



**Newsletter of the  
ASQ Chicago Section 1201  
February 2011**



**General Meeting: February 9, 2011  
Manzo's in Des Plaines, IL**

**Pre-Dinner Session**

**Learning Creativity**

**Presented by Praveen Gupta**

Quality profession began with an innovative solution to work breakdown problem when Frederick W. Taylor performed the time motion study and broke the entire production into multiple process steps due to increase in demand. The resulting loss of direct contact between the in-process personnel and the customer was resolved through study of variation and statistical process control. The problem of ensuring product quality delivered to the customer was addressed through sampling plans. While these quality concepts for reproducibility worked well in the industrial economy, the Quality profession now needs another step change in the knowledge economy to offer variety to the customer. We must utilize our accumulated knowledge in not only for solving problems but also for creating value for our organizations.

The pre-dinner workshop will focus on realizing our creativity potential and learning a holistic approach to creativity through a brief discussion, creativity exercise and activities. In this pre-dinner workshop there is no seating, standing-room only! Creativity is all about play!!!

**Post Dinner Session**

**Innovation Competency for Quality Professionals**

**Presented by Praveen Gupta**

Innovation is defined as applied creativity for producing value for the customer. It has become a necessity for quality professionals to learn about innovation. Praveen Gupta has initiated the science of innovation movement through his research and global leadership. Praveen will present the Breakthrough Innovation framework consisting of the theory, methodology, idea generation, measurements, and certification program. Praveen teaches Business Innovation at Illinois Institute of Technology, and Innovation for Engineers at University of Illinois, Chicago. His curriculum through the train-the-trainer program is being adopted at other universities as well.

At the end of the both sessions, attendees will learn about creativity and the process of innovation that they can apply to identify innovation opportunities at work, and become more effective in their quality profession. Attendees will also learn how to think of creative ideas for solving routine to chronic quality problems.

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# General Meeting Speaker Bio



**Praveen Gupta** is an Excellence and Innovation thought leader for his work in Six Sigma, Business Scorecard, Business Innovation and the 4P (Prepare, Perform, Perfect, Progress) Process Model. Praveen led the deployment of Six Sigma at Motorola in 1986, and now the development of innovation science since 2003. Praveen has published in Quality Magazine, Quality Progress, Quality Engineering, Quality Digest, Quality World and many other magazines. He has authored many books on Six Sigma, and Innovation, including Business Innovation in the 21<sup>st</sup> Century. Praveen was the founding Editor-in-Chief of International Journal of Innovation Science.

Praveen Gupta, President of Accelper Consulting, works with organizations in achieving profitable growth through Six Sigma, Process Excellence, Innovation and Performance Measurements. Praveen has developed a system for helping people, especially those in transition, start new businesses for creating new opportunities for themselves and others. Praveen has worked with dozens of organizations in Chicagoland.

Praveen is a frequent speaker on excellence and innovation throughout the world. He has conducted workshops in many countries. He is a keynote speaker at Quality Magazine Conference 2011.

**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.

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

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

The newsletter is issued for September, October, November, January, February, March, April, and May/June for the 2010-2011 year.

# Chair's Corner



Greetings, Fellow Members!

Here we are knee deep in another Chicago winter. Our section reflects the dedicated Midwestern values of our great metropolitan area. We keep slogging through the endless piles and obstacles to reach our goals and we will not be stopped before we get there – whether on the Dan Ryan or at our offices.

Industry seems to continue its rebound, numerous small businesses I visit report growing sales and possible job growths. Unfortunately, there are still companies, weakened by the economy, who continue to close or move. However, I still believe that our section will see a net job growth this calendar year and this bodes well for you, our membership.

The critical challenge that I see for us to tackle in our companies is how to manage the return of sales with far fewer resources. Companies that cut to the bone (or beyond) now can't turn out the volume of quality parts required by their sales. The quality tools that you have learned through the ASQ and our Training Institute are of paramount importance today. Our employers need our brains more now than ever before. We must therefore rise to the challenge and demonstrate leadership. We will not permit our employers to ship defective parts; instead we will show how our quality tools can be leveraged to maintain high quality levels.

