



Newsletter of the ASQ Chicago Section 1201 June 2010



General Meeting: June 25, 2010 Manzo's Des Plaines IL

Joe Lisy Award Banquet

Hari Soni to receive 2010 Joe Lisy Award

Created in 1959, the Joe Lisy Award is given annually in the memory of Joe Lisy for outstanding ongoing service to the Chicago Section. Joe Lisy was a respected and admired member of the Chicago Section in its early years. He worked tirelessly behind the scenes, eagerly doing anything that would help the flow of a program, the Section's business or an activity of the Section. Joe often anticipated and compensated for every possible problem that any Section activity might encounter. He was a prolific planner and completed tasks with seamless perfection. Joe Lisy rarely drew attention to himself; instead, in a most gracious manner, he often passed the credit and accolades on to someone else.



Joe passed away and was sorely missed. It was not until after his death, that the fullest value and extent of his efforts were recognized and appreciated. To assure this would not happen again, the Chicago Section leadership established the **Joe Lisy Award** to recognize exemplary members of the section for their unselfish ongoing contributions to the Chicago Section. Since its inception, 50 members of the 1201 have honored Joe Lisy by carrying on his legacy of selfless giving.

It is in this continued spirit of selfless giving that this year's recipient selection was made. It is with great pride and pleasure, that your Section's Nominating Committee, the Chicago Section Board and the Joe Lisy Committee proudly announce the 2010 Joe Lisy recipient, **Mr. Hari Soni**.

Hari Soni has been a quality professional and a Senior member of the Chicago section since 1994. He has served on the ASQ board in numerous roles but most notably as Proctor Chair, since 2003. Anyone who has taken a certification exam since then has probably seen Hari, been encouraged by Hari, or simply motivated by Hari's incredible smile. As a proud quality professional, Hari is an ASQ Certified Quality Engineer as well as a Certified Manager of Quality/Organizational Excellence. His expertise spans much more than our own section. Hari has participated at the ASQ Corporate level to write questions for the CMQOE and CQPA exams. He has also served in the capacity to score the essay questions of the CMQOE exams and to serve as a regional judge for the IMEA (International Team

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Excellence Award).

After graduating with a degree in Electrical Engineering in 1984, Hari worked as a Service Engineer for an electronic instrumentation company, as a Plant Engineer in a textile mill and then as a Project Engineer for a government-run electric utility company. With a can-do attitude and a strong desire to succeed and better himself and his family, Hari immigrated to the United States in 1993. He recognized the universal application of Quality Principles and the tools and techniques of our field. He recognized that they applied to all business forms and sought employment in the quality field. He has worked as a Quality Engineer and a Quality Manager for Chicago Extruded Metals Company and Champion Electronics; a manufacturer of Quartz Crystal Oscillators used in telecommunications. Currently, Hari is the Corporate Quality Manager at Solo Cup Company, a leading manufacturer of disposable dinnerware. In this role, he works with New Product Development, Sales and even Marketing to provide product solutions to customers like McDonald's and Starbucks. He also manages the supplier quality programs.

Hari will tell you he enjoys his position as the proctoring chair as it gives him an opportunity to serve his fellow section members on a personal level. He loves to network and socialize with his fellow proctors. He and his dedicated team of proctors, to which he extends a HUGE 'thank you,' strive continually to improve the overall experience of the examinees. Those who have sat for an exam can attest that Hari and his team make the stressful event rather seamless and painless. Along with proctoring the regular certification exams four times a year, Hari and his team have proctored special exams held at Seminars and Exhibitions at the request of ASQ.

Hari has been happily married to his wife Vandana for 23 years. Vandana has a graduate degree in Chemistry, an undergraduate degree in education and works as a Para educator. They have two wonderful children; Jhanvi, their daughter, is a graduate student while their son Hiren, will be a freshman in high school next year.

Having lived in India for 30 years, Hari greatly appreciates what the United States has to offer and is very optimistic about the future of this country and the economy. He enjoys good music, movies, reading and is a keen observer of current events. He loves his trips back home to India and looks forward to them every few years. It's a time for family and to nurture and renew relations with friends and extended relatives in India. Two of Hari's sisters and some of the extended Soni family, which is 300 strong and growing, live in the Chicagoland area.

