



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

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General Meeting – Main Session

Put Your Internal Audit System on Steroids with Quality Comity

Break away from the technical mumbo-jumbo and join Mike in a light hearted moment that makes fun of ourselves as Quality Professionals and describes how Quality Concepts apply to everyday life.

Mike Micklewright has found that humor is a much needed asset in our ultra-conservative world of Quality. You may have already enjoyed unique Mike’s sense of humor if you’ve experienced either of his widely popular and entertaining video series “The ISO Auditors Are Coming!”, “Auditing Nuts and Bolts”, or if you have seen his pictured ads in the back of Quality Progress.

Easy initial registration and surveillance audits, in which only a couple of non-conformities are discovered, give the impression to employees that internal auditors should be just as easy. They should not be. If a company truly wants to continually improve itself and its processes, internal auditors should be encouraged to be tough. Just as a spade is a spade, a non-conformity is a non-conformity. Then, not only should auditors audit for compliance, but they need to start auditing for effectiveness, as required by ISO 9001. This presentation will shed light on how this can be accomplished.

About Our Speaker

Mr. Mike Micklewright is President of 10 year old *QualityQuest, Inc.*, a consulting, training, and facilitating company, based in the Chicago metropolitan area, specializing in ISO 9001, ISO/TS 16949, Six Sigma, Lean Concepts, and the integration of these. Mike is an ASQ Certified Six

Sigma Black Belt, Quality Auditor, Quality Engineer, and Quality Manager. Mike holds a General Engineering degree from the University of Illinois and has worked in design, manufacturing, and quality engineering for the Saturn Corporation of General Motors and SeaquistPerfect Dispensing in Cary, IL.

Mike has given a wide variety of speeches and has had many articles published. He developed, produced, acted in, and sells the very popular, *The ISO Auditors Are Coming! The ISO Auditors Are Coming, Auditing Nuts and Bolts*, and his most recent *The ISO/TS Auditors Are Coming! The ISO/TS Auditors Are Coming!* training videotapes.

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Register for General Dinner Meetings at www.asqchicago.org



February's General Meeting Highlights

Lela S. Perteet — Programs Chair

Excellent food, great people, and useful information were the dynamic duo for insuring an exceptional evening at the February dinner meeting. 118 guests were present to hear information shared by two industry experts from the Panduit Corporation. It was great to see several new members and first time attendees. Per the survey results, overall satisfaction was 100%.

Marlene Mathis started the evening with an engaging presentation on "The Continual Improvement Process-From Strategy to the Bottom Line." She explained that continual process improvement is the incremental process of a becoming a smarter, stronger, and more successful organization. The following are steps for the continual improvement process: 1. Deciding what's important; 2. Communicating what's important; 3. Analysis and action; 4. Process orientation; 5. Effective problem solving; 6. High-impact auditing; 7. Building the culture of continual improvement. She stressed the importance of involving top management, appointing a champion, to communicate vigorously and the need to cultivate the culture.

Leading Change can be a challenge, and once again this challenge was demonstrated when John Durante started

the main session requesting that everyone change their seats. Although there was resistance, being a champion of change, John welcomed the opportunity to highlight how a simple request can cause resistance. He shared the eight step process as listed in the book *Leading Change* by John P. Kotter. John shared various tools to help an organization or individual successfully manage change.

Based on the survey results both presentations received high marks. For an on-line copy of these presentations, please visit our website:

www.asqchicago.org/meetingpresentations.htm

Our volunteers for the evening: June Morita, Sam Makwana, James Persaud, Dan Brown, Jim Walker, Ray Wick, Phil Catrinza, and Lela Perteet.

Raffle Prize Winners: Glenn Henning, Diane Braaten, Deidra Johnson, Stella Babula, Rich Jacobs, Boyce Grier, Qaisar Hanif



Quality Management Software Survey participant- Robert Williams

Share Your Suggestion-Diane Braaten



Notes & Reminders



June Certification Exams

Lisa Royal — Certification Chair

The April first deadline is fast approaching for the June certification exams. Here is a snapshot of exams being given in June.

