



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
May - June 2006



Vol. 5
Issue 8

May - June General Meeting

Mark Ehrlicher to Receive the Joe Lisy Award

Created in 1959, the Joe Lisy Award is given annually in the memory of Joe Lisy for outstanding service to the Chicago Section. Joe Lisy worked tirelessly behind the scenes, eagerly doing anything that would help the flow of a program or an activity. He anticipated and compensated for every possible problem that any Section activity might encounter. Joe Lisy never drew attention to himself; instead he always managed to pass the credit on to someone else.

After his death, the Chicago Section established the Joe Lisy Award to recognize exemplary members for their unselfish contributions to the Chicago Section. It is in this spirit that this year's selection was made.

The Joe Lisy Nominating Committee and the Chicago Section Board proudly announce the selection of Mark Ehrlicher as the recipient of the Joe Lisy Award for 2006.

Mark's introduction into the Quality field began in 1974 while working the docks at General Electric (Hotpoint) Major Appliance Group in Cicero IL. A Quality Inspector position was posted so he applied for it. In order to prepare himself for the test, Mark decided to take an accelerated course in Metrology. He obtained the highest score on the test and after a few interviews, was awarded the position. Mark became involved in the Quality Circle Program and soon became a group leader and Facilitator. After completing Management Training, Mark got his first taste in becoming an instructor teaching Metrology and Trigonometry. During his 18 years at General Elec-

tric, Mark worked in various divisions of the appliance group including Refrigeration, Fabrication, Range, and Home Laundry. He held numerous Quality positions during this period including Inspector, Lab Technician, Quality Group Leader, and Quality Process & Capability Specialist, until the operations moved out of Illinois. Mark was temporarily hired by Jackson Hose to develop and implement a Quality Department/System. His efforts proved fruitful by bringing down the return rate of product, from over 25% to less than 1%. Moving on to Pansuit in 1993, Mark has held various positions in the quality field including Inspection, Quality Foreman, Quality Specialist, and his current position as Quality Engineer.

Mark has received certifications in Aviation, Music, Electronics, Penetrant Testing, Magnetic Particle Test-

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Joe Lisy Award Dinner — Thursday, June 8, 2006 — 6:00 P.M.

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To register for any of these courses, please go to www.qcinspect.com/register or call (800) 959-0632

To receive our monthly newsletter with articles, training dates and locations, please go to www.qcinspect.com/optin. For a complete course listing of all of our quality-related public seminars with dates and locations, please visit www.qcinspect.com/calendar or call us for more information.

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(Continued from page 1)

ing, Ultrasonic Testing, and Radiography Testing before graduating Cum Laude and receiving his degree in Non-destructive Evaluation Technology.

Other than teaching Metrology and Trigonometry at GE earlier in his career, Mark enjoyed the teaching aspect so much he decided to teach music. Another opportunity arose while working at Panduit to teach various courses that include Basic Quality, Basic Metrology, Blueprint Reading, GD&T, Quality Philosophy, Inspection Techniques, and Advanced Quality Planning among others. As an instructor for the ASQ Chicago Section Training Institute, Mark's teaching includes CMI Prep, CQT Prep, Auditing, and some aspects of the CQE Prep to name a few. Mark states, "The biggest joy as a teacher/instructor is when the student gets it." He also finds no better reward

than to learn that a student has passed their certification tests.

Mark became a member of ASQ in 1991, but did not really get involved until persuaded by Maurice Maurer. As a volunteer, he has held multiple positions as Parliamentarian, Assistant Treasurer, Treasurer, Nominations Committee Chair, and was recently elected as the Vice-Chair of Section Affairs for 2006-2007. He has also served on various committees including Awards, Nominations, Scholarships, among others, has been a proctor for certification exams, and is an Associate Director for the ASQ Chicago Section Training Institute.

Mark has been married 15 years to Sandra.

The Joe Lisy Award dinner in honor of Mark will be held on **Thursday, June 8, 2006.** ☺

Congratulations Mark!

