. As plant man-

ager, Anil led 70+ plant personnel to execute safe, effective and efficient operations.

Anil also served as Black Belt & Manager, Business Excellence at Standard Register Company engaged in business document printing and management. Anil gained significant experience in developing, implementing and sustaining quality management systems both internally and at multiple vendors. He was an integral part of the Business Excellence program based on Six Sigma and Lean philosophies. Anil led the achievement and maintenance of ISO9001:2000 certification for the QMS by SGS and D&T, and led process improvement efforts for customer accounts like DELL, Harley-Davidson, FORD, United Technologies, etc.

Complementing this progressive work experience is a Bachelor of Technology degree in Mechanical Engineering, Masters Degree in Industrial Engineering & MBA degree with specialization in Entrepreneurship, and certification as Black Belt, Master Black Belt & ASQ certified Manager of Quality/Organizational Excellence.

News from the Lincoln Foundation: A Training Opportunity

*Making Quality Work - From Approach to Integration
Leading and Sustaining with Positive Change
November 13 and 14, 2008 @ DePaul University, Chicago*

Overview: Business in America is in the midst of tremendous change. Uncertainty and volatility are splashed across the headlines just about every day and having the ability to stand firm, willing and able to help your organization excel in these trying times is where leadership starts. If you are one of your organization's leaders, recognized and appointed to be a differentiator, join us in what promises to be a critical workshop. In *From Approach to Integration* you will work side by side with some of Illinois's most highly respected change leaders where you will gain meaningful insights for identifying, driving and integrating positive change into your organization.

Outcome: At the end of the one and a half day event, you will have dissected and analyzed pressing real-world problems to come away with equally real, tangible direction and next steps for your road to positive change, including

- A better understanding of proven quality/continuous improvement tools and processes and how they can positively impact organizational excellence
- Professional guidance on how to overcome your own roadblocks to successfully implementing a quality/continuous improvement program, and
- A comparison of your plan of action to organizations that have been successful

Who Should Attend : Key Managers and Directors

Cost : \$325.00 per person

Date : Thursday, November 13, 8:30 a.m. - 4:00 p.m.

Friday, November 14, 8:30 a.m. - 12:00 noon

Register: Visit www.lincolnaward.org or call 630.637.1595 Ext. 1.



**THE LINCOLN
FOUNDATION
FOR
PERFORMANCE
EXCELLENCE**

Recertification News from Ed McCarthy, CQE, Recert Chair

Welcome back to another new ASQ year. Time flies. I am amazed that we are several years beyond Y2K and all the hoopla about the computer world crashing. Seems like it was just yesterday and yet, it was 8 years ago! About that same time, I took over as Recertification Chair for the mighty 1201! And wow, who knew several years later I would still be helping our section members keep those highly coveted certifications. With well over 1000 certs in our section, this task can seem daunting at times. But quality professionals are process experts, so the process I use keeps the recert river flowing nicely....And the process works.

As an advocate of LEAN thinking, I try to remove waste, non value added waste, from the recert process. If you would all please continue to follow my past recert suggestions and have a look at these new reminders below, I believe we can continue to keep this process moving without hiccups. It does not have to be stressful or difficult.

