



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# Chicago

Newsletter of Section 1201  
February 2009



Vol. 9  
Issue 5

## General Meeting Main Session

### Change Manager or Change Maker?

As always, a Wes Bucey Presentation includes at least one magic "effect" (a combination of mind reading and sleight of hand), audience interaction, and lots of fun!

"Change Management" is one of those topics which raises fears of layoffs and downsizing. It needn't be a topic to fear (as Deming frequently said - "Remove FEAR!"), but one which we should embrace with enthusiasm and hope.

In all Change, there are folks who resist it, those who go along reluctantly, those who embrace it, those who manage it, but, most importantly, there are a few folks who see the need for change and make it happen! Those of us in the Quality profession usually find ourselves in the role of "followers." On some occasions (rare ones), we are allowed the opportunity to "manage" change. Wes's contention is that more of us in the Quality profession should be the ones who "make" change. He'll offer tips on how to do that based on his forty plus years of experience as a "suit" in the executive suite.

Some of you may follow his many posts on Quality topics on both the ASQ Discussion Forums (<http://www.asq.org/discussionBoards/index.jspa>) and the Elsmar Cove (<http://elsmar.com/Forums/index.php>) and know he can be funny or cranky, but never fails to deliver good, solid information his readers can use to their advantage.

Wes Bucey, a long time member of ASQ from back in the days when it was ASQC, will present a MAGICAL EXPERIENCE for us on February 11.

Wes specializes in making a fun presentation with lots of audience participation. This will NOT be a snoring session with Wes reading his PowerPoint slides in a dull monotone.

Wes is semi-retired. His most recent full time posting was Quality Manager for an aerospace firm with facilities in the USA and France. Previously, he was Chief Operating Officer for a high tech contract machining company serving the aerospace and medical device industry.



He is currently writing a book based on case studies of firms he is advising which have reached a crisis point and need help and advice to achieve the next plateau in their development.

Most recently, he helped a client achieve ISO 13485 registration. He is always eager to hear about organizations which may need an "expert from afar." If you have any

*(Continued on page 2)*

ASQ Chicago Section Newsletter Going Electronic! Details on Page 2.

#### In This Issue

General Meeting Main/Advance Session.....	1
Important Newsletter Announcement .....	2
Section News and Upcoming Events.....	2
General Meeting Advance Session (cont.) .....	3
News from the Lincoln Foundation .....	3
Training Institute Spring Classes .....	4
2009-2010 Section Officer Candidates.....	5
Training Institute Spring Workshops.....	5
Recertifications .....	6
Happenings Around ASQ.....	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—February 11, 2009 at Wellington, Arlington Heights**

## Important Newsletter Announcement—Please Read

For decades, the ASQ Chicago Section has been preparing a monthly newsletter and printing and mailing the newsletter as a service to our members. Unfortunately, as with so many other things, the costs of printing and postage have continued to increase while cash inflow to the Chicago Section has been decreasing. As a result, we have had to make the difficult decision to cease printing of the monthly newsletters. We will continue to publish a newsletter as before, but starting with the March issue, the newsletter will be sent via email to ASQ Chicago Section members and will continue to be downloadable

in PDF format on our website. If you have opted to allow email communication from ASQ, you will automatically receive the newsletter in electronic format.



If you are currently unable to receive our communications through email or the ASQ Chicago Section website, and require a printed copy, please contact Dan Brown, Vice-Chair Section Affairs by phone: 312-615-3530 or by mail at 4006 Raymond Ave., Brookfield, IL 60513.

## Section News and Upcoming Events

**Scholarship Update:** The application period for ASQ Chicago Section's annual scholarship is now closed for the year. The scholarship winner will be announced at the Section General Meeting in April. You can sponsor a student for next year's scholarship, though. If you know any high school students who will be graduating next year, think about applying. Information on the scholarship is available on the ASQ Chicago Section website, <http://www.asqchicago.org/ti/scholarship.htm>.

**ASQ Membership Survey:** HURRY - There's still time: The ASQ Section Satisfaction and Loyalty Study is still open. Your input gives section leaders guidance for creating opportunities focused on member needs. This allows your ASQ section to provide the products and services that are most important and beneficial to you.

In January, all ASQ members are being asked to provide feedback on how well their ASQ section is serving their needs. We would appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate.

Participants will be entered into a drawing to win one of four 2009 ASQ World Conference on Quality Improvement registrations (a \$925 value). The conference is May 18-20, 2009 in Minneapolis, MN. Email invitations or postcards were sent to ASQ members beginning January 5. The study will be open through January 31. If you did not receive this email and wish to participate, please visit <http://www.asq.org/mr/09-sect-sat.html>.