Commentary from James Persaud — Chair, Section 1201 — Chicago

Believe it or not, we are about the end of our fiscal year. As I stated in the commentary at the beginning of the year “we are fortunate, in that this year, unlike the recent past, we have several new executive board members. This could mean a bigger learning curve. The up side is that, with new members come new ideas, great, just what we need”.

We started the year with not quite a complete complement of board members. We also lost a few during the course of the year. This made steering the section, somewhat more challenging. The upside is that we have a number of dedicated and willing individuals who are resourceful and took on the challenge. As a result, the team was able to successfully complete the planned activities – the TI courses and the general meeting programs, to mention the more challenging ones. A somewhat new event was that we were able to award a monetary scholarship towards the higher education of one our member sponsor.

As Chair of the section, it has been a challenge, but a learning experience also. It is satisfying to be able to serve in return for what was offered by predecessors. I

hope that the membership we serve find it as satisfying also. The results of the evaluations and feedback we have been progressively obtaining indicate the affirmative. That is from the ones who participated.

Thanks to all the members for the support and participation through the year. I want to extend a special thanks to the executive board members who consciously executed in their capacity. It is only with their conscious effort and support that we were able to complete the year in the manner we did.

We have nominated and elected a new executive board to serve in the coming year. One in which we feel confident that will continue the level of expectation from you our members. They can only do it with your support. We look forward for your continued support.

In closing, let me take this opportunity to wish all, a wonderful, enjoyable and relaxing summer. As quality practitioners, you are expected to do it safely. We look forward to your participation in the years to come.

Here is feedback we received from you during this year. I challenge you to better this next year! ☺

ASQ-Chicago Section General Meeting Survey Results – 2005-2006 Term

Month	Sep	Oct	Nov	Jan	Feb	Mar	Apr	Cumulative
Location	Oak Meadows	Maggiano's	LaMirage	Wellington	Maggiano	Manzo	Oak Meadows	POA (95%)
Mini-Speaker Session	86%	90%	100%	100%	74%	97%	97%	92%
Main-Speaker Session	100%	100%	71%	98%	100%	97%	96%	94%
Meeting Location	89%	100%	90%	95%	100%	92%	93%	94%
Food & Service	75%	100%	90%	90%	100%	100%	96%	93%
Facilities	83%	100%	100%	100%	100%	97%	84%	95%
On-line Registration	81%	—	—	92%	100%	97%	100%	94%
Check-in	100%	—	—	58%	100%	100%	100%	92%
Overall Satisfaction	88%	100%	91%	96%	100%	100%	100%	96%
Were expectations met?	75%	73%	71%	—	—	—	—	73%
Total Surveys	18	39	41	69	31	39	33	—

Register by Saturday, June 3 for Joe Lisy Award Dinner

Notes & Reminders

Instructor Tryouts

On July 22 and July 29, 2006 the Chicago Section Training Institute will discuss requirements and hold auditions for persons who wish to become Instructors in the Section's educational programs.

Tryouts will be held from 9:00 AM to 12:00 Noon in Room A-242 at Harper College on Algonquin Road in Palatine.

Prior registration is required as is attendance on both Saturdays. To register, call Ilene Boler, the TI Secretary, at 800 – 422 – 2478. A campus map and other information about Harper College can be found on the College's website, harpercollege.edu. ☞



Letters of Congratulations for Mark Ehrlicher

Colleagues, family and friends traditionally submit letters of congratulations to the recipient of the Joe Lisy Award. Letters of congratulation to Mark will be collected in an album that will be presented to him at the award dinner. Your letter of congratulations addressed to Mark should be sent to:

Peggy Bowling Milz
642 Jerrells Avenue
Fort Walton Beach, Florida 32547

VOLUNTEERS WANTED

ASQ Chicago section board is looking for volunteers to serve the board activities for Yr 2006-2007. Most "wanabees" have questions regarding what is required in terms of time and sacrifices. Well, we are not asking too much.

Most positions require you to attend board meetings each month on first Wednesday evening from 6 PM to 9 PM (or send your proxy), provide updates on your activities and communicate mainly through emails and phone for the rest of the month. Some positions may require more than that. Depending upon expertise, interests and various technology related capabilities, you can serve the board in your "spare" time and enjoy a free dinner once a month. Outstanding services always get recognitions and awards too. Requirements are very few, you must be Chicago Section member and of course, some free time to spare.

