



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
March 2009



Vol. 9
Issue 6

Chicago Section Plant Tour

Plexus Corp.

Come join us for a presentation and plant tour at Plexus Corp! Our meeting will be on March 11 and will start at 3 pm. There will be NO CHARGE for this general meeting. Registration will be first come – first served and must be received by March 6th. We will be accepting only 50 people for this tour, so make sure you register as soon as possible!

SITE

Plexus Corp.
2400 Millbrook Drive
Buffalo Grove, IL. 60089
847-793-4400
www.plexus.com



AGENDA

Date: March 11th
Check in: 3:00 – 3:30
Quality Presentation: 3:30 – 4:15
Plant Tour: 4:15 – 5:00

ABOUT PLEXUS

Plexus is unique within the Electronic Manufacturing Services (EMS) industry, with more than 25 years experience in turning customers' concepts into world-class products through our unique set of value-added product realization solutions. Plexus was named the 2008 EMS

Company of the Year by Circuits Assembly magazine.

With over a dozen manufacturing sites worldwide, the Buffalo Grove site was named by Plexus corporate office as its "Center of Excellence" and one of the 101 Best and Brightest Companies to work for in Chicago by National Association for Business Resources. This site is also certified to both ISO 13485:2003 and ISO 9001:2000.

Plexus has adopted many quality tools and approaches including Six Sigma in 1998 and Lean in 2000. In 2002 Plexus combined the two into Lean Sigma, and currently the Buffalo Grove site has 3 Black Belts, 14 Green Belts, and all employees are trained as Yellow Belts.

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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—March 11, 2009 at Plexus Corp., Buffalo Grove

Important Newsletter Announcement—Please Read

Welcome to the first all-electronic newsletter of the Chicago Section 1201! We've had to make the difficult decision to switch to electronic media due to the rising cost of printing and postage, and the declining revenues coming into our section. However, we hope that you will continue to enjoy our newsletter in its new format.

As you can see, with this issue, we continue the 8-page format adopted for the snail-mail version, but in the coming months, we will be modifying and improving the newsletter to incorporate some of the advantages and

flexibility that go along with a paperless edition. As always, we want to have the newsletter serve the needs of our members, so please send us feedback, ideas and suggestions at newsletter@asqchicago.org or 773-851-0524.

If you know of someone who is unable to receive our communications through email or the website, and who requires 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.

....From your Newsletter Editor

Section News

The past couple of months have been exciting ones as we continue to look for ways to add value to our members.

LinkedIn News:

Are you LinkedIn? We are! Announcing a new forum for discussions and communications with you. We have created a new LinkedIn Group – Chicago Section, ASQ Chicago Section 1201. Please join us and post a question, comment, or concern. Do you want to suggest a meeting topic? Ask a Board Member a question? This is your forum, membership is open to all registered users of LinkedIn. Don't use LinkedIn? Then visit the LinkedIn website, www.linkedin.com or email Dan Brown for instructions on how to join this free professional networking service, danbrown@dbpsllc.us.

New Services for Unemployed Members:

Beginning with the February meeting, we are now inviting unemployed members to come an hour early to our general meetings for extra networking. Mock interviews, resume critiques, pointers for post-interview follow-up, meetings with recruiters, free services for job hunting, and more. Do you have ideas for these networking events? Post them on the LinkedIn Group or email danbrown@dbpsllc.us.

We had a great first session on February 11th. Approximately twenty members joined the session for brainstorming services. The discussion ranged from Success Stories to free services; from how to get noticed to using keywords in your resumes. Barbara Markoff of ASQ

Headquarters in Milwaukee also attended to see what we're doing in Chicago. She added that the World Conference in Minneapolis will include a free Career Fair. Check out their website for more details.

It appears that our neighboring sections are implementing similar services for members – this means more networking opportunities for you! The **Fox Valley Section** meets the first week of the month, **Chicago Section** the second week, **Northeast Illinois** the third week, and **Illiana** the fourth week. Our website, <http://www.asqchicago.org>, contains links to their sites. Check out upcoming meeting dates to build your networks. Together we're making good great™!