**ASQ Food, Drug & Cosmetic Division Discussion Group:** On Thursday, Feb 12, the Midwest Discussion Group of the Food, Drug, & Cosmetic Division will meet at Alberto Culver, Inc., 2525 Armitage Ave., Melrose Park, IL, 60160. The two presentation topics are: "Dashboard Metrics" by Dan Brown of DB Performance Solutions, LLC, and "Effective Quality Systems" by Anil Nair of United Airlines. The meeting begins with registration and networking from 5:30 p.m. – 6:00 p.m. Details are available on the FDC Division website at: <http://www.asq.org/fdc/>.

**Milwaukee Section Training Opportunities:** The ASQ Milwaukee Section is sponsoring Quality Education Seminars in February and March. Classes include: System and Process Audits, Fundamental Statistical Methods Part 1, FMEA Risk Management & Mistake Proofing, and A Fresh Look at Problem Solving using CQI – 10 on February 28, 2009; Gage Calibration, Fundamental Statistical Methods Part 2, Supplier Quality & Use of PPAP, and Motivated Ability Patterns on March 7, 2009; and Data Analysis, Design of Experiments, Kaizen & 5S Process, and Team Leadership and Team Management on March 14, 2009. Classes are scheduled for 8:30 a.m. – 4:30 p.m. in Waukesha, WI, and cost \$225 for one day, \$375 for 2 or 3 days. You can receive 0.8 CEUs for each day. For full details, please refer to: <http://www.asqmilwaukee.org/>.

(Continued from page 1)

candidates, be sure to talk to him before or after his presentation. Read through this thread (**Wes Bucey offers service as "Strategy Advisor" - Seeking Case Studies**

**for Book**) (<http://elsmar.com/Forums/showthread.php?p=182378>) for more background on Wes.

Wes is a member of both Chicago 1201 and Northeastern Illinois 1212 ASQ Sections.

## February General Meeting Advance Session

### Selling Ideas to Management

While we would all like to hear, “The 8 Things You Need to Know to Sell Ideas to Management”, in reality there are very few one-size-fits-all universal truths attached to the “selling ideas to management” process. Therefore, an understanding of the details - the selling ideas to management process’ two primary process components: how to negotiate the complexities of selling ideas in business; and how to develop a nuanced ability to successfully interact with management – should exist in advance of the discussion of the process steps. The February 11<sup>th</sup> presentation will delve into these two components, merging them back into actions that can be taken to effectively Sell Ideas to Management. Along the way to discussing **Selling Ideas to Management**, the presentation will include: ideas on navigating workplace politics; the differences between supervision, management, and leadership; the various levels of management and authority; and developing management potential.

**About Our Speaker:** Richard Gendon’s twenty five years of consulting experience, in both the private and public sectors, has centered on bridging organizational

planning to functional execution. As a consultant, his career has covered a broad span of functional interests and industry segments. During his career, Mr. Gendon has been involved in developing strategy and facilitating organizational development, and in all aspects of supply chain and operations management including: developing sales and operations planning policies and procedures; designing and implementing financial systems and controls; designing and implementing procurement, manufacturing and distribution systems, procedures and controls; designing and managing quality systems; strategic sourcing; and facility rationalization and planning.

Mr. Gendon took a three year break from consulting to work with Blistex Inc. as Vice President of Operations and later as Vice President of Strategic Development. Currently, he is the Managing Director of the Center for Professional Management, a consulting group that focuses on strategic development, turnaround, process improvement and advancing operational capabilities. Mr. Gendon also serves as the President of APICS-Chicago, the Chicago Chapter of APICS - the Association for Operations Management.

## News From The Lincoln Foundation

The following workshops are being offered by the Lincoln Foundation:

*2009 Criteria Changes for Performance Excellence* - February 5, 2009 (1:00PM-5:00PM)

This half-day workshop will review the changes in the 2009 Criteria and go through the details of what this means for you in writing a future application.

*Lean Thinking in Healthcare* - February 24, 2009 (8:30AM-4:00PM)

Healthcare systems running 24/7 on ever-tightening budgets are guaranteed to find techniques within the Lean methodology that will help overcome these added challenges using creativity of capital. Learn how Lean can work for you. Unlike other performance excellence tools, you will leave this class with the skills to put at least one Lean tool into action.

*Fact Based Management: How World Class Organizations Use Measurement to Achieve Excellence* - March 10, 2009 (8:30AM-4:00PM)

This new course will look at how best-in-class organizations have gotten that way, using measurement techniques to increase their bottom lines.