Six Sigma, Lean Enterprise, SPC are the tools we have strived to implement. Formal, managed quality systems that we implemented now guide our companies and reinforce the basics. These provide the base-line training for our new hires coming aboard and give them the head-start their peers did not receive. Through this our ASQ members will prove out their value and the reason for continued support of the ASQ. To help you, the ASQ is reformatting their website and streamlining its on-line collections to make it easier for you to obtain the knowledge or resources you need in your day-to-day work.

Never forget, either, that we are a NETWORK of quality professionals. None of us knows everything, but together we have the skills to benefit each of our employers. You come to the meetings, you attend the training classes, and you have met each other. Call upon those relationships and build your networks so that, as you encounter problems beyond your skills, your colleagues here in the ASQ can have your back – just as you have the backs of others.

Never be afraid to ask. Contact any board member if you need resources and each of us will help you find the right person, book, class, quality tool, etc. that will fulfill your need. Look at the course listings on our website, [www.asqchicago.org](http://www.asqchicago.org), and sign up for the right training you need, at the right time, at the right price.

This remains a year of change and growth for our section and it is a very exciting time to be sitting in this Chair. My phone and email are constantly with me, so I would love to hear any ideas you may have for our service to you. Don't forget to regularly check the website [www.asqchicago.org](http://www.asqchicago.org) for the latest news and join us on

LinkedIn with the ASQ Chicago Group.

Respectfully,

Dan Brown, Chair ASQ Chicago Section 1201

## Section News

**Job Networking** ASQ Chicago Section is posting New Job Opportunities provided by employers and recruiters to our website. We are glad to inform you that we have added this service to provide better support to our Job Seeking members. Please visit our website on daily basis because we will not remind our members for every new Job posting. Please click the link below and bookmark or save as favorite for future use.



[http://asqchicago.org/jobs/Career\\_Opportunity.htm](http://asqchicago.org/jobs/Career_Opportunity.htm)

If you have more questions, please visit our webpage

[http://asqchicago.org/jobs/job\\_networking.htm](http://asqchicago.org/jobs/job_networking.htm)

If you have more questions, please contact

**Job Networking chair: Luke DiSilvestro 815-575-4436**

### Unemployed Member Benefit News

#### Networking opportunity:

Come early and join the **unemployed members outreach meeting** starting at 5:30 pm before the General meetings. Un-

**5:30 - 6:00 PM Job Networking,**

**Unemployed members**

employed members can take advantage of a 50% discount for Training Institute workshop registrations.

Email [tiregistration@asqchicago.org](mailto:tiregistration@asqchicago.org) for registration information.

**Fee assistance for General 1201 Section Meetings guidelines in the sidebar.**

#### Newsletter Advertising:

If you are interested in placing an ad in the newsletter, please contact Rita Wade at (847) 258-4932 or email [newsletter@asqchicago.org](mailto:newsletter@asqchicago.org) for specifications and due dates. Ads must be submitted for approval prior to being included in the newsletter.

#### DID YOU KNOW?

Unemployed members may receive dinner fee assistance for up to 3 section 1201 meetings per year (Sep - Jun) if requirements are met. The section waives the dinner fee for up to 15 members per meeting for pre-registered unemployed members.

General requirements are:

- 1) Proof of current ASQ section 1201 membership
- 2) Unemployed for at least 30 days prior to section meeting
- 3) Actively seeking employment and
- 4) Enrolled in ASQ section 1201 job networking program.

# RECERTIFICATION NEWS

## Recertification Q& A

### 10 Recert answers you need to know.

**Why can't I send our recert chair, Mr. McCarthy, my recert docs via email? Can't we go green?**

**Answer:** Because of the possibility of email going into junk folders (without the sender or receiver even knowing the email is there) is so great, our recert chair has determined the risk does not outweigh the reward for any one members submission. Junk folders are not routinely checked and often have auto-delete features. That said, the propensity for submissions being lost is increased. Additionally, email versions would still require printing the summary page out for it to be signed by Ed and sent on to Milwaukee. Lastly, email viruses can be a huge detriment to anyone. And as such, Ed does not feel the reward is worth the risk. He is however working with Milwaukee on an ad hoc team to one day put such a system in place where docs could be done electronically if a member pays by credit card.