Please send information to Sam at

sam_makwana@ameritech.net

The ASQ Chicago Newsletter 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 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. ☞

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.

Contact Information

Job Networking

Luke DiSilvestro – (847) 343-6098
jobs@asqchicago.com

Recertification

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

Congratulations to the ASQ High School Scholarship Winner—Susan Rapp

The ASQ Chicago Section 1201 has awarded the 2006 Maurice Maurer Memorial Scholarship to Susan Rapp, an honor student at Schaumburg High School. Susan will be studying music at Illinois Wesleyan starting this fall. Susan's winning essay is printed below.

ASQ High School Scholarship Application Essay on "Quality"

By Susan Rapp

This spring I have the opportunity to direct the musical *Charlie Brown* at Schaumburg High School, with the sponsorship of Choir director Tim McGlynn. As director, I am responsible for the quality of the performances, and the ultimate success of the production.

The standards of measurement to determine quality will first and foremost be the script, followed by the expectations I set for myself based on how I have seen the show performed in the past. The script contains a synopsis and the dialogue, along with cues for the actors to follow and indications of props and sets to be used.

The success of the show will be based on a variety of things. First, the week before the show is when everything falls into place; from the actors and sets to the sound and lighting crew. The smoothness of this 'tech week' will be a test run of its efficiency. Another important measurement to consider will be the reviews of the show, both professional and otherwise. The audience is the toughest critic, and the most important to impress. If the audience responds well, I will know that the show was well directed and well received, and word-of-mouth will hopefully affect the ticket sales for the second weekend. The most important measurement of success in my opinion is the ticket sales, because the audience is the customer the actors are looking to satisfy.

There are many actions I plan to take to achieve this success. Directing a show is a daunting task, but manageable. With the involvement of an adult sponsor, I plan to keep a detailed schedule of rehearsal times, which will be strictly followed to avoid falling behind, and updated if necessary. Good time management is important because it affects the efficiency. I hope to anticipate any problems I might encounter, specifically by casting understudies to take over if any actor should get sick during the run of the

show. I also plan to advertise the show around the school and community to create awareness and sell more tickets.

I may encounter constraints which will hinder the progress of the show, including the dimensions of the stage. If I plan to have a large cast, I need to find ways to fit everyone on stage comfortably during dance numbers, for example. In preparing the rehearsal schedule, I also have to deal with the actors' conflicts, which will need to be reconciled by cooperation. Another constraint will be the budget, since the school will not sponsor the project. The money that the cast and crew contribute will cover part of the cost. One way to conserve money is to make the sets and costumes, or borrow from other theater companies. I am determined to work around these constraints to produce the best show within my means.

My interest in the quality of the show reflects a lifelong love of music and performing. Beyond this show, I hope to direct and motivate children to enjoy learning and performing music. A teacher who I would consider influential would most importantly have a passion for the material. Such a teacher can then effectively influence students' feelings toward the class, subject, etc. I would like to be an influential music teacher; one is able to transfer a passion for music to my students, hopefully sparking their excitement as well. From my participation in various music ensembles, I've realized the power of music as well as the value of art in any form. I believe that the discipline of learning to play an instrument has the power to influence a person's life in numerous ways, from organization skills to coordination. Helping children develop useful skills they can utilize throughout life would in fact drive me to become a better teacher and musician. Turning my talents and hard work into a career will give me the satisfaction of passing my experiences to another generation. ☺

*Note: The play was a great success.
Our congratulations to you Susan!*



Happenings

General Meeting - April 2006

Pictures by Sam Makwana



Dan Brown



Lincoln Foundation speaker Paul Kuchuris & Dan Brown



June Morita



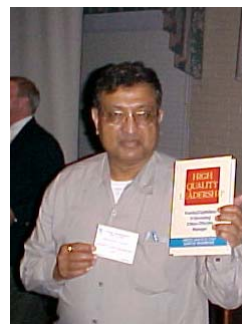
The Lincoln Foundation Team



Scholarship Awardee Susan Rapp



Six Sigma Speaker Salil Sheth



←----- Raffle Prize Winners -----→

Thanks to Sam Makwana for taking pictures at the meetings and supplying them for the newsletter during the past term.
The Newsletter Team

Joe Lisy Award Dinner – Thursday, June 8 – 6:00 P.M.