*Leading Virtually* - March 25, 2009 (8:30AM—4:00PM)

This course is designed to assist managers become effective leaders of virtual teams through hands on, action oriented learning that will have an impact on the success of their team immediately.

For more information or to register for these workshops or other training opportunities, contact The Lincoln Foundation for Performance Excellence at 630.637.1595 or visit [www.lincolnaward.org](http://www.lincolnaward.org) for more information on the event.

Also, 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.



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## Training Institute Spring 2009 Classes

The ASQ Chicago Section 1201 Training Institute is once again proud to offer a fantastic set of courses, starting in March. Classes are offered 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](http://www.asqchicago.org/ti/training_institute.htm). Sign up now to get the early registration credit of \$25.

**Geometric Dimensioning and Tolerancing**...Course #007 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. 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. Fees: ASQ Members \$340, Non-Members \$465.

**Mechanical Metrology**...Course #008 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course teaches the principles of Measurement and Gaging, stressing the importance of proper equipment selection. Topics include: Scaled and Transfer Instruments, Surface Plate, Gage Blocks, Micrometer and Vernier Instruments, Indicators, Optical Comparators, Pneumatic Electronic Instruments, Angle Measurements and Non-Destructive Testing Techniques. Continuing Education Units 3.0. Fees: ASQ Members \$340, Non-Members \$465.

**Design of Experiments II**...Course #033 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. 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. Fees: ASQ Members \$510, Non-Members \$635.

**Advanced Statistical Process Control / Six Sigma: Green Belt Training**...Course #004 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course is designed to direct the student in excelling in the skills to become a Certified Six Sigma Black Belt. This course is highly recommended for those preparing for the Certified Quality Engineer examination. Topics include: Confidence and Tolerance Interval Estimation, Hypothesis Testing, Single Factor ANOVA, Two Factor ANOVA, Regression and Correlation, Non-Parametric Methods. Continuing Education Units 3.0. Fees: ASQ Members \$510, Non-Members \$635.

**Design of Experiments III**...Course #034 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. Process optimization will culminate with DOE III., through the use of Response Surface Methods (RSM). Using Excel templates, DOE III will provide the means to create robust processes. Topics include: 3 Level Factorial Designs; Path of Steepest Ascent, and Central Composite Designs. Continuing Education Units 3.0. Fees: ASQ Members \$510, Non-Members \$635.

**Quality Cost Management**...Course #014 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course is designed to provide professionals with the tools necessary to establish and implement a Quality Cost System. Topics include: Financial and Cost Accounting, The Categories of Quality Cost, Budgets and Variances, Analyzing Fixed and Variable Costs, Root Cause Analysis, and Reducing Quality Costs. Continuing Education Units 3.0. Fees: ASQ Members \$410, Non-Members \$535.

**Quality Auditing: Principles**...Course #025 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course is designed for those professionals seeking Certification in Quality Auditing

and for those who perform internal quality audits. Topics 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, The Role of Quality System Documentation. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545.

**Lean & Kaizen**...Course #048 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course introduces the principles and practices of Lean and Kaizen to Quality and Operations professionals. What are Lean and Kaizen? Why their popularity now? How do we start our Lean journey? Topics such as Cycle Time Reduction, Elimination of Wastes, Improvement of Quality, Delivery and Throughput as well as Reduction in Costs using Lean techniques in a Kaizen mode will be presented. Topics Include: The Eight Wastes of Lean, The different Building Blocks of Lean, Selection of Lean Projects, Change Management and Kaizen Teams, Kaizen Tools & Techniques, Standardization after Kaizen Projects and Incremental/Breakthrough Improvements. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545.

**Certified Quality Engineer Exam Review**...Course#015 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College, River Grove. This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certified 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.

**Certified Six Sigma Green Belt Exam Review**...Course #069 - Saturdays, 9:00AM-Noon, March 14 - May 23 - Triton College, River Grove. This ten-week course provides a review of the topics forming the Body of Knowledge of ASQ Six Sigma Green Belt Certification as well as a review of the examination process. Topics include: Organizational goals, Lean principles, Process and Project Management basics, Process Analysis, Improvement and Control Techniques. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545.

**Certified Quality Technician Exam Review**...Course # 041 - Saturdays, 9:00AM-Noon, March 14 - May 23 - Triton College, River Grove. This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certified Quality Technician Examination as well as a review of the examination process. Topics include Test Preparation, Data and Analysis, Basic Statistics and Reliability, Quality Costs, Basic Metrology, Quality Control Concepts and Sampling Plans, Basic Math and Statistics, Calibration, Blueprint Concepts, GD&T Concepts and Basic Inspection Plans. Continuing Education Units 3.0. Fees: ASQ Members \$420, Non-Members \$545.