***I have waited sometimes several weeks to get my paperwork back from Milwaukee. Why so long?***

**Answer:** Our long time recert chair travels extensively for his job. He can be on the roads for weeks at a time. Recerts received while he is away are safely sorted and stored until he returns home. This is why he asks that you put 'RECERT CHAIR' on the envelope so it is not mistaken for junk mail. This is also why Ed asks that you not send anything to him that requires a signature like certified mail or signature receipt required at the post office. Ed's wife is not an ASQ Chicago Section volunteer.....Ed is.....not his wife! If he is not there to do this....the post office will return it to you undelivered. This is also why sending a package next day or two day delivery is a waste of money. If Ed is gone, it still sits! Lastly, once Ed reviews each submission and approves it, he mails them to Milwaukee where they too can take weeks to process Ed's approvals and send out your new docs. Allow at least 8 weeks at a minimum.

***I had my recert docs returned to me because information was missing. Why?***

**Answer:** A members obligation is to follow the simple directions our recert chair and the ASQ ask be followed. And one of them is to fill out the document completely. You are asking someone and an accreditation body of sorts to renew/extend a credential you have. Make it easy for them to do this! Missing information can slow down and in extreme cases stop the paperwork flow. The basic rule is that if a piece of information is needed, there is a reason for it being asked. At a minimum, provide your member number, name and full address, and list your certs and their numbers as called for. And print largely and clearly. This is not difficult. In fact...it is fairly easy.

## Cont. RECERTIFICATION NEWS

### Can we make this process any greener?

**Answer:** Our recert chair has asked all our members to double side copies and copy receipts and name tags etc. etc. as many as you can on one page. All this saves paper. It is also a good idea to email Ed or call him to see what proof he may accept or want as proof/evidence. He has said that most members submit much more than they need to. When in doubt...shout out! Answers are free.

### I forgot when I am due to recertify. Where can I go for this information?

**Answer:** The ASQ website has all the information you need on it. Check there for any dates you need. Additionally, the 1201 website also has plenty of information on it about section affairs. Calling the ASQ will also get you all the info you need like dates, contacts and the recert journal you will need.

### Okay....my hamster died, wife left me, neighbors wife left me, lost my job, lost my records, company has no training budget.....I missed the date, I am short credits.....what can I do?

**Answer:** Email or call our section recert chair. We all know him as ED, the RECERT GUY. [mccarty-hyed@live.com](mailto:mccarty-hyed@live.com) or (847) 518 - 3274 home phone. For the past dozen years Ed has been our go-to guy for the Mighty 1201. Our section holds over 1000 certifications with almost half our membership holding one or more certs ! We earned them, let's keep them. Never assume your cert is lost or hopeless. There are so many ways to earn points and so many ways to flex the dates. We have heard some pretty amazing stories about saved certs so always ask Ed. Now...please be reasonable too. If you lapsed 6 years ago and just now realized it, Ed will tell you to re-take the exam as even he has limitations. And while Ed is understanding, passionate and committed to helping our section members, he must also abide by the ASQ's code of conduct and ethic's and preserve the integrity of the certification programs.

### Why does it cost me anything to recertify. I paid for the test, isn't that enough?

**Answer:** The \$30.00 dollar fee is quite reasonable and remember, it is tax deductible if you itemize. The fee is \$50.00 for two or more certs done together. Many associations and recertification bodies require a fee. There are costs associated with processing the paperwork, the documents themselves, mailings and general administration costs. Amortize this fee over the life of the cert and it is just pennies a day for the credential. Also, the section itself gets \$3.00 from this fee for each cert.