1. Other than the journal summary page, please do not send me original docs. Copies, even two sided copies are fine. Save paper.
2. Send only the journal summary page to me and your supporting docs. I DO NOT NEED THE RECERT BOOK with all the work list pages filled out! Those pages are for your help in organizing the task. Print clearly. If I can not read it, this really slows things down.
3. STOP when you get past 18 credits. It is not necessary to demonstrate achievement beyond 18 nor send me folders full of paper.
4. Send the package regular US MAIL. You need not send it any other way. Delivery confirm is fine but not one in 8 years has been lost. Postage due ??????? Don't even go there! Yes, it has happened!
5. The address to send your recert documents to is: Ed McCarthy, CQE, ASQ Recert Chair, 601 S. Greenwood Ave., Park Ridge, IL 60068.
6. Board members, even past board members and current and past section committee chairs and members, please contact me prior to submitting documents.
7. If you are short credits, call or email me. Not one member who worked with me on their recert when they were short has lost their certification. There are so many hidden ways to earn credit including earning all you need simply by attending our section monthly meetings. I can be reached at **847 392 3718 X 279** or by email at emccarthy@method.com. If emailing, put '**ASQ 1201 MEMBER RECERT INFO**' in the subject line.
8. If you are unemployed, do not let that stop you. Losing employment points WILL NOT impede your recert. There are many other ways to earn points to cover that.
9. Paying by check.....STAPLE the check to the back of the summary page on a corner.
10. Paying by credit card.....don't use a card about to expire. Recert docs can be held by me for a few weeks. ASQ can take a few to several weeks to take my approvals and process your payment. An expired card can delay your package. Also, do not combine annual membership fees and recert fees together in one check.
11. Synchronize your certs if you have two or more. You will save money and time on recert fees and paperwork. Contact me if you have not already done that.
12. Be responsible for your lapse date. We all know a cert has a three year life. So if you forget your recert time....simply look at the certificate you have and add three years.
13. You have a grace period of plus or minus 6 months from your lapse date. Anytime in that 12 month period is fine. If you are late, that too is fine. I will grant any member a six month extension if they need it, no questions asked and a second six months if you say 'pretty please'. Beyond that 12 month extension, be prepared to tell me why your dog ate the book, your evidence and your back up stuff instead of his dog food. If you went through a divorce, and that delayed you, be prepared to tell me why the courts ordered that your ex-spouse got custody of your ASQ docs. If you are really sick or ill, at least come up with a humorous unusual illness. I miss Marcus Welby!
14. If you are unsure of something, ASK! To date I have not bitten any members' heads off for asking questions. Questions (and answers) make the task easier. Knowledge disseminates fear. A call can save time and re-mailing docs.
15. This comes up a lot. If your job has you performing instructor duties as part of your employment, your CEU credit for employment will cover the instructor credit. You can't double dip! If however, you're teaching outside of work with another company or learning institution, then that is unique and will count as instructor credit too.
16. Please note that given my travel loads at work, recert docs can sit at my house for a few days to as many as several weeks before I get to them. This can vary greatly. In addition, Milwaukee can take a few weeks to several weeks to process my approvals to them. That said, it may be 6 to 9 weeks before you see new docs back from Milwaukee once sent to me. BE PATIENT.
17. Recert submissions will be processed by me September through May. Please try to plan around this. Work and personal travel over the summer months has me now understanding why the ASQ year also ends when it does in June. Because of that, I can not review your submissions in June, July and August. Please hold off on sending me your docs during the summer months. No one will lose a cert for timing issues over the summer.

Finally, if you have ideas or suggestions, please come join the leadership team of your ASQ section. We always welcome new folks and the success of this great section depends on a continuous flow of new people interested in making a difference. The time contribution you make can be as little as or as much as you have to give. Also, there will come a day when 'THE RECERT GUY' calls it quits. I have done other things with your board, and chaired and participated on other committees over the years. There are more things I want to try. If you want to know more about the RECERT Chair role for our section, or any role on the sections leadership team, please contact any member of the board.