**Intermediate Statistical Process Control/Six Sigma Green Belt Training**...Course #003 - Saturdays, 9:00AM-Noon, March 14 - May 23 - Triton College, River Grove. 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. Fees: ASQ Members \$410, Non-Members \$535

**Six Sigma II: Laboratory**...Course #039 - Saturdays, 9:00AM-Noon, March 14 - May 23 - Triton College, River Grove. 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.

## 2009-2010 Chicago Section Officer Candidates

Dear Chicago Section Members:

The Nominations Committee is pleased to announce the officer candidates for your Board for 2009-2010.

Chair: Daniel Brown  
 Director (two year term): Christopher Trent  
 Secretary: Mary Ann Swerhun  
 Vice Chair, Programs: Krista Graham  
 Vice Chair, Section Affairs: Michael Glowacki  
 Vice Chair, Membership: Robert Gottel  
 Treasurer: James Walker

If you or someone you know is interested in running for one of these positions please forward the name, contact information, and position of interest to Ed McCarthy at [emccarthy@methode.com](mailto:emccarthy@methode.com). This slate will be announced again at the February General Meeting, details of which are elsewhere in this newsletter. The election will be held at the March General Meeting.

We wish to thank the members of the Nominations Committee for their dedicated service: Ed McCarthy, Chair; Chris Trent (immediate past Section Chair); Michael Glowacki; Dan Brown; Sam Makwana; and Mark Ehrlicher (Ex-Officio Section Chair).

## Training Institute Spring 2009 Workshops

All Spring 2009 Workshops will be held at The Management Association of Illinois (MAI), 1400 Opus Place, Downers Grove, IL, unless otherwise noted. One-day, two-day and four-day Workshops are held from 8:00 a.m. to 5:00 p.m. For Information, contact Anna Weiss, (773) 237-0592, or [annaweiss1@netscape.net](mailto:annaweiss1@netscape.net).

### ISO 9001/2009

Continuing Education Units 0.8 Course #707 Fee \$250 Friday, April 3, 2009

### Lean Manufacturing

Continuing Education Units 0.8 Course #061 Fee \$250 Saturday, April 4, 2009 (Triton College, 2000 Fifth Avenue, River Grove, IL)

### Statistical Process Control

Continuing Education Units 1.6 Course #021 Fee \$475 Thursday/Friday, April 2-3, 2009

### Certified Quality Auditing Exam Review

Continuing Education Units 1.6 Course #712 Fee \$475 Thursday/Friday, May 7-8, 2009

### Making Metrics Meaningful

Continuing Education Units 0.8 Course #060 Fee \$250 Friday, May 1, 2009

### Certified Quality Engineer Exam Review

Continuing Education Units 3.2 Course #015 Fee \$925 Tuesday – Friday, May 5-8, 2009

....And two brand new half-day Workshops are now available, taught by food safety expert Roger Roeth of Eagle Registrations:

### Fundamentals of Hazard Analysis Critical Control Points (HAACP) Food Safety Training

Continuing Education Units 0.4 Fee \$150 Friday, March 27, 2009, 8:00 a.m. – 12:00 p.m.  
 Topics include identifying and overcoming HAACP program obstacles, and an overview of ISO 22000 and Safe Quality Foods programs

### Review of ISO 22000 and Safe Quality Foods (SQF) Food Safety Standards

Continuing Education Units 0.4 Fee \$150 Friday, March 27, 2009, 1:00 p.m. – 5:00 p.m.  
 Topics include a detailed review of ISO 22000 and SQF, and auditing HAACP programs.

## Recertifications February 2008

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.

<i>Rachel Affrunti</i>	<i>Craig Barrett</i>	<i>Leo Barry</i>	<i>Georges Bartholomees</i>
<i>David Bulak</i>	<i>Christine Chazaro</i>	<i>Hernando Colque</i>	<i>Chris Colwell</i>
<i>Michael Danyko</i>	<i>Dan Dolan</i>	<i>Martin Faye</i>	<i>Modupe Hughes</i>
<i>Ken Jackman</i>	<i>Ed Johnson</i>	<i>Craig Kozokar</i>	<i>John Maier</i>
<i>Michael Martini</i>	<i>Keith Miller</i>	<i>Rish Sabis</i>	<i>Don Sherman</i>
<i>Mark Shirahama</i>	<i>Michael Slasuraitis</i>	<i>Charles Slifka</i>	<i>Mark Smith</i>
<i>Hari Soni</i>	<i>Frank Straka</i>	<i>Greg Sulek</i>	<i>George Thomas</i>
<i>Matthew Thomas</i>	<i>Helmer Villatoro</i>	<i>James Walker</i>	

## Happenings Around ASQ

**2009 Lean Six Sigma Conference**, March 2-3, 2009, Phoenix, AZ.

Learn from proven firsthand applications, technical applications, and best practices during concurrent sessions. The 2009 conference will also feature networking and learning opportunities from sponsors and exhibitors from a variety of markets and levels of experience.

