



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
February 2007



Vol. 8
Issue 6

General Meeting Main Session

Speaking Management's Language

Quality professionals are repeatedly told to “speak management’s language” but are rarely told HOW. In this talk, our speaker will present a basic overview of financial reporting and how Quality Managers can use financial reports to build the case for quality.

About Our Speaker

Mr. Robert Bruton, CPA, is the Chief Financial Officer for Metalforming Controls Corporation, The TDJ Group, and Smedberg Machine Corporation. He has graciously agreed to step in for a last minute cancellation. We are looking forward to hearing his interesting and informative presentation.



Please Note the Following Changes in the February General Meeting:



Due to the conflict with Valentine’s Day, the February meeting will be held on the **THIRD** Wednesday of the month, February 21. The Advance Session will still focus on RoHS compliance, but with a change in speaker. The Main Session will now focus on using financial information to communicate quality improvements and savings..

In this issue

Gen. Mtg.— Main Session.....	1
The Value of ASQ Membership.....	2
Gen. Mtg.— Advance Session	3
Notices.....	3
The Lincoln Awards for Excellence	4
Happenings	5
Upcoming ASQ Events.....	6
Newsletter Subscriptions.....	7
Networking and Recertification Contacts	7
Gen. Mtg. Registration Info.....	7
Gen. Mtg. Schedule.....	8

The Value of ASQ Membership

From the ASQ Website

During the ASQ World Conference on Quality and Improvement last May, ASQ Market Research—along with Rigsbee Research—conducted two Member Value discussion groups in which randomly selected ASQ members were asked to identify ASQ membership benefits and assign a dollar amount to each benefit. While this research is not meant to be representative of all members, members can use this information as a guide to estimate his/her own value of their own membership, thus demonstrating its value to employers.

The discussion groups estimated the average yearly sustainable value of ASQ membership to be \$14,235. Put another way, for an annual investment of \$119 (Regular membership dues), members believe they receive \$14,235 worth of value in benefits.

The major categories of benefits identified by the discussion groups included Certification, Training, Section Involvement and Networking.

- Certification was the benefit with the highest dollar value at an average of \$3,000 per year. Members said they believed that the job promo-


tion opportunities and increased responsibilities they received from ASQ certification more than offset the costs of membership and the exams.

- Participants in the 2006 discussion groups rated Training the second highest value at \$2,500. While the participants did acknowledge that nonmembers can participate in ASQ training, members felt that the early notification about training opportunities and the member discounts equate to the high member value.
- Section Involvement was assessed a value of \$1,750. The reasons for section value included opportunities to visit local businesses, listen to local speakers, and attend local training or workshops.
- Networking was estimated to have a value of \$1,750.



Did You Know? Fun Facts About ASQ

ASQ has

- ▶ More  than 93,000 individual members
- ▶ More than 800 corporate/organizational members
- ▶ 252 geographical Sections
- ▶ 26 topic and industry specific Forums and Divisions
- ▶ Partnerships with professional membership societies in 11 countries
- ▶ 215 on staff at world headquarters



February General Meeting Advance Session

Topic

Implementing RoHS: The Supply Chain Quality Challenge

Leading electronics distributor Newark InOne took a uniquely proactive and comprehensive approach to meet the unprecedented and complex quality challenges presented by the European Union's Restriction of Hazardous Substances (RoHS) directive, which took effect last July. This presentation will provide insight into the legislation and the compliance challenges the distributor faced--from data integrity to product segregation--that led to the development of a 10-step Quality Assurance policy unlike any in the industry.

About Our Speaker

Mr. Joeself Daprile is Vice President - US Legal Counsel at Premier Farnell (parent company of Newark InOne). Joe is very well versed on the subject of RoHS and has presented at other functions, most recently in Cleveland.



Notices

ASQ Chicago 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.

The publication of advertisement and the use of the ASQ logo in advertisements does not necessarily constitute an endorsement of that particular product or service by ASQ or Section 1201.