Brainstorming Session:

Those who attended the January General Meeting learned that the leadership of the Chicago Section was hosting a brainstorming session to determine improvement opportunities to better serve you, our members. In roughly two hours we identified over 180 ideas and categorized them by subject. We then split out into four sub-teams to evaluate, consolidate, and prioritize those ideas and create action plans for implementation by the Board. Those teams include: Membership & Communication, chaired by Hari Soni; Training & Education, chaired by Mark Erhlicher; Structure & Organization, chaired by Michael Glowacki; and Administration & Co-ordination, chaired by Alan Mendelssohn. We will use this space to share updates as the committees complete their duties. You may always use LinkedIn or email to share additional ideas and suggestions.

Interested in the Newsletter? 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.

2009-2010 Chicago Section Officer Candidates

Just a reminder:

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

In addition to this new slate of officer candidates, James Persaud and James Walker are currently serving as Directors, and Bill Lieberman is an Honorary Director. 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. The election will be held during the April General Meeting.

News From The Lincoln Foundation

The following workshops are being offered by the Lincoln Foundation:

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.

Situational Leadership - March 18, 2009 (8:30AM-4:00PM) This popular one day seminar is designed to improve employee performance and help leaders, both seasoned or new to the position, understand the demands that are being placed on them in today's business environment.

Leading the Journey - March 19, 2009 - Webinar (12 Noon-1:00PM) This session will review Category One of the Criteria, including the requirements for senior leaders to guide and sustain the organization, your gov-

ernance systems and the approaches required to address ethical legal and community responsibilities.

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 Intentions 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.

For more information or to register for these workshops, the award process, becoming Lincoln Examiners or other training opportunities, contact The Lincoln Foundation for Performance Excellence at

630.637.1595 or

www.lincolaward.org

for more information on the event..



**THE LINCOLN
 FOUNDATION
 FOR
 PERFORMANCE
 EXCELLENCE**

On The Lighter Side....Three statisticians went out hunting, and came across a large deer. The first statistician fired, but missed by a meter to the left. The second statistician fired, but also missed by a meter to the right. The third statistician didn't fire, but shouted in triumph, "On the average we got it!" - Workjoke.com

Training Institute Spring 2009 Classes

HURRY! There's still time to register. The ASQ Chicago Section 1201 Training Institute is once again proud to offer a fantastic set of courses, starting in March. Classes and schedules are listed 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.

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

Mechanical Metrology... Course #008 - Saturdays, 9:00AM-Noon, March 14-May 23 - Triton College—River Grove. 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. 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. 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. Fees: ASQ Members \$510, Non-Members \$635.

Quality Cost Management... Course #014 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College—River Grove. Fees: ASQ Members \$410, Non-Members \$535.

Quality Auditing: Principles... Course #025 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College—River Grove. Fees: ASQ Members \$420, Non-Members \$545.

Lean & Kaizen... Course #048 - Saturdays, 9:00am-Noon, March 14-May 23 - Triton College—River Grove. 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. 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. 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. Fees: ASQ Members \$410, Non-Members \$535

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.

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

Question: You know the difference between a skunk and an auditor in an accident?
Answer: There are skid marks in front of the skunk.

Additional ASQ Training Opportunities

Two half-day Workshops are now available, taught by food safety expert Roger Roeth of Eagle Registrations. A PAY-PAL link for registering will be made available shortly. Registration Deadline is 3/23/09 with a \$25.00 “late registration” fee for registering between 3/24 and 3/25/09. Anyone wishing to attend after that date or who doesn’t want to pay via PAYPAL should call Dan Brown at 312-615-3530. Classes will be held at MAI, Downers Grove.

Fundamentals of Hazard Analysis Critical Control Points (HAACP) Food Safety Training. CEUs 0.4. Fee \$150. Date: 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 program.