ASQ Chicago Section Board Contacts

<i>Committee/Office</i>	<i>Name</i>	<i>Contact Number</i>
Section & Training Institute Information	Ilene Boler	(800) 422-2478, (312) 765-0061, (312) 341-0507 FAX
<i>Elected Officers</i>		
Chair	Mark Ehrlicher	(630) 759-1800 X3280
Vice Chair, Section Affairs	Dan Brown	(312) 615-3530
Vice Chair, Program	Krista Graham	(847) 313-5280
Vice Chair Membership	Sam Makwana	vcmembership@asqchicago.org
Secretary	Anna Mitchell	(847) 468-1462
Treasurer	Ray Wick	(708) 532 1800 x1533
<i>Directors & Honorary Directors</i>		
Section Directors	Jim Walker	(630) 969-8046
	Bill Lieberman	(847) 251-3332
	James Persaud	(847) 982-1786 H, (847) 673-2718 x731 W
	Christopher Trent	(815) 788-0095 (H), (815) 459-3080 x120 (W), (815) 735-5947 (C)
Regional Deputy Director	George Alukal	(312) 542-0445
Training Institute Director	Rama Shankar	(847) 559-1941 H, (847) 715-7465 W, (847) 644-2000 M
<i>Appointed Committee Chairs</i>		
Assistant Treasurer	Bob Acerrano	(815) 922-9797
Auditing	Christopher Trent	(815) 788-0095 (H), (815) 459-3080 x120 (W), (815) 735-5947 (C)
Section Policies	Open	
Certification	Lisa Royal	847-758-8511 H, 847-520-8193 W
Examination/Proctoring	Hari Soni	(847) 405-2130
Job Networking	Muhammad M. Siddiqi	(773) 838-0300 W, (773) 838-0303 Fax
Joe Lisy Award	Mark Ehrlicher	(630) 759-1800 X3280
Membership Growth/Upgrade	Michael Glowacki	(773) 631-2698
Newsletter	Lisa Ohm, Norm Peplow	(773) 851-0524, (847) 968-0267
NIQC	Manu Vora	(630) 548-5531
Nominating	Ed McCarthy	(847) 392-3718 x 279
Parliamentarian	Jay Frischkorn	(847) 526-6788
Program Facilities	Open	
Advance Program Planning	Open	
Program Management	Thomas King	(630) 267-6644
Dinner Meeting Registration	Mary Ann Swerthun	(708) 349-6089 H, (708) 370-1853 C
Publicity	Alan Van Ornum Thomas King	(847) 763-5251 (630) 267-6644
Recertification	Ed McCarthy	(847) 392-3718 x 279
Recognition & Awards	Christopher Trent	(815) 788-0095 (H), (815) 459-3080 x120 (W), (815) 735-5947 (C)
Scholarship	June Morita	(847) 330-6375
Section Database	Dave Buettner	(630) 713-7214
Illinois Lincoln Award	Alan Mendelssohn	asmquality@aol.com
Webmaster	Bob Acerrano	(815) 922-9797

11th Annual Northern Illinois Quality Conference (NIQC 2008)

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 **Mon-**

day, November 3, 2008 are: Dr. Elmer Gookins, President, 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.

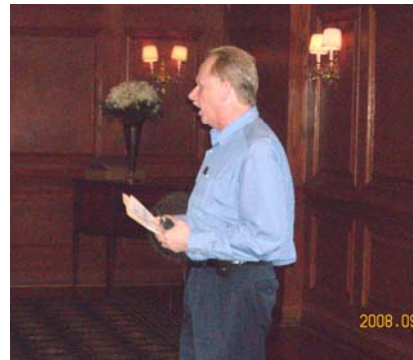
More information about the NIQC 2008, workshops and registration form can be accessed from the web site at: www.niqc.org

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

Happenings—General Meeting, September 10



Alan Mendelsohn presents Business Process Improvement



Our Section Chair discusses goals for the Section.



Section participation is key!

Introduction of Section Board members.



Pictures by Sam Makwana

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, October 8, 2008

<u>Location</u>	<u>Program Schedule</u>
<p>William Tell Restaurant 6201 W. Joliet Road Countryside, IL 60525 (708) 352-1101</p>	<p>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</p>



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/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

- **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? Call Krista Graham at (847) 313-5280 or kgrahamasq@yahoo.com

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



American Society for Quality
 Chicago Section 1201
 P.O. Box 87530
 Chicago, IL 60680-0539

Presorted
 First Class
 U.S. Postage
PAID
 Carol Stream
 IL 60188
 Permit No. 768

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 ▪ Lean Manufacturing
Jan. 14	Doubletree Alsip	<ul style="list-style-type: none"> ▪ Basic Statistics Application and Interpretation ▪ Lean Six Sigma—Meshing the Two Initiatives
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.