The Clubhouse Restaurant
298 Oakbrook Center
Oak Brook, IL 60523
(630) 472-0600



Directions to The Clubhouse Restaurant

The Clubhouse is located in the Northeast corner of the intersection of route 83 and Cermak Road (22nd Street) in Oak Brook, on the South side of the Oakbrook Center Shopping Mall between Lord And Taylor and Neiman Marcus facing Cermak Road.

From Chicago

90/94 East to 290 West, to 88 West. After passing through the first tollbooth, take the first exit, Cermak Road. Turn left at the next light, on to Cermak Road (22nd Street). At the first light, turn right into Oakbrook Center shopping mall.

From The West

Follow 88-East to Chicago. Exit Midwest Road. Turn right onto Midwest Road. At the first light turn right onto Cermak Road (22nd Street) after passing Route 83. Turn left into the Oakbrook Center shopping mall.

From The Northwest

Follow 355 south and exit Butterfield Road (Route 56). Turn left onto Butterfield heading east until passing Route 83. Turn left into Oakbrook Center shopping mall.

From The North

Follow 294 south, to 88 west. Take the first exit after passing through the first tollbooth (Spring Road). Turn left onto Cermak Road (22nd Street) and then right into the Oakbrook Center shopping mall.

From The South

Follow 294 north, to 88 west. Exit the first exit after passing through the first tollbooth (Spring Road). Turn left at Cermak Road (22nd Street). Turn right into the Oakbrook Center shopping mall.

How to Register



- Register on-line at www.asqchicago.org/onlinereg.htm and complete the required information.
- Seating is limited and is available to Chicago Section members in good standing only.
- Registration deadline: Saturday, June 3, 2006 at 5:00 p.m. CST. No walk-ins can be accepted.
- Menu choices: Chicken Piccata, Farm Raised Tilapia, Seared Tenderloin of Beef, Vodka Pasta (Vegetarian)



Notes

- Questions? Call Richard Heller at (847) 204-9262



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Chicago Section General Meeting Schedule — 2005-2006

Date	Location	Program Topics — Advance / Main Sessions
9/14/05	Oak Meadows, Addison	<ul style="list-style-type: none"> ▪ Presentation of the Chicago ASQ Board, Services & Goals ▪ Accepting the Leadership Challenge
10/12/05	Maggiano's, Oak Brook	<ul style="list-style-type: none"> ▪ IETC — A Treasure Chest of Services ▪ Interviewer - Interviewee: a Look at Both Sides
11/9/05	LaMirage, Rolling Meadows	<ul style="list-style-type: none"> ▪ Recognition by ASQ Section Board ▪ Supplier Quality in a Global Economy
1/11/06	Wellington of Arlington, Arlington Heights	<ul style="list-style-type: none"> ▪ Guaranteed Ways to Put Your Audience to Sleep ▪ So, You Want to Become A Registrar Auditor?
2/8/06	Maggiano's, Oak Brook	<ul style="list-style-type: none"> ▪ Sarbanes-Oxley Act of 2002 and Quality ▪ QMS and EMS Together
3/8/06	Manzo's, Des Plaines	<ul style="list-style-type: none"> ▪ Characteristics of Good Metrics ▪ Selling Six Sigma to Sales
4/12/06	Oak Meadows, Addison	<ul style="list-style-type: none"> ▪ Six Sigma Project ▪ The Lincoln Foundation for Performance Excellence
6/8/06*	The Clubhouse Restaurant, Oak Brook Center	<ul style="list-style-type: none"> ▪ Joe Lisy Award & Dinner

***The Joe Lisy Award Meeting will be held on Thursday, June 8, 2006**