



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
September 2008



Vol. 9
Issue 1

General Meeting Main Session **Business Process Improvement**

Improving your business processes requires two things. First, you need to really understand all your key business processes – what they are trying to accomplish to meet your customer needs, how each of these processes goes about doing this, and how successful these processes are in meeting the goals that have been established. Once you understand how a process is behaving, you now are in a position to work on improving it to get a better result.

This presentation will focus primarily on the foundational part of business process improvement – what do you have to consider in either developing a new process or understanding an existing process. When you do a thorough job of establishing the foundation and collecting the appropriate data to recognize how your process is behaving, you are now in a position to make improvements using any a variety of approaches that can be helpful in this task. While these approaches will be identified, additional presentations at this year’s ASQ Dinner Meetings will address many of these in more detail.

About Our Speaker: Alan Mendelsohn is a Process Improvement Consultant at Resources Global Professionals. He has extensive experience in the design, implementation and management of process management, continuous improvement, lean and six sigma initiatives within diverse industry settings. His involvement in continuous improvement initiatives began in 1983 while at Florida Power and Light Company and has been his full time focus since 1991.

Alan has a Master’s Degree in Nuclear Engineering, is a

Senior Member of the American Society for Quality and is an ASQ Certified Six Sigma Black Belt. He has authored numerous papers and articles on process improvement and project management over the years and has also served a number of years as an Examiner for the Baldrige Award at both the national and the state level. Alan is a member of both the Lean Enterprise Division and the Chicago Section 1201 Board of Directors.



**Announcing ASQ Chicago Section’s
2009 Scholarships.....See Page 2 for
details!**

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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—September 10, 2008 at Maggiano’s, Oak Brook

ASQ Chicago Section Scholarships

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, so sign up today!

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>.

September General Meeting Advance Session

During the Advance Session, members will have the opportunity to meet the incoming ASQ Chicago Section Board of Directors for 2008-2009. Board members work behind the scenes planning programs, educational experiences, meetings, and direction of the section for the upcoming term. They also coordinate section goals with the American Society for Quality in Milwaukee to ensure continued success of the organization.

You will also hear about section goals for the year and services available through the section.

Our board for 2008-2009 term is as follows:

- Section Chair—The Esteemed Mr. Mark Ehrlicher

- Secretary—The Delightful Ms. Anna Mitchell
- Vice Chair Programs—The Distinguished Ms. Krista Graham
- Vice Chair Section Affairs—The Illustrious Mr. Dan Brown
- Vice Chair Membership—The Honorable Mr. Sam Makwana
- Treasurer—The Acclaimed Mr. Ray Wick
- Training Institute Director—The One and Only Ms. Rama Shankar

And our Section Directors, The Celebrated Mr. James Persaud, Mr. James Walker and Mr. Christopher Trent.



Location: Illinois Institute of Technology, Rice Campus

To register, please visit: www.businessinnovationconference.com

Business, academia, and government will assemble for the Business Innovation Conference at Illinois Institute of Technology in Wheaton, IL on September 8-10, 2008. With 6 workshops, and about 30 sessions including several keynote speakers, this will be the first conference of its kind to address both the science of innovation and accelerating performance through innovation.

Participating organizations include: Abbott Laboratories; Arizona State University; CartonCraft; Chicago Manufacturing Center; Elkay Manufacturing; Fitch, Even, Tabin & Flannery; Georgetown University; Illinois Institute of Technology; Massachusetts Institute of Technology; Mayo Clinic; Microsoft; MindTree, Ltd.; Scanlon Leadership Network; Tata Consulting Services; and more.

Who Should Attend?

- Business innovation leaders and professionals
- Educational and Government leaders
- Technology professionals
- Executives

**60% off for
ASQ Members!**

Advertisement

Mention you are an ASQ Member when you register, and you will receive a 60% discount off the registration fee—2 days for \$318 and 3 days for \$398!