Review of ISO 22000 and Safe Quality Foods (SQF) Food Safety Standards. CEUs 0.4. Fee \$150. Date: 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.

February 2009 General Meeting Survey Report

Presenting the results of surveys collected from the February General Meeting at The Wellington, Arlington Heights....

Questions	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total Responses	POA(95%)
Q1: Mini-Speaker Session	34	28	1	0	1	64	97%
Q2: Main-Speaker Session	37	19	5	4	0	65	86%
Q3: Meeting Location	38	30	1	0	0	69	99%
Q4: Food & Service	35	29	2	0	2	68	94%
Q5: Facilities	31	31	4	2	0	68	91%
Q6: On-line Registration	40	20	2	0	2	64	94%
Q7: Check-in	44	24	0	0	0	68	100%
Q8: Overall Satisfaction	32	35	1	1	0	69	97%

INDIVIDUAL COMMENTS FROM SURVEYS

NETWORKING

- More networking - do more – good job – Invited more Recruiters (10 like this)

MEETING RELATED

- Great speakers tonight – (4 like this)
- Provide copies of slides - If not copies of slides then give out outline for notes – (2 like this)
- Continue with table discussion system and get more sections and people involved.
- If it is to be, it is up to me
- Room too cold – (3 like this)
- Facilities messy and not serviced well – (2 like this)
- Audio visual issues – (2 like this)
- Have meetings further north

- Too long on announcements
- Keep to schedule – start 2nd talk earlier or during dinner – (7 like this)
- Speakers need to include examples
- 2nd session - fun but needs more content (10 like this)

TRAINING RELATED

- Get ASQ to offer new seminars and certifications that are meaningful like MBB, transactional process improvement, lean certification
- More affordable TI classes - Discount course fees – (2 like this)

MISCELLANEOUS

- Suggest ASQ lobby the health care industry to consider Quality professionals
- Get more corporate executives & companies more involved with Quality

Happenings Around ASQ

ASQ Certification Exams:

The CQA-Bio, CQT, CRE, CSSB, CQA-HACCP and CQM exams will be held on March 7th, 2009. Please contact Hari Soni @ 847-405-2130 for any exam related questions. The exams will be held at the following site::

Oakton Community College
Rooms P104 & P103 – Parking Main Lot
SKOKIE CAMPUS (Ray Hartstein Campus)
7701 Lincoln Ave.
Skokie, IL 60077-2895

NIQC – Call for Papers & Save the Date:

The 2009 Northern Illinois Quality Conference will be held on Friday, October 23 with Pre-Conference Workshops on Thursday, October 22 and Post-Conference Workshops on Saturday, October 24. We look forward to seeing you there. If you have an idea for a presentation we can use, contact Dan Brown, Conference Chair, at danbrown@dbpsllc.us. Additional conference details will be shared in upcoming newsletters.

Business Innovation Conference - Call for Papers:

The 2009 Business Innovation Conference and Exhibition is coming up October 5-7, 2009. If you have an innovation case study or a success story to share with attendees, please complete the participation form. Details are available on the website: www.businessinnovationconference.com. Did you miss last year's conference? Most of the presentations are available for free download from the website. Details about this year's conference are constantly being added,

so put a link in your browser to keep up to date as conference details are announced. The Business Innovation Conference will be held at Illinois Institute of Technology, Wheaton, IL.

New ASQ Benefit from Milwaukee for Unemployed Members:

A new benefit has just been announced for unemployed members whose annual membership is due. Qualified members over five years can have their basic dues waived, qualified members from 1-4 years can have basic dues reduced 50%. Optional dues for additional sections/divisions/publications are still the responsibility of the member. Contact 1-800-248-1946 for more details.