On life mantra's, Hari will tell you he strongly believes that we should never take anything for granted and enjoy each and every moment of our life. We should focus on what is good; never forgetting our roots, our friends and our family. A famous Indian saint by the name of Kabir once wrote "When I was born, the world smiled and I cried. However, I will do such deeds that when I leave, I will be the one smiling and the world will be the one crying." Hari feels we all should lead such a life that when we die, others cry while we smile.

**Thanks Hari for your talent, your time,
your wise words and all you do for our section.**

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.

Your address and contact information are maintained by ASQ headquarters and can be changed by web, phone or mail:

- On the web, 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 2009-2010 year.

Section News

The [2010 Joe Lisy Award Dinner](#) will be held on [Friday, June 25](#), at Manzo's in Des Plaines. This is not our usual meeting date, so please make a note and plan to attend to honor Mr. Soni.

LETTERS OF CONGRATULATION FOR HARI SONI

Colleagues, family, and friends traditionally submit letters of congratulations to our newest Joe Lisy Award recipient. The letters will be collected in an album that will be presented to Hari at the award dinner. Your letter of congratulations, addressed to Hari and sent care of **Dan Brown** at **4006 Raymond Ave, Brookfield, IL, 60513** or by email to danbrown@dbpsllc.us by June 23, 2010. If you are unable to send your letter in advance, please bring it with you to the dinner where it will be added to the album.

IMPORTANT Recertification Update - ASQ Summer Break

If you have not already mailed your recertification documents, please hold off doing so until September. Continuing past practices, recertifications are not processed over the ASQ summer break, June through August. Please hold your submissions and send in your recertification packet after *August 2010*. No one should worry about date deadline for the June six month grace period for December 2009 lapses. If you have a lapse date of December 2008, June 2009 or December 2009, you still can submit your docs to me after August. No one will lose their certifications for recertification timing issues during this summer break period. Packet reviews will resume in September. Thank you. *Your Recertification Chair, Ed McCarthy.*

Scholarship News

Calling All Authors

The Chicago Section 1201 is offering a \$1000 Section Member Quality Award for an original Quality Paper on how your dedication to quality reflects ASQ's goal to **Make Good Great**.

All you have to do is become a member of the Chicago Section 1201 and submit your entry to be eligible. Applications for the ASQ Chicago Section 1201 Member Quality Award for 2010 may be downloaded from the ASQ Chicago website <http://www.asqchicago.org/>. Applications must be received by **September 1, 2010** so put on your thinking cap and get your papers in!

2011 High School Scholarship Applications

If you are a member of the ASQ Chicago Section 1201, you can sponsor a graduating high school senior in the Chicago Metropolitan area for a \$1000 scholarship. Download the 2011 High School Scholarship application from the Chicago Section 1201 website <http://www.asqchicago.org/>. The application deadline is December 1, 2010.

Unemployed Member Benefit News

The April Unemployed Members Support Meeting, Mr. BB Dewan, Senior Member, ASQ Section 1201, addressed the group on the subjects on Reliability Engineering and Risk Management, and Cloud Computing, providing a very informative meeting for the members.

Unemployed members should note that there is a 50% discount available for all Training Institute workshop registrations.

News From the Training Institute

By Jay Frischkorn

During the April general meeting, we presented a short program that outlined some key changes we are making in the Training Institute. What follows is a short summary of that presentation. To see the slide program, please visit the Chicago Section's website.

Refocused and Re-launched

We are proud to announce the re-launch of ASQ Chicago's Training Institute. Members of the chapter's leadership board, Training Institute directors and instructors have been working to assess courses, effectiveness and financial structure of the Training Institute for the past 18 months. Mark Ehrlicher (TI Director) and Michael Glowacki (Section Affairs) played key roles in leading this effort.

The changes we are making to the institute will help to refocus its mission by providing both quality technology and management development skills training for our members. With the re-launch, we will be introducing new topics, changing the length and cost of core training programs, providing e-learning, webinars and special updates.

Building on Our Legacy

The Training Institute has been an important part of the development of quality professionals in the region since the late 1940's. Many people don't realize that the founding of the Chicago Section in 1944 as the Chicago Society for Quality Control actually predates the founding of the national ASQ by several years.

Our mission of providing professional quality training was born out of the necessities of the Second World War. Many of our founding members provided training for quality inspectors, managers and production employees intended to improve product quality in war industries. The Training Institute grew out of an ongoing need to train more professionals to meet the demands of post-war industries and to develop advanced skills in statistical control and quality management.