Perspectives . . . Mark Ehrlicher—Chair, Section 1201, Chicago

Hi, I hope everyone had a wonderful summer. The gavel was passed during the June Chicago Section Board meeting, and I am proud to be your new ASQ Chicago Section Chair, and would like to extend a big Thank You to Chris Trent who served as Chair for the past 2 years and to all the members of the Board. Some faces have changed and others remain the same, only in different roles. I have been an ASQ member since 1991 and have served on the board since 2001. The Board is made up of the Chair, 5 Vice-Chairs, 4 Directors, and 24 Committee Chairs along with committee members. I look forward to working with all during the up and coming year. The positions are made up of volunteers. Not all positions have been filled so if you are interested in a position, or if you can only offer a little bit of time as a committee member, it would greatly be appreciated. You will be serving both the membership and the community.

Aside from the membership benefits at the national level, your membership to the Chicago Section 1201 for the year include 8 section general meetings (September

– June (no December or May meetings)) with reduced dinner pricing, 8 issues of the Newsletter (September – June (Dec/Jan and May/June are combined)), Training Institute reduced tuition, availability to the Programs & Directory, and Job networking to name a few. Keep in mind that there is no charge for attending the general meetings (a good place to earn those RUs) and you are only charged if you are going to have the meal.

This September marks the beginning of the 64th year of our Section's service. Our first General Meeting will be held at Maggiano's, Oak Brook, and will include a presentation of the Chicago ASQ Board members, so come out and join us. If there are programs you would like to see offered or any other suggestions, please contact a Board member or email us at www.asqchicago.org. We look forward to seeing you there.

Mark Ehrlicher
Chairman 2008-2009
Chicago Section ASQ

Lincoln Award Update



THE LINCOLN
FOUNDATION
FOR
PERFORMANCE
EXCELLENCE

**REGISTER EARLY FOR THESE UPCOMING
TRAINING SESSIONS WHILE SPACE IS STILL
AVAILABLE!**

For detailed information on these and other training opportunities, visit the website
at www.lincolnaward.org
Download registration forms and fax in to 630-579-1620

Lean Thinking

September 11, 2008
8:30 AM—4:00 PM
Tellabs, Inc.
1415 W. Diehl Rd.
Naperville, IL 60563

Strategic Scorecarding

September 22, 2008
8:30 AM—4:00 PM
Tellabs, Inc.
1415 West Diehl Road
Naperville, IL 60563

On The Lighter Side

How many Quality Managers does it take to change a light bulb? Answer: we've formed a quality circle and have determined the best thing that we as managers can do is to enable the light bulb to work smarter, not harder. Compliments of Aaron's Jokes, www.aarons-jokes.com.

Training Institute Fall 2008 Schedule

The ASQ Chicago Section 1201 Training Institute is offering a fantastic set of courses for the fall. Classes are offered on Monday evenings at The Management Association of Illinois in Downers Grove or on Saturday mornings at Triton College in River Grove. Class information and schedules are shown below. For further information or to register, call (800) 422-2478 or check out the website at http://www.asqchicago.org/ti/training_institute.htm. Sign up now to get the early registration credit of \$25 for registrations received by 5 pm Wednesday, Sept. 10 for Saturday classes and 5 pm Thursday, Sept. 4 for Monday classes. Special provisions are available for unemployed ASQ Chicago Section Members.

Blueprint Reading...Course #006 - Saturdays, 9:00AM-Noon September 13 - November 15 --Triton College, River Grove. This ten-week course explains how to read and use Blueprints. Topics include: Isometric Drawings, Special Views, Orthographic Projections, Assembly Drawings, Supplementary Information, Visualization, Working Drawings, Blueprints as Inspection Tools. Continuing Education Units 3.0. Fees: ASQ Members \$340, Non-Members \$465

Metallurgy for Non-Metallurgists...Course #067 - Saturday, 9:00AM-Noon September 13 - November 15 - Triton College - River Grove. This ten-week course's overall objectives are to have the student develop an understanding of metallurgical principles from a metal working perspective. Topics include: Alloy Structures, Ferrous and Non-Ferrous Metals, Castings, Forgings, Heat Treating, Welding, Brazing, Soldering, Mechanical Testing, Failure Analysis, Machining, Protective Coatings, and Corrosion. Continuing Education Units 3.0. Fees: ASQ Members \$340, Non-Members \$465