### What is the fastest or easiest way to earn recert points?

**Answer:** Your best CEU or RU value, both time wise and dollar wise is still attending your section 1201 monthly dinner meetings. At .6 CEU's per meeting, you can simply attend 5 meetings a year during the three year recert cycle and earn all the recert credit you need besides your employment points. And if you are short points in any category, Ed will allow you to use more than the 9 CEU's allowed for meetings to make up the difference up to a maximum of 15 CEU's. So even with unemployment issues or company budgets being slashed for training, there are few excuses for not keeping your hard earned certs.

## Cont. RECERTIFICATION NEWS

**So the Recert Guy is flexible on timing issues but what are the timing requirements a certified member should be aware of?**

**Answer:** A cert has a three year life cycle. So you must prove you have kept current with the changing sciences by earning continuing education units or recertification units; CEU's and RU's, to demonstrate you still have the knowledge to deserve the certification. You have a 12 month window to submit your recert docs to Ed. The grace period before and after the lapse date is six months. Ed will grant any member an additional 6 months after the first six months has passed without even asking. Extending the grace period however will NOT extend the cert period. It remains at 36 months. If you need additional time beyond the automatic six months, please advise Ed. If you need time to finish a class or earn more credits, this is very doable. But this eats into the next recert cycle. There are no free rides. Taking an additional 6 months just means your next cycle is up that much sooner !

**When I retire, does my cert retire too?**

**Answer:** That is your choice. The ASQ will allow you to keep your certs active and current provided you meet the three year recert requirements earning the 18 points. You may also retire your certs for a one time reduced fee of \$20.00 but moving forward, when you say you are certified, you must indicate it is a retired cert. John Doe,CQE Ret. instead of John Doe,CQE .

**Okay...one more time, who is our section recert chair?**

**Answer: Ed McCarthy, SSBB, CQE, CQA**

Section 1201 Recert Chair  
601 S. Greenwood Ave.  
Park Ridge, IL 60068  
[mccarthyed@live.com](mailto:mccarthyed@live.com)  
847.518.3274 home

### Recent Re-Certifications

**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.

Carolyn Andrews	Anna Gonzalez	Randall Little	Scott Scordahl
Vinod Bhala	Ken Hamel	Carol Mackowiak	Pat Tagney
Diane Branten	Dale Hendrickes	Mike McAndrew	Chris Tang
Dan Brown	George Jasser	Vijay Patel	Chris Trent
Fred Chonkan	Aaron Johnson	Antonio Pickenpack	Ray Troksa
Don Cochrane	Ed Johnson	Michael Pierret	Julio Vizquete
Kristine Cuthbertson	Jay Keating	Darren Reynolds	Rita Wade
Juan Garza	Eric Kincaid	Tom Schults	Mohammad Zaheerullah

# Lincoln Award for Excellence

## News From The Lincoln Foundation

### ***Does your organization want to improve?***

Of course it does! And if you were at the January monthly meeting, you heard how one organization, Advocate Good improved so much that they were recognized at both the state and national level for their Achievement of Excellence by the Lincoln Award and the Baldrige Award.



As a quality professional, one of your jobs is to help facilitate this improvement. One of the best ways to achieve long-term, sustained excellence is to use the Baldrige Criteria for Performance Excellence as a framework for your improvement journey. And the best resource to help you do this is the Lincoln Award process.

Business, education, health care, and government organizations alike can benefit from using the Criteria for Performance Excellence. Hundreds of Illinois organizations have found the criteria to be a significant tool for improving performance on the critical factors that drive their overall success. The Criteria provides a valuable framework for assessing and measuring performance on a composite of key indicators of organizational performance: financial, operational, and customer satisfaction.

Even if becoming an award recipient is not your immediate objective, submitting an application still offers valuable benefits. The feedback report that every applicant receives contains both strengths and opportunities for improvement – important input that can help your organization improve. The feedback report is a confidential written assessment of an organization's strengths and opportunities for improvement based on its Lincoln Award for Performance Excellence application. It is compiled by a team of leading experts from all sectors – within and outside of an applicant's industry.

### ***Should you become an Examiner?***

Absolutely YES! If you have business experience with some quality experience in manufacturing, service, healthcare, education, and/or government/not-for-profit, you may qualify to become an examiner.