Call for Articles

If you would like to write a quality-related article that would be of interest to the membership of the Chicago Section and are interested in seeing it published in the newsletter, send your queries to Norm Peplow (630) 968-0267 or Lisa Ohm (773) 851-0524, or e-mail newsletter@asqchicago.org.

Newsletter Advertising

If you are interested in placing an ad in the newsletter, contact Norm Peplow (630) 968-0267 or Lisa Ohm (773) 851-0524, or e-mail newsletter@asqchicago.org for specifications, costs and due dates.

Ads must be submitted for approval prior to being in-

The Lincoln Awards For Excellence

ABOUT THE LINCOLN AWARD PROCESS

The Lincoln Awards are the culmination of a thorough analytical process that encourages organizations to achieve their full potential every step of the way. The process begins with the application itself -- a detailed self-evaluation that helps organizations measure themselves against The Lincoln Foundation's seven criteria of excellence.

The next step involves a confidential written feedback report prepared by an interdisciplinary team of trained, professional examiners. This report identifies areas of strength and targets opportunities for improvement. In some instances, award applicants may receive site visits by highly trained examiners, gaining valuable additional insights.

The final step is when the Award recipients are selected by an objective panel of trained, professional judges.

CAN 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
10. 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

WHAT DO YOU DO NEXT?

Go to the Lincoln Foundation website at www.lincolnaward.org.

On the left side of the page you will see 2007 EXAMINER APPLICATIONS where you can download the appropriate application. Applications are due before the end of April, but don't wait.

Copies of the Baldrige Criteria, which are used by the Lincoln Foundation, can be downloaded at: www.baldrige.nist.gov



Happenings

ASQ General Meeting—January, 2007

Pictures by Sam Makwana



January Meeting Main Speaker Dan Burrows,
on Reliability Measurement



Advance Speaker Mark Foster,
Geometric Dimensioning & Tolerancing



The new meeting location in Alsip was
well-attended.

December ASQ Certification exams
at the new exam site.



Some of our hard-working exam proctors.

Upcoming ASQ Events

2007 Six Sigma Conference

February 12-13, Phoenix Arizona.

ASQ's 2007 Six Sigma Conference promises to deliver a powerhouse of case studies and real applications from a full spectrum of reference points, industries, and organizations to help your organization achieve its maximum potential. You'll find answers from actual Six Sigma practitioners who want to share their experiences and tools. See www.asq.org/conferences/six-sigma for more information.

Second Annual Customer-Supplier Relationship Symposium

February 21-23, Phoenix, Arizona.

The symposium starts with a choice of a full-day course on Supplier Management Program Basics, Lean Manufacturing Basics, or Quality Audits for Improved Supplier Performance, or a tour of Sonora Quest Laboratories: Linking Customer Satisfaction to Financial Results. Then the next two days will include a fast-paced conference to explore the many changes and trends in Customer-Supplier relationships, including topics on building an effective supply chain, lean supply chain challenges, and managing the increasingly global nature of our supply chains. www.asq.org/conferences/customer-supplier-symposium.

15th Annual International Conference on ISO 9000, February 26-27, Lake Buena Vista, Florida.

This conference continues to be the leading conference on ISO 9000 and related standards. It will help shape how you do business and how you prepare for the 2008 revisions. The industries represented at the conference are a cross-section from aerospace, defense, government, automotive, service, public safety, financial, healthcare, and many more. www.asq.org/conferences/iso-9000.

19th Quality Management Conference

March 1-2, Dallas, Texas.

Tough competition and a tightening economy compel today's organizations to provide superior products and services. ASQ's Quality Management Division recognizes the need for awareness and implementation of quality management systems in the service sector. In addition to the classic quality management topics, "Essentials for Excellence" will provide tracks directly related to the needs of service sectors such as healthcare, government and nonprofit organizations. Pre and post-conference courses will provide basic introductory quality concepts as well as intermediate and advanced courses, such as Lean and Six Sigma. www.asq.org/conferences/quality-management.

The Quest for Excellence Conference: The Official Conference of the Malcolm Baldrige National Quality Award,

April 15-18, Washington, DC.