Statistical Process Control I / Six Sigma: Green Belt Training...Course # 002 - Saturdays, 9:00AM-Noon, September 13—November 15. To develop the skills in becoming a Certified Six Sigma Green Belt, this ten-week class is essential for the student needing a familiarization or refresher course in statistics. The course presentation of decision-making tools in statistics lays the groundwork for a successful career. Topics include: Presentation of Data, Cp and Cpk Indices, Construction and Interpretation of Variables and Attribute Control Charts. Continuing Education Units 3.0. Fees: ASQ Members \$410, Non-Members \$535

Design of Experiments I...Course #032 - Saturdays, 9:00AM-Noon, September 13—November 15. Using a simple and straightforward approach, Taguchi and traditional Design of Experiments will be presented. Hands-on workshops will illustrate how Design of Experiments is used for solving problems and optimizing processes. Topics include: 2 & 3 Factor Experiments,

Screening Designs, and Taguchi L4 and L8 orthogonal arrays. Excel templates will be used for data analysis. Continuing Education Units 3.0. Fees: ASQ Members \$510, Non-Members \$635

Six Sigma I: Theory... Course #038 - Saturdays, 9:00AM-Noon, September 13—November 15. This ten-week course focuses on the applications of Six Sigma Methodology and tools emphasizing and demonstrating the use of statistics software. The Six Sigma Methodologies of DMAIC, DFSS, IDOV and others are defined and outlined. Topics include: Gantt and Pareto Charts, Process Mapping, Probability, Probability Distributions, Hypothesis Testing, Process Capability, Statistical Process Control, Design of Experiments, Gage R&R and Multi-Vari Charts. Continuing Education Units 3.0. Fees: ASQ Members \$510, Non-Members \$635

Introduction to Quality Management...Course #012 - Saturdays, 9:00am-Noon, September 13 - November 15. This ten-week course introduces and builds basic skills in Quality Management and the responsibilities of the Quality Manager in an organization. Topics include: Total Quality Management (TQM) and Continuous Improvement, Project Management, Strategic Quality Planning, Customer Satisfaction, Training and Education, Human Resource Management. Continuing Education Units 3.0. Fees: ASQ Members \$410, Non-Members \$535

Certified Quality Auditing Exam Review...Course #075 - Mondays, 6:30-9:30PM, September 8-November 10. This ten-week course is designed for those professionals seeking Certification in Quality Auditing and for those who perform internal quality audits as well as a review of the examination process. Topics cover the body of knowledge and include: Establishing Audit Standards, Four Phases of an Audit (Preparation, Performance, Reporting and Closure), Ethics and Protocol, Audit Types (First, Second and Third Party Audits), Evaluation of the Audit, Scheduling and Staffing, and The Role of Quality System Documentation. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545

Certified Software Quality Engineer Exam Review...Course #005 - Saturdays, 9:00AM-Noon, September 13-November 15. This course provides an overview of the body of knowledge for the ASQ Certified Software Quality Engineer Certification as well as a review of the examination process. Topics include: Quality Principles, Leadership and Team Skills, Process Models, Software Quality Management, and Software Verification and Validation. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545

Certified Quality Engineer Exam Review...Course #015 - Saturdays, 9:00AM-Noon, September 13-November 15. This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certificated Quality Engineer Examination as well as a review of the examination process. Topics include: Test Preparation, Quality Auditing, Inspection Metrology, Statistics and Probability, Control Charts, Acceptance Sampling, Reliability, Experimental Design, Quality Planning, Quality Management, Quality Costs and Motivation. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545

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)

Upcoming Events

11TH ANNUAL NORTHERN ILLINOIS QUALITY CONFERENCE (NIQC 2008)

Mark your calendars for *Monday, November 3, 2008*. You are cordially invited to the 11th Anniversary celebration of the Northern Illinois Quality Conference (NIQC) at the *Holiday Inn Select in Naperville, Illinois*. NIQC 2008 is sponsored by five American Society for Quality (ASQ) Sections: Chicago, Fox Valley, Heart of Illinois, Illiana, Northeastern Illinois and ASQ Information Integrity Interest Group.