- **Certified Quality Auditor** exam tests the standards and principles of auditing including sampling, questioning and evaluating a quality system against a standard.
- **Certified Calibration Technician** exam includes testing basic metrology, and calibration systems. Don't forget the basics of a quality system and statistics.
- **Certified Quality Improvement Associate** exam is considered great for those not from traditional quality fields. It tests the basics of a quality system,

teams, and continuous improvement.

- **Certified Quality Engineer** exam has one of the most expansive bodies of knowledge. It includes quality system planning, development, implementation and verification. It also covers statistics, reliability and problem solving.
- **Certified Software Quality Engineer** exam is for those possessing an in depth knowledge of software quality development and evaluation. The test covers software quality management, analytical methods, verification and validation.

You can register for and find out more about each of the exams on line at www.asq.org. Check out the information regarding training institute exam review classes and workshops in this newsletter and at www.asqchicago.org.

General Meeting – Advance Session
**Personality Traits and the Impact
 to Team Effectiveness**



Regardless of whether you are a team member, team facilitator, team leader, continuously fighting quality problems, you have to interact with other human beings. Some of those people you like, some you don't, and some you just can't figure out where they are coming from.

Have you ever wondered why you never see eye to eye with that one manager or co-worker? Do you wonder why they never seem to agree with you or understand your point of view? Are you annoyed by some team members or just can't communicate with them? Personality mismatches may be part of the problem and understanding personality theory may be part of the solution.

A rapidly growing body of research suggests our personality can be consistently and accurately defined by five major personality traits called the Five-Factor Model, or Big 5. When two people have personality traits at the same end of the scale they tend to get along, while personality traits at opposite ends of the scale may create some conflicts. It doesn't mean you will never get along, only that you need to be more aware of how you act and react and how the other person acts and reacts. You will need to work, not harder, but a little smarter to make yourself understood and to understand the other person. The personal benefits of all this better understanding can be less stress, fewer confrontations, and reduced anxiety.

The bottom line workplace benefits are in terms of personal, team, and leadership performance improvements, professional success, and getting along better with your superiors, peers, and subordinates.

The presenter will cover the history, theory, and empirical workplace applications of the Five-Factor Model of Personality as it applies to teamwork, leadership, and the individual. Additionally, Mr. Kotterman will briefly discuss his dissertation research on leadership using the Five-Factor Model and opportunities to participate.

About Our Speaker

New to the world of quality, James Kotterman was certified by Six Sigma Qualtech as a Certified Black Belt in 1999. Since then he has attained ASQ certifications as a Quality Manager, Quality Engineer, Six Sigma Black Belt, Quality Auditor, Quality Improvement Associate, and Quality Technician. Mr. Kotterman has an associate degree in electronics from DeVry University, a bachelor's degree in psychology from Elmhurst College, master's degree in organizational psychology from National-Louis University, and is currently completing his dissertation for a PhD in Industrial and Organizational Psychology from Capella University. He currently works for International Truck and Engine Corporation.



ASQ Newsletter Information

Subscription Information and Address Changes

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 in Milwaukee. You can change your mailing address on the ASQ website www.asq.org. Sign-in and follow links to your profile and then follow instructions to update.

Archived and current newsletters can also be viewed and printed from the Chicago Section website www.asqchicago.org. Follow the Newsletter link to newsletters.

Questions regarding the Newsletter? Contact Norm Peplow at (630) 968-0267 or www.npeplow23@aol.com.

Networking Corner

Luke DiSilvestro — Networking Chair



Open Job Postings

New job postings are now distributed by e-mail only to section members who are registered with Luke. Paper copies are no longer being mailed or distributed at the monthly dinner meetings.

Job Candidates List

The candidates list is also maintained by Luke. The list has a professional summary and contact information for each person listed. The list is available by e-mail from Luke. Job candidates are listed for a period of 60 days. If candidates want to remain on the list, they must notify Luke for each additional 60 day period. Luke DiSilvestro can be contacted by phone at (847) 343-6098 or by e-mail at www.jobs@asqchicago.org.