In 1946, the Institute launched a "two day" program in statistical quality control. By the end of the 1960's, the Institute had launched a 16-week Quality Engineer Certificate program – the predecessor of the Certified Quality Engineer (CQE) program launched by the national association in 1968 - and presented the section's first Quality Management courses.

Throughout the following decades, the Training Institute continued to innovate and enhance the expertise of our members, delivering courses in ISO, Quality Systems, DOE, Lean, 6-Sigma and Quality Engineering and other quality technologies.

The changes we are making now build on this tradition of content and training innovation.

An Integrated Curriculum

The Training Institute has always provided excellent technical training. But as we looked at our course offerings we realized that we were missing an extremely important piece of the puzzle – management and leadership skills development. Being effective in organizations takes more than just applying technical knowledge. We also need to effectively communicate at all levels of the organization, manage change and lead people if we want to succeed as a quality professional in today's markets.



To meet these demands, we are restructuring the Training Institute's course offerings into an integrated curriculum (see figure, previous page). The foundation of this curriculum is Quality Technology. These are the core quality technology skills that all professionals need or need to understand how to apply.

Along with these basic skills, we also identified key Business Skills, including leadership, communication and finance that can be as important to the success of quality improvement and management as any of the technical skills. Taken together, these two content areas support ASQ Certification training and preparation programs. Finally, this foundational content support a Professional Development curricula that focuses on Change Management, Implementation and project management skills, black belt training and advanced DOE.

Innovative Delivery

Not only are we changing the list of titles offered, we are also be updating the way we are presenting training. We will continue to offer exciting classroom experiences, with more hands-on workshops where you will be challenged to solve Real Problems. We are also creating e-learning modules focused on some of the fundamental concepts and basic knowledge needed to succeed in the more advanced courses. Making online training available will reduce the time spent in live training covering this material, making that time more productive and focused.

Our classroom training is also changing. Courses will operate with fewer sessions. We will be featuring more on-site/customized programs and introducing new pre-paid learning packages that let you pick and choose your own mix of topics and courses and volume discounts.

As you can imagine, this is a very ambitious "remodeling" program and we will not be able to implement all of these changes at once. Many of these changes will, however, be introduced starting in the Fall 2010 term. And you will see an ongoing series of announcements as subsequent changes are implemented.

Lincoln Award for Excellence

News From The Lincoln Foundation

Lincoln Foundation for Performance Excellence is the state of Illinois program modeled after the national Malcolm Baldrige Quality Award. The Foundation runs training events and conducts an application and award process.



Why use Baldrige/Lincoln criteria? Below are documented results from two manufacturing organizations.

- **Honeywell Federal Manufacturing & Technologies**
 - Overall customer satisfaction reached or exceeded 95%.
 - Customer product quality and reliability reached 99.9% for traditional customers and 99% for nontraditional customers.
 - 72% of the workforce indicated a "positive environment," compared with 58% for commercial best-in-class manufacturers.
 - Use of the Six Sigma Plus Continuous Improvement Model resulted in cost savings from increased productivity and deployed innovations of \$23.5 million–\$27 million annually.

- **Cargill Corn Milling (CCM)**
 - CCM saved more than \$15 million from 2006 to 2008 by using ideas generated by employees.
 - The error-free delivery rate was 99% or above from 2005 to 2008.
 - The operational reliability effectiveness rate, a ratio of actual production to commercial demand, reached 95%—three points shy of the world-class benchmark set by the Society of Maintenance

and Reliability Professionals.

- Per-bushel costs held steady from FY2006 to FY2008 even though energy costs increased 50–80%, chemical costs rose 30%, and maintenance costs increased 10%.

Lincoln Foundation Upcoming Events:

ASQ Member Discount 20% off workshop registration fee

Situational Leadership

September 30 @ Tellabs, Naperville

This popular one day seminar is designed to improve employee performance and help leaders, both seasoned or new to the position, understand the demands that are being placed on them in today's business environment.

Project Management and Delegation

November 9 @ Tellabs, Naperville

During these difficult economic times, strong project management is difficult when you are simultaneously dealing with having less people to do more work, needing to be more innovative, and reducing costs. This interactive workshop is for anyone who manages projects and wants to implement best practices. Project status reporting templates will be introduced.