The NIQC 2008 theme is “*Sustainable Organizational Excellence*”. Five workshops will be held on *Sunday (Nov. 2nd)* and five workshops on *Tuesday (Nov. 4th)*.

This is a “**must**” event focusing on issues that all businesses across industries face. NIQC 2008 offers attendees the opportunity to learn more about relevant issues for all business leaders today. This conference was designed to give attendees the hands-on tools to take with them and apply in their organizations.

Three outstanding keynote speakers are scheduled for Monday morning: Dr. Elmer Gookins, President, Gookins Technology Ltd., Elyria, OH; author of "If Anything Can Go Wrong, It Shouldn't...Gookins Law"; Dr. Denise Schoenbachler, Dean, College of Business, NIU, DeKalb, IL, discussing how a trust-based relationship with customers can help an organization to sustain excellence and Dr. Sridhar Ramamoorti, Partner, National Corporate Governance Group, Grant Thornton LLP, Chicago, IL, discusses governance and the triple bottom line consisting of economic, environmental and social sustainability.

Track sessions on Monday, November 3rd include: Internal Audits Panel, Putting Your Internal Audit Sys-

tem on Steroids, Sustainable Organizational Excellence at Abbott, Baxter's Business Excellence Model, Organizational Excellence in Chile, People, Quality and Velocity at Caterpillar, Improving Quality and Patient Safety in US Hospitals, and Six Sigma and Knowledge Management in Healthcare. The track session speakers are recognized industry professionals, some with global credentials and *published works*.

Sunday morning (Nov. 2nd) pre-conference workshops offer attendees a choice of *Process Improvements in Regulated Environment* or *Leadership Development*. The afternoon workshops offer the opportunity to learn more about *Information Integrity for Quality Management*, *What to Expect during a TS-16949 Audit* or *Lean Quality Management System*.

The Tuesday morning (Nov. 4th) post-conference workshops offer the choice of *Practical Approaches to Root-Cause Analysis*, *Achieving Performance Excellence* or *Balanced Scorecard: Success through Leadership Enablers*. The afternoon workshops offer *Increase Business Value of Your QMS* or *Seven Steps to Effective Leadership*.

We are currently soliciting corporate and organizational sponsorships to make the conference more affordable for all attendees. **Your organization will get one free admission to the November 3, 2008 conference for every \$500 in sponsorship funds.** In addition, each sponsor will be acknowledged in the conference brochure and program and recognized at the conference on November 3, 2008.

For more information about NIQC 2008, visit the web site at www.niqc.org. Chair of the NIQC Committee at ASQ Chicago Section: Dr. Manu Vora, manu-vora@b-einc.com; 630-548-5531.



MINNESOTA QUALITY CONFERENCE

QUALITY IN ACTION
Delighting the Customer!

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

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!

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

Happenings—Joe Lisy Dinner, June 11



Dan Brown accepts ASQ Chicago Section's Joe Lisy Award.



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.

David Radloff

Martin Donohue

Bharat DeWan

Walter Neuhengen

Charles Hutchinson

Scott Freitag

Robert Butler

Thomas Avrutik

Robert Feistel

James Woznicki

Alan Dokman

Christopher Czyzewski

Robert Fruit

Art Morriscal

Mike Burness

Sandra Peterson

Shelly Tannehill

Alpesh Shah

Jeff Bunger

Pamela Mason

Donald Ditmars

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 – (847) 882-5826

Recertification

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

Chicago Section General Meeting – Wednesday, September 10, 2008

<u>Location</u>	<u>Program Schedule</u>
<p>Maggiano’s Little Italy 240 Oak Brook Center Oak Brook, IL (630) 368-0300</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:

Located on the east side of the Oak Brook Shopping Center (22nd St. and Route 83), just north of the Reagan Toll Roll (I-88) and east of Route 83, off Spring Road. Call the restaurant for further 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 \$40, nonmembers \$45
- **Walk-ins** - subject to availability, cash or check only: members \$45, nonmembers \$50
- **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"> ▪ Successful Approaches to Quality Improvement ▪ 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.