ASQ Discussion Boards:

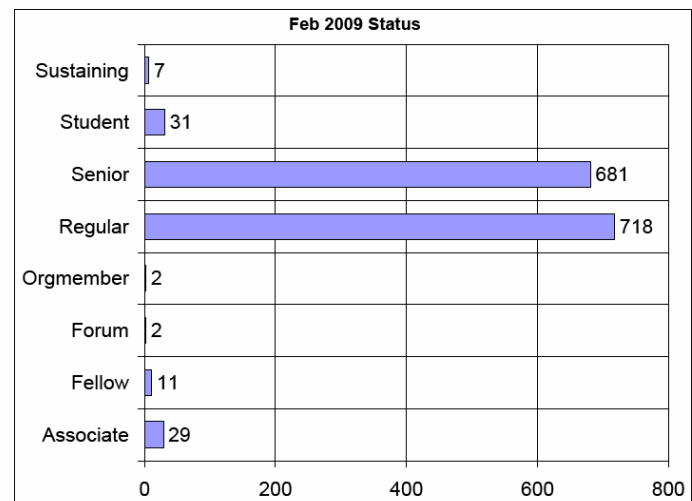
Discussion boards allow members to share ideas, opinions and information quickly and easily. Organized by topic in an easy-to-follow format, discussion boards are designed so you can quickly locate information, find other knowledgeable users and participate in conversations. By participating in an ASQ Discussion Board, you can share your expertise, learn from your peers and dialogue with other quality professionals.

All Discussion Boards are open to any ASQ member, even if you do not belong to that particular division. A listing of all Boards can be found by logging onto the ASQ website (www.asq.org) and on the left side under Knowledge Center, click on Tools & Resources, then Quality Resources and then Discussion Boards.

Chicago Section 1201 Membership Report

"Believe in your ASQ section"

Did you know that Chicago section is one of the largest sections of ASQ? Due to the bad economy and other factors, current decline in enrollment has brought our membership total to 1,481, as you can see in the chart. We have enjoyed a very large number, almost 3,000 in the 1990's. We can still make these numbers better if we try the "EACH ONE, REACH ONE" program. Try to contact quality professionals at your workplace, your customer contacts or supply chain and open a conversation about membership and its benefits. You may inspire someone to join our fine organization for education, certification, training seminars or simple networking. All this leads to self-development and advancement.



Sam Makwana, Vice-chair, Membership

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

Email: emccarthy@methode.com
 Ed McCarthy

Chicago Section General Meeting – Wednesday, March 11, 2009

<u>Location</u>	<u>Program Schedule</u>
Plexus Corp. 2400 Millbrook Road Buffalo Grove, IL (847) 793-4400	3:00—3:30 p.m. Check-in 3:30—4:15 p.m. Quality Presentation 4:15—5:00 p.m. Plant Tour

Directions:



From Chicago: Take I-94 North. Exit at IL-22/Half Day Road and turn left onto IL-22/Half-Day Road. Then turn left onto Millbrook Drive.

From the south: Take I-294 North. After I-294 merges into I-94 North, follow directions above.

From the west: Take Route 53 North. Take the East Lake-Cook Road exit and merge onto Lake-Cook Road. Turn left onto Arlington Heights Road. Turn left onto Route 83 North. Turn right onto IL-22/Half Day Road. Turn right onto Millbrook Drive.



How to Register

- On-line registration through the ASQ Chicago section website will not be accepted for this event.
- Register by sending email to kgrahamasq@yahoo.com. Include your name, your company, and your member number in the email.
- Walk-ins will not be accepted for this event. Advance registration is required.
- Fax and telephone registrations have been discontinued.

\$ Cost

- **There is no charge for this program.**
- **Registration is required and on a first-come first-served basis. Limited to 50 people.**
- **Registrations must be received by March 6.**



Notes

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

Email registration only—kgrahamasq@yahoo.com



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

The Chicago Section 1201
 Newsletter is now being
 distributed electronically.

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	Plexus Corporation Buffalo Grove	<ul style="list-style-type: none"> ▪ Plexus Corporation 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.