ASQ Announcements

Dear ASQ Section Member,

Join ASQ in giving back to your section! Your section will earn \$75 for every ASQ member who attends a course at the Brookfield, WI, course cluster in June! Call 800-248-1946 and provide priority code **WI1201**.

You can choose from:

Course #	Begin Date	End Date	Course Name	Member Price	Nonmember Price
2161	6/14/2010	6/18/2010	Introduction to Quality Management	\$1,650	\$1,995
2123	6/14/2010	6/15/2010	Quality Audits for Improved Performance	\$1,125	\$1,410
2119	6/14/2010	6/18/2010	ISO 9001:2008 Lead Auditor Training (RABQSA)	\$1,595	\$1,695
2117	6/14/2010	6/15/2010	16 Hour ISO 9001:2008 Lead Auditor Training	\$1,045	\$1,145
2118	6/14/2010	6/18/2010	Auditor/Lead Auditor Training for ISO 13485	\$1,595	\$1,695
2120	6/14/2010	6/17/2010	Guide to Process Improvement and Change	\$1,175	\$1,470
2163	6/14/2010	6/16/2010	Root Cause Analysis	\$1,175	\$1,470
2162	6/14/2010	6/18/2010	Introduction to Quality Engineering	\$1,650	\$1,995
2124	6/16/2010	6/16/2010	Process Based Auditing	\$605	\$830
2164	6/16/2010	6/18/2010	Internal Auditing to ISO/IEC 17025	\$850	\$950
2122	6/17/2010	6/18/2010	Lean for Service	\$975	\$1,100
2121	6/17/2010	6/18/2010	Cost of Quality: Finance for Continuous Improvement	\$1,020	\$1,295

Brookfield, WI course cluster can earn your section \$75!

When:

June 14 – 18, 2010

Where:

Sheraton Milwaukee Brookfield
375 South Moorland Road
Brookfield, WI 53005
Phone: 800-325-3535

That's right! You earn \$75 for your section just by attending ASQ's local training. This money will go to support section activities, including our local training programs and other events.

If you have been considering earning CEUs and/or taking an ASQ course, now is a great time! To take advantage of this offer, all you need to do is call **800-248-1946** and provide priority code **WI1201**. Learn more about the courses online at www.asq.org/

Brookfield2010. Courses are subject to cancellation if there is insufficient enrollment.

Tell Your Peers!

Make sure to pass this on to your professional colleagues!

Quality Corner

Managing a Business Process

By Alan Mendelsohn

All of us are involved in implementing business processes throughout our workday. But how do we manage them effectively and efficiently to achieve the desired results? There are three steps that are needed to be able to manage any process. These are

1. Understand the process,
2. Know how the process is currently performing,
3. Improve the process when the performance is not what it should be.

Sounds simple enough, right? As with most things in business, there are more details in each of these steps that we need to consider if we want to be successful.

To understand a process, we first have to know who the customer of that process is, what they want from this process (their requirements) and what the goal is to be able to meet their requirements. We also have to know what inputs are needed from others (the suppliers) to be able to implement the process. For those not familiar with Six Sigma, this is what is known as a SIPOC (Supplier, Input, Process, Output, Customer). But it is also important to understand the different steps involved in implementing the process. There are various ways to model a process: flowcharts, value stream maps, or computer modeling. Which one is most appropriate depends on the method currently used in your organization and how much detail is needed.

In defining a process it is important to remember that there are multiple levels of processes and, at each level, the process owner is responsible for managing the process. It is also very important to be looking at the current state (as-is) process. This is what is being managed. And in defining the process, don't just look at the flow of activities; also consider the various components needed to implement a process. These include materials, systems, documentation, environmental factors, people, and tools and equipment.

The second step in managing a process is knowing how it is currently performing. This requires that we identify and implement some key process and results measures. A results measure checks whether the process is meeting customer requirements. A process measure looks at those key activities in the process that must be controlled if the desired outcome is to be achieved. Next, monitor these measures against their targets to determine if the process is performing as expected or if we will have to go into an improvement mode. Remember, the measures are the "Voice of the Process" speaking to us. We just have to be smart enough to understand what they are saying.