Recertification Honor Roll

Ed McCarthy — Recertification Chair



Hats off to the following Chicago Section members who again proved they have the “Right Stuff” and met the requirements for maintaining their ASQ certifications from June through December 2004. Together, these 77 members hold a total of 114 certifications. Your Chicago Section Officers and Board Members congratulate and wish you continued success.

Diego A. Acuna	Kenneth Hamel	Michael Pierret
George Alukal	Qaisar Hanif	Robert Rarick
Richard Amstadt	Dale Hendricks	Alexander Ratkus
Carolyn Andrews	Timothy Hoeller	Randy Robertson
Navin Kumar Arora	John Hoffman	Viola Rosenburgh
Denise Bednar	Jay Keating	Tom Sabel
L. Chase Brissey	Gary Kiphart	Mukesh Shah
Jerome T. Brown	Martin Kopp	Rama Shankar
Meta Brown	Edward Krch	Jeffery Sharp
Mike Buettner	David Kroman	Joseph Shepard
Robert Butler	Robert Lihosit	John J. Sohn
James Calhoun	Randall Little	Jim Stoffel
Amparo Cannon	David Luepke	Lawrence Strouse
Don Cochrane	Carol Mackowiak	Kannan Sundaram
Kristine Cuthbertson	Tariq Masud	Patrick Tagney
Steven Deiter	Hank Mickley	Christopher Tang
Luke DiSilvestro	Ronald Miller	James Teska
Carlos Dominguez	Gary Miyake	Martha Urban
Janice Eckhardt	Willard Morton	Vic Uvero
Mark Ehrlicher	Everette Motley	Kitty Wakefield
Judith Elliott	Mark Muehlhausen	Marytherese Walk
Scott Fisher	Kevin Neale	Don Winter
David Fleer	Marie Nikolic	Mohammad Zaheerullah
Greg Gome	Danial O'Brien	Linda Zatkalik
Patrick Greaney	Moruf A. Olaosebikan	
Paul Guess	Benard Pepping	

Recertification 4-1-1

Ed McCarthy, **The Recert Guy**, has a new phone number and now can be contacted at

(847) 392-3500

or

e-mail emccarthy@methode.com

Contact **The Recert Guy** regarding recertification issues, questions or problems.



Cert. Exam Dates for Jan.-June 2005

Certifications	Application Deadline	Exam
CQT, CRE, CMI, CHA, CQM, CSSBB	Jan. 7	Mar. 5
CQE, COA, CSQE, COIA, CCT	Apr. 1	Jun. 4
Questions? Call Hari Soni at (847) 405-2130		

Nominations for the Chicago Section ASQ Board



At the March 9, 2005 General Meeting, the Section Membership will elect Officers for the July 2005 – June 2006 year. Selections of the Section Nominating Committee are presented below.

Office	Candidate
• Chair	James Persaud
Vice Chairs	—
• Sec. Affairs	Christopher Trent
• Program	Richard Heller
• Membership	Andrea Lutian
Administration	—
• Secretary	Ronald Tozydlo
• Treasurer	Aniko Divicseri
• Director	Peggy Bowling
• Director	James Walker

Additional nominations were accepted from the floor at the February 9th General Meeting and can also be submitted by mail to the address below. In order to be valid, additional nominations must be in the hands of the Nominating Committee by March 4.

To be valid, all additional nominations must include:

- A signed letter of acceptance from the nominee stating willingness to serve if elected and
- At least three signed letters of nomination from section members who hold Member, Senior, Fellow or Honorary Grade

Chicago Section Nominating Committee
P.O. Box 2008
Northbrook, Illinois 60065-2008

Training Institute Schedule

Table Topics at the March General Meeting

To participate in Table Topics, please register for your place at the table.
 Visit www.asqchicago.org for description and to register for the meeting and Table Topics.
Please register early, seating is limited to the first 8 attendees who register for a given topic.