### **TOP TEN REASONS TO BECOME AN EXAMINER**

1. Make valuable contacts and share knowledge with your peers
2. Develop leadership skills
3. Develop consensus and team skills
4. Gain knowledge from and share experiences with senior quality professionals
5. Through training and experience, develop high level knowledge of quality principles
6. Achieve recognition as a quality professional
7. Carry back to your organization: role model methods, processes and knowledge
8. Experience personal continuous improvement
9. Experience the satisfaction of helping organizations progress on their quality journeys

Assist in strengthening Illinois organizations to help maintain and improve our standard of living and make Illinois a great place to live, learn and work

# Cont. Lincoln Award for Excellence

## News From The Lincoln Foundation



Examiner applications are currently available at the The Lincoln Foundation website. The schedule for Examiner training is as follows:

### Examiner dates for 2011:

Examiner Applications due	March 22, 2011
New Examiner Training	April 11-12, 2011 –Tellabs -Naperville
Examiner training	May 3-5, 2011 - TBD
Examiner training	May 17-19, 2011-TBD
Examiner training	May 24-26, 2011-Dist.145 -Freeport
Senior training	June 3, 2011

For more information on how your organization can benefit from The Lincoln Foundation or on becoming an Examiner, visit the website at [www.lincolnaward.org](http://www.lincolnaward.org) or call Carol Fisher at 630-637-1595 x3 or [cganster@lincolnaward.org](mailto:cganster@lincolnaward.org).

There are also a number of training one-hour webinars, starting March 9, to help organizations understand each of the seven Categories of the 2011-2012 Baldrige Criteria. Contact The Lincoln Foundation for more information.

## Chicago Section Executive Board: Elected Officers

Section Chair	Dan Brown	312.615.3530
Vice Chair, Section Affairs	Bob Acerrano	815.922.9797
Vice Chair, Program	Gary Johansson	630.595.6144 ext. 281
Vice Chair, Membership	James Persaud	847.982.1786 H 847.673.2718 x 22731 W
Secretary	Thomas King	630.267.6644
Treasurer	James Walker	630.969.8046

# General Meeting Registration Information

Wednesday, January 12, 2011

## Manzo's Banquets

1571 S. Elmhurst Road

Des Plaines, IL 60018

Phone: (847) 593-2233

Website: for map and directions



Directions: Please verify all driving directions from any of your favorite web search such as Google, MapQuest or Yahoo Maps.



**How to Register** on-line at [www.asqchicago.org/](http://www.asqchicago.org/), click on the Dinner Registration link and complete the required information.

Pricing includes dinner	Members	Non-Members
<b>Early On-line Registration - discounted price!</b>	<b>\$30</b>	<b>\$35</b>
<b>On-line Registration after Friday, February 4, 2011 — 5pm</b>	<b>\$40</b>	<b>\$45</b>
<b>Walk-In (cash only) Registration - Limited walk-ins are permitted</b>	<b>\$40</b>	<b>\$45</b>
<b>Unemployed Assistance - Pre-Registration Required</b>	<b>Special Provisions</b>	

## General Meeting Schedule 2011

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

5:30 - 6:00 PM  
5:45 - 6:15 PM  
6:15 - 7:00 PM  
7:00 - 8:00 PM  
8:00 - 9:00 PM

Job Networking, Unemployed members  
Check-In / Networking / Announcements  
Pre-dinner Session  
Dinner  
Post-dinner Session

Date Month	Facility	Pre-Dinner Program		Post-Dinner Program	
	Location	Program	Speaker	Program	Speaker
Feb 9 '11	Manzo's Des Plaines	Learning Creativity	Praveen Gupta	Innovation Competency for Quality Professionals	Praveen Gupta
<b>Mar 9 '11</b>	TBD	Facility Tour T.B.D.			
Apr 13 '11	William Tell Countryside	Scholarship Presentation	Awardee	TBD	TBD
		Six Sigma Survey results	Shawn Flynn		
Jun 8 '11	TBD	Joe Lisy Award Dinner			