



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
March, 2007



Vol. 6
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General Meeting Main Session

Kaizen Blitz

An American Twist on a Japanese Improvement Model

"Kaizen" is a cornerstone of Lean Enterprise and can be translated as "Baby Steps". Kaizen is the practice of taking small, but continuous, steps toward process improvement. These small steps can eventually lead to profound improvement over time, but Americans are too impatient for that! We want those profound changes now, hence the development of "Kaizen Blitz".

Mr. O'Dowd will introduce us to Kaizen Blitz, including its theory and practice by using examples of its implementation. Using Kaizen Blitz can deliver the gains from Kaizen improvements in a very short time frame. The strengths and weaknesses of this model will also be discussed along with recommendations to avoid common pitfalls.

About Our Speaker

Walter O'Dowd is a consultant who brings more than 20 years of management experience to his clients. Walter has a common sense approach and a roll-up-your sleeves attitude that clients appreciate when looking for system improvements across department lines to gain efficiencies in operations, sales, engineering, and customer relationships.

His specialties include training and implementation of Lean Manufacturing (Toyota Production System) concepts and tools. He solves problems with creativity versus capital expenditures that yield a lasting bang-for-the-buck.



Prior to choosing the life of a consultant, Walter was an Engineering Vice President with US Filter, a multi-national equipment supplier.

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Section Announcements

NEW LEAN SUPPORT NETWORK BEING CONSIDERED FOR THE SECTION

Many of you may remember our ISO Support Network that was established in the late '80s to assist with developing the skill sets of our members to implement ISO 9001. The network eventually folded as enough members gained sufficient knowledge and experience to implement ISO without this support.

Lean Enterprise has entered such a phase as this. Currently more people want assistance with implementing Lean than resources exist to support. As with ISO, the best way to learn is by doing and the best way to do is with each other.

As a result, some of the Section leadership feel that we should create a new "Lean Support Network". While the Society has the "Lean Division" to develop lean knowledge for our members, that nation-

wide effort does not necessarily result in local assistance.

The Chicago Section is arguably the best local section in the ASQ and we strive to develop and implement new ways to serve our members. We can draw on the resources of the section as well as the Lean Division to create this support network. Through it, all interested companies in the Greater Chicago Area can implement effective Lean Enterprise solutions.

If you are interested in participating in this new Lean Support Network, please contact me by email at danbrown@dbpsllc.us or calling me at 312-615-3530. Thank you in advance for your interest in this network.

Respectfully,

Dan Brown, Vice-Chair Programs, 1201 Chicago Section, ASQ

Greetings Chicago Section!

We've had a tremendous response to this year's programs. The Programs Team has done several different things this year, and it appears that these actions have been very well received by you, our customers. The most noticeable change has been putting some meetings further south than any meetings in recent years. Due to a lack of history with these locations, we did not reserve many extra meals but stayed close to the count of those making advance reservations.

The actual response to these locations was overwhelming and in both instances (Alsip and Country-

side) we were forced to put up additional tables to accommodate you. This is very good news to the section, but it also detracts from the presentation when this occurs. I understand that there are many reasons to avoid making advance reservations, but it is easy to get your price refunded if your schedule changes. While we will continue to do everything in our power to accommodate walk-ins, we do prefer you to make your reservations ahead of time. Please make your reservations today for the March meeting.

Respectfully,

Dan Brown
Vice-Chair Programs 2006-07
1201 Chicago Section, ASQ

March General Meeting Advance Session

Topic

Choosing Your Registrar: An Approach to Success

Obtaining a registration certificate is not the end of your management systems journey. It is a milestone in your continuing pursuit of business excellence.

Registrar selection is a critical component for the continued growth of your management system, but this also can be a daunting task. With over 100 choices available, are there any differences or are all Registrars the same? This presentation will provide some insight into selecting a Registrar that compliments your system, understands your organization and will become a partner in your pursuit of business excellence. Bill Mitchell will define a process to measure Registrars, and determine which will provide the greatest value to your organization.