No.	Topic	Facilitator
1.	Team Conflict in Quality	Sean Murphy
2.	Using Teams to Implement SPC and Improvement Strategies	Jack Blazejak
3.	The Role of the Quality Professional in Company Turnaround.....	H. Scott Tonk
4.	How to Mix and Mingle Like a Pro: A Prerequisite to Effective Networking....	Gloria Petersen

Chicago Section General Meeting – March 9, 2005

<u>Location</u>	<u>Program Schedule</u>
Oak Meadows	5:30–6:00 p.m. Check-in & Networking
900 N. Wood Dale Road	6:00–7:00 p.m. Advance Session
Addison, IL	7:00–8:00 p.m. Dinner
(630) 595-0071	8:00–9:00 p.m. Main Session
	9:00–9:10 p.m. Raffle Drawings

Directions: Oak Meadows is located at 900 N. Wood Dale Road, at the intersection of Wood Dale Road and 3rd Avenue, one mile north of Lake Street (Route 20) and 1/2 mile west of Route 83.

How to Register

- *Fax and telephone registrations have been discontinued.*
- Register on-line at www.asqchicago.org/onlinereg.htm and complete the required information.
- Walk-ins are limited and subject to availability, please register prior to the meeting.

Cost

- **Registration** - payment required at time of registration: members \$25, nonmembers \$30
- **Walk-ins** - subject to availability, cash or check only: members \$30, nonmembers \$35
- **Program only** - attendance without dinner, no charge, registration is required
- **Unemployed members** - special provisions are available, registration is required

Notes

- Registration and payment on-line is *secure*.
- No credit cards accepted on night of meeting.
- No refunds will be made for cancellation after 5:00 p.m., Monday, March 7, or for a no-show at the meeting.
- Accepted credit cards: Personal - American Express, Discover, Master Card, Visa
 Corporate - Master Card, Visa
- Questions? Call Lela Perteet at (773) 640-7169

March Dinner Meeting Raffles & Prizes

- **Special Raffle** – Invite 5 or more paying guests to the March Dinner Meeting and you will be entered into a special raffle to win a dinner for 2 at downtown Chicago’s Ruth Chris Steak House with valet parking! **To be valid, at time of on-line registration, each guest registration must list the name of the person who invited them to the March Dinner Meeting.**
- **Special Raffle** for a class hosted by the Customer-Supplier Division class. You must be present to win.
 - Quality Audits for Improved Supplier Performance, Tuesday, April 19, 2005 or
 - Supplier Certification – The Link in Supply Chain Management, Wednesday, April 20, 2005.
 Enter this raffle only if interested in attending a class.
- **The first 25** who register on-line will be entered into a raffle for a \$25 gift card.
- **Four random drawings** for \$25 gift cards.





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The Society of Professionals Dedicated to the Advancement of Quality

Chicago Section General Meetings for 2004-2005

Questions? Contact Lela Perteet at (773) 640-7169 Register at our website www.asqchicago.org	Date	Location	<u>Program Topics</u> Advance / Main Sessions
	_____	Maggiano's, Oak Brook	Presentation of the Chicago ASQ Board, Services & Goals / Using Customer Input to Drive Organizational Improvement
	_____	Manzo's, Des Plaines	How to Search for a Job / Save American Manufacturing
	_____	Wellington of Arlington, Arlington Heights	Recognition / The Future of Quality
	_____	La Mirage, Rolling Meadows	Prioritization with Executive Buy-In / Quality Standards
	_____	Maggiano's, Oak Brook	The Continual Improvement Process – From Strategy to the Bottom Line / Leading Change
	3/9/05	Oak Meadows, Addison	Personality Traits and the Impact to Team Effectiveness / Put Your Internal Audit System on Steroids with Quality Comity
	4/13/05	The Millennium (formerly Ripples), Darien	Building an Effective Network / Risk for Quality Improvement
	6/8/05	TBA	Joe Lisy Award Dinner

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