When process performance is not what it should be, an improvement effort is required. Depending on what the data is telling us about the process and the various improvement approaches an organization is using, a formal improvement effort may be required. One of a variety of problem solving processes can be used. Some of these include the five-step DMAIC (Define, Measure, Analyze, Improve, Control) process of Six Sigma, various Lean tools, the procedures we identified for corrective and preventive action as part of our ISO-9000 manual, or maybe some simple observation and actions based upon discussions with those involved in the process who are seeing the problem. The important thing is to make the decisions based on the data. When improvements have been successfully implemented, the measures that showed there was a problem should now show the improvements.

Alan Mendelsohn is a Process Improvement Consultant who has been implementing continuous improvement methodologies for over 27 years. He has been a member of our section since 1992 and is an ASQ Fellow.

Happenings

Congratulations to our 2010 High School Scholarship winner. The 2010 ASQ Chicago Section 1201 Maurice Maurer Memorial Scholarship has been awarded to **Erik Brown** for his paper on quality. Erik's winning essay is reprinted below.



Quality, by Erik Brown

Merriam-Webster's Dictionary defines quality as a degree of excellence or a distinguishing attribute. Lately there has been a decline of quality in the field I plan to make a life out of, teaching. The United States was once as much a superpower militarily as it was educationally. However, it seems as if America has put the latter on hold. America has focused more on military than education. As a teacher I will have to provide an education to the children that will be a distinguishing attribute in their life.

In the summer of 2009 I was handed my first memorable opportunity to teach, albeit indirectly. I was elected to be the Senior Patrol Leader of my Boy Scout Troop for the weeklong summer camp. While holding this position, I was to ensure all the younger scouts had the information they needed to succeed at camp, a microcosm of society. I had to teach them how to respect their peers as much as those above them. The task was not the easiest I have been given, however throughout much work early on, they discovered how important it was to obey all the rules, do everything the best they could, or simply how to get to places on time. There were early struggles with communication and the respect factor, but once they were taught how to do this correctly, the campsite ran like a well oiled machine. This taught me how I could teach these young men efficiently while still providing the same quality. I am sure you know the challenges in this task.



Quality is something quite rare in almost everything nowadays. As Steve Jobs once said, "Be a yardstick of quality. Some people aren't used to an environment where excellence is expected." I take this quote to mean numerous things, but the one that stands out is the better you do your work when no one expects it to amount to anything, the better it will be. This is applicable to what I plan to do in life because the better work I do as a teacher when the students expect poor work, the more they will learn, and the better they will learn it. The better the work in a poor environment, the better it will seem.

The desire to teach sparked in me when I started high school. My history teacher was a very good teacher. He found a way to keep us involved and learning day in and day out. He made the class even more interesting to me than the subject already was. He knew how to keep the kids paying attention and happy without giving up time to the lesson. He is the kind of quality teacher I strive to become one day.

The thought of quality in my future never really crossed my mind until I started looking at colleges. All the schools I am looking at attending all boast to be the one of the best in the region. They are ranked high in "US News and World Report" lists. The quality is as important to the institution as the cost and programs available. When I embark upon my college life, wherever that may be, I am sure that I will be getting a quality education from the selected school. At the school I will attend, I hope to learn how to develop lesson plans for the classes so I can know what I am going to talk about, and hopefully improve the quality of my teaching with examples that can relate to the students' lives. Also by planning out what I will do, I will hopefully have the students learn what I want them to, which would be key for not only the tests, but so that they learn about the subject and know it so they can improve the general education of their high school careers.

A teacher is one of the more underrated jobs in the market. A teacher molds a child's life, the path they take, the enjoyment of the class, and possibly the direction of their life. If the teacher cannot provide a quality education to a child, they may not discover the love they may have inspired in the students life. Every time a lecture is given or a lesson taught, if it is not done with quality and enthusiasm, the children will become uninterested and ignore the teacher. Quality education is lost through teachers who are not incorporating quality teaching techniques into their everyday classes. I will try my hardest to give my students the highest quality

General Meeting Registration Information

Joe Lisy Award & Dinner – Friday, June 25, 2010, 6:00 P.M.

Location

Manzo's Banquets
1571 S. Elmhurst Road
Des Plaines, IL 60018
(847) 593-2233

Directions:



From the South—Take 294 North to I-90 West. Exit northbound Elmhurst Rd. Travel past first stop light to Manzo's on your right.

From the West—Take 53 North to I-90 East. Exit northbound Elmhurst Rd and follow directions above.

From the City—Take the Kennedy Expressway West, past O'Hare Airport to I-90 and follow directions above.

How to Register



- Register on-line at www.asqchicago.org/, click