About Our Speaker

Bill Mitchell is the Regional Account Executive for QMI/Quality Management Institute. With 13 years in Sales and Sales Management his success can be



attributed to one simple belief, old fashioned customer service. What does this mean? Ask him, he would love to tell you. Bill will provide a unique perspective into Registrars and Registrar relationships and which of the hundreds of choices will meet your specific requirements.

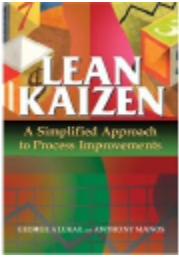
The New ASQ Chicago Board for 2007-2008

At the February General Meeting, the membership elected the following section members to the Board for the July 2007– June 2008 year. In this capacity, they will

establish the direction, goals and manage section activities. We wish them success in their new leadership positions.

OFFICE	ELECTED OFFICER
Section Chair	Christopher Trent
Vice Chair—Section Affairs	Mark Ehrlicher
Vice Chair—Programs	Michael Glowacki
Vice Chair—Membership	Dan Brown
Secretary	Krista Alsleben
Treasurer	Ray Wick
Director	James Persaud
Director	James Walker
Director	Jayne Leone

Book Review — Lean Kaizen



Lean Kaizen: A Simplified Approach to Process Improvements

By George Alukal & Anthony Manos
Published in 2006

We do not often write book reviews for the section newsletter, but I believe that you will agree with me that this book certainly deserves positive press here.

It is my opinion that Lean Manufacturing (or Lean Enterprise since the process has moved beyond the production floor) is the most significant development in the field of quality to come about since ISO 9000 and I believe that it has the potential to save American industry from foreign competition. It is difficult to maintain minimal inventory and react fast to production changes or supply problems when your supplier is half a world away.

A breakthrough process like Lean Enterprise may seem unapproachable to those who have not yet been involved with it, but it does not need to be complicated to be effective. Using real-world experiences from their consulting and training experience with lean, the authors drive this point home.

“Lean Kaizen” is written by Chicago Section members (and leaders), George Alukal and Anthony Manos, and is published by ASQ’s Quality Press. These two gentlemen are among the foremost experts in Lean Enterprise in the country. Their clear and concise writing style has resulted in perhaps the most approachable and comprehensible book on the subject written to date.

”Lean Kaizen” provides practical and hands-on guidance for organizing and conducting kaizen events at your company. Included in the book is a CD with

copies of forms and reports introduced in the book. Unfortunately, these documents are in Portable Document (*.pdf) format and difficult to modify, but can be effectively used to help create documents suitable to your needs.

The authors present the issues, concerns, road-blocks, and solutions for implementing Lean through the Kaizen process as learned from their experience with many of their consulting clients. Like their clients, the examples used are applicable to nearly any industry or setting (hmmm, will it work in my basement?...).

You will have an additional opportunity to learn about this book and Lean Enterprise at the March 14th Chicago Section ASQ meeting in Hillside. Walter O’Dowd will be our post-dinner speaker on the subject of Lean Kaizen drawing heavily from his experience in Lean implementations in many different companies. Further details on that presentation are included on page 1 of this newsletter.

Finally, I wish to add one more note. Elsewhere in this newsletter is an announcement from me soliciting interest in a “Lean Support Network”. As with ISO 9001 in the past, our membership deserves the maximum support that the section can provide to assist you in implementing Lean Enterprise solutions for your employers. Please read that announcement and, if interested, call or write to let me know.

Submitted by Dan Brown

Upgrade to ASQ Senior Membership

Are you a **Regular** ASQ member that has been working in the quality profession for some time? Would you like to upgrade to Senior membership?

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers Senior Membership for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior membership rewards members with enhanced benefit selections.

You may apply for Senior membership status if you meet the following criteria:

- Been an ASQ Regular member in good standing for one year
- Have 10 years of professional experience
- Meet one of four professional criteria outlined on the Senior Membership application

The [Application for Advancement to the Grade of Senior](#) is available on the ASQ website at:

<http://www.asq.org/pdf/membership-applications/senior-member-application.pdf>.