For more than eighteen years, the Quest for Excellence has provided a forum for the recipients of the Baldrige Award to showcase their exceptional performance practices. Role model organizations in manufacturing, service, small business, education, and health care have shared their journeys to excellence with the nation. Pre-conference workshops include topics such as Getting Acquainted with Baldrige, Intermediate Baldrige, and an Advanced Workshop on Using Your Assessment for Improvement. The Quest for Excellence provides an opportunity for in-depth learning about the best practices and results of these world-class companies.

Baldrige.nist.gov/Quest_for_Excellence.htm.

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 2005-2006 year. ☺

Contact Information

Job Networking

Muhammad Siddiqi – (847) 882-5826
 asqjobsnetwork@hotmail.com

Recertification

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

Chicago Section General Meeting – Wednesday, February 21, 2007

William Tell Restaurant

6201 W. Joliet Road
 Countryside, IL 60525
 (708) 352-1101

Program Schedule

5:30–6:00 p.m.	Check-in / Networking
6:15 p.m.	Advance Session
7:00–8:00 p.m.	Dinner
8:00–9:00 p.m.	Post Dinner Session

Directions:



Exit Stevenson (I-55) at Joliet Road and proceed east to the William Tell Restaurant, at the corner of Joliet Road and La-Grange Road. From North or South, take I-294 to I-55. Call the restaurant for more detailed directions.

How to Register



- Register on-line at www.asqchicago.org/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 are currently being discontinued.
- Registration and payment on-line is *secure*.

Cost



- **Registration** - payment required at time of registration: members \$35, nonmembers \$40
- **Walk-ins** - subject to availability, cash or check only: members \$40, nonmembers \$45
- **Program only** - attendance without dinner, no charge, registration is required
- **Unemployed members** - Special provisions are available, registration is required

Notes



- No credit cards accepted on night of meeting.
- No refunds will be made for cancellation after 5:00 p.m., Monday prior to the meeting or for a no-show at the meeting.
- Accepted credit cards: Personal - American Express, Discover, Master Card, Visa;
 Corporate - Master Card, Visa
- Questions? Call Dan Brown at (312) 615-3530

Register on the ASQ Chicago Website — www.asqchicago.org/onlinereg.htm



American Society for Quality
 Chicago Section 1201
 PO Box 87530
 Chicago, IL 60660-0530

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

Dated Material

The Society of Professionals Dedicated to the Advancement of Quality

Chicago Section General Meeting Schedule — 2006-2007

Date	Facility / Location	Program Topics — Advance / Main Sessions
Sep. 13	Maggiano's Oak Brook	<ul style="list-style-type: none"> ▪ Introduction of the Board, Services & Goals ▪ Achieving Business Excellence
Oct. 11	Wellington Arlington Heights	<ul style="list-style-type: none"> ▪ Forum on the Future of Quality/Quality Management in the New Business Paradigm
Nov. 8	Oak Meadows Addison	<ul style="list-style-type: none"> ▪ Recognitions Awards by the ASQ Board ▪ Workplace Strategies to Reduce Stress
Jan 10	Doubletree Alsip	<ul style="list-style-type: none"> ▪ Geometric Dimensioning and Tolerancing ▪ Reliability Measurement
Feb 21**	William Tell Countryside	<ul style="list-style-type: none"> ▪ Supply Chain Quality When Implementing the RoHS ▪ Speaking Management's Language
Mar. 14	Hillside Expo Center (Holiday Inn Hillside)	<ul style="list-style-type: none"> ▪ Selecting the Right Registrar For Your Company ▪ Lean Enterprise +/- Six Sigma
Apr. 11	Manzo's Des Plaines	<ul style="list-style-type: none"> ▪ KISS Communication ▪ Balanced Scorecard
Jun. 13	TBD	<ul style="list-style-type: none"> ▪ Joe Lisy Award & Dinner

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

** Due to the conflict with Valentine's Day, the February meeting has been moved to Feb. 21