Web site: <http://www.asq.org/conferences/six-sigma/index.html>

**21st Annual Quality Management Conference**, March 5-6, 2009, Irvine, CA. Theme: Results Through People, Processes, and Performance. Keynote Speakers: Tom England - Global Director, Six Sigma, Tyco Electronics; J. R. McGee - President & CEO, X-Stream LEAN, LLC; Michael Murphy - President & CEO, Sharp Health Care; Shane Yount - Senior Partner/Owner, Competitive Solutions, Inc. Extraordinary Event: Banquet Speaker – Peter Andres, ASQ President-Elect. The theme for this conference, Results Through People, Processes, and Performance, offers many learning opportunities for attendees to participate in a variety of forums—pre- and post-conference courses, presentations, keynote addresses, and interactive sessions. QMD has partnered with the

Software Division to provide several current “Hot Topics” relevant to quality managers and software professionals. Early-bird registration is being accepted at: <https://secure.asq.org/conferences/quality-management/2009-conference-registration.html>. Mark your calendars now and be on the lookout for further information at [www.asq-qm.com](http://www.asq-qm.com) soon!!

Web site: <http://www.asq-qm.org>

**7th Annual ASQ Auto Quality Symposium on Improving Healthcare**, March 9, 2009, Clinton Township, MI.

Every employer and healthcare consumer is impacted by the high cost and inefficiencies in healthcare as we know it today. Improvements in the quality of healthcare products and services, in addition to a reduction of costs, are imperative. ASQ Automotive Division is bringing in distinguished leaders and practitioners to talk about improving America’s healthcare quality and costs and driving change in healthcare, using tools and techniques proven effective in automotive quality. A Job Fair is also held in conjunction with the symposium. Early bird fee is only \$50. Sign up now!

Web site: <http://www.asq.org/auto/events/index.html>

If you are interested in newsletter editing or publishing, consider helping out with the ASQ Chicago Section newsletter. We are looking for some additional editors for the newsletter committee, to help put together the newsletter each month. If you are interested, please contact Lisa Ohm at 773-851-0524, or send email to [newsletter@asqchicago.org](mailto:newsletter@asqchicago.org).



### The ASQ Chicago Newsletter

Subscription to the newsletter is provided as long as your membership with ASQ is current and you are registered with the Chicago Section.

Your address and other contact information are maintained by ASQ headquarters and can be changed by web, phone or mail:

- On the web at [www.asq.org](http://www.asq.org), sign-in, change address
- ASQ Customer Service at (800) 248-1946
- ASQ, PO Box 3005, Milwaukee, WI 53201

The newsletter is issued for September, October, November /

December, January, February, March, April, May / June for the 2008-2009 year.

### Contact Information

#### Job Networking

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

#### Recertification

Ed McCarthy – (847) 392-3718 x279  
[emccarthy@methode.com](mailto:emccarthy@methode.com)

## Chicago Section General Meeting – Wednesday, February 11, 2008

<u>Location</u>	<u>Program Schedule</u>
<b>Wellington of Arlington Heights</b> <b>2121 S. Arlington Heights Road</b> <b>Arlington Heights, IL</b> <b>(847) 439-6610</b>	<b>5:30—6:00 p.m. Check-in/Networking</b> <b>6:00—7:00 p.m. Advance Session</b> <b>7:00—8:00 p.m. Dinner</b> <b>8:00—9:00 p.m. Main Session</b>

### Directions:



The Wellington of Arlington Heights is just north of I-90 between I-294 and I-53. Exit from I-90 north onto Arlington Heights Road. The Wellington is about 1/2 mile north on the east side of Arlington Heights Road, just north of Algonquin Road.

### How to Register



- Register on-line at [www.asqchicago.org/dinner%20meetings/onlinereg.htm](http://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](mailto:kgrahamasq@yahoo.com)

Register on the ASQ Chicago Website — [www.asqchicago.org/dinner%20meetings/onlinereg.htm](http://www.asqchicago.org/dinner%20meetings/onlinereg.htm)



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### Chicago Section General Meeting Schedule — 2008-2009

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

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