Senior Benefit Options

ASQ has changed the benefit options available to Senior and Fellow members. A choice of one of the extra benefit options below is included with membership dues of \$119.

- Select one journal of your choice
- Select two divisions of your choice
- Select one additional section of your choice

Other Membership Upgrades

If you are an Associate, Forum/Division, or Student member, you can also upgrade to a Regular membership. Details are available on the ASQ website.

To upgrade or for additional information, contact Alan Mendelssohn at AlanMendelssohn@OfficeMax.com

ASQ Chicago Section High School Scholarship

Each year, our section sponsors a scholarship to recognize a graduating high school student with scholastic achievement and contributions to Quality. The amount of the yearly award is \$1,000. This scholarship is open to high school seniors in the Chicago Metropolitan area. The applicant must be planning and eligible to continue his or her education at an accredited university, college, vocational school or junior college within the next school year.

The 2007 scholarship has been closed and the applicants will be notified shortly, but it is never too soon to start thinking about submitting an application for the 2008 scholarship.

Details and additional information about eligibility and applications are available on the scholarship website,

<http://www.asqchicago.org/scholarship.htm>.

Recertifications

Congratulations to the following Chicago Section members who once again proved they have the “Right Stuff” and met the requirements for maintaining their ASQ Certifications. The following ASQ members were recertified from late December, 2006, through February, 2007. Your Chicago Section Officers and Board congratulate you and wish you continued success.

Imram Haq	Moruf Olaosebikan	Daryl Bechdolt
James Davis	Meta Brown	Karen Ryan
Dale Wallace	Boris Drizin	Vijay Sanghui
Marc Levinson	Abel Miranda	Tom Wise
David Muthler	Naresh Nohria	Scott Pierson
John Kendrick	Nancee Estes	Greg Sipla
Martin Wambach	Ray Wick	Catherine Mintautas

And to all our Chicago Section members, remember that when it's time to recertify, call or email Ed McCarthy (847-392-3718 x279 or emccarthy@methode.com) as you are preparing your recertification package. Ed can give you the skinny on recertification and save you from possible rework.

Certification Exams

The deadline for June Certifications is fast approaching!

April 6th is the application deadline for the following certification exams offered by ASQ on June 2nd.

Calibration Technician
 Quality Engineer
 Quality Improvement Associate
 Quality Process Analyst
 Quality Technician
 Six Sigma Green Belt

Software Quality Engineer

You can access information regarding the exams at www.ASQ.org. From the home page select the quick link, Certification Exams. You can apply for certification on line as well as find information regarding the body of knowledge of each exam, requirements, additional dates and much more! If you have any questions, please contact Lisa Royal at l.royal@comcast.net or by phone during the evenings at (847) 758-8511. If you leave a message please include complete contact information.

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

Contact Information

Recertification

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

Chicago Section General Meeting – Wednesday, March 14, 2007

Chicago Hillside Hotel (formerly Holiday Inn)

4400 Frontage Road
Hillside, IL 60162
(708) 944-9300

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:



From the North/South: Tri-State (I-294) to I-290 Chicago East exit, to Mannheim Rd. (exit 17). Follow Mannheim Rd. North (17B). At top of ramp stay in your lane to get back to I-290 (west). Get off at the first exit, Wolf Rd. (exit 16). Turn right at the stop sign and follow the road around into hotel parking lot.

From the West: East-West Toll way (I-88) to I-290 Chicago East. Stay in the right lane for Mannheim Rd. (exit 17). Then follow directions above.

From the East: Exit the Eisenhower Expy. (I-290) at Wolf Rd. (exit 16). Turn right at the stop sign and follow road around into the hotel parking lot.

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



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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	Chicago Hillside Hotel Hillside	<ul style="list-style-type: none"> • Selecting the Right Registrar For Your Company • Kaizen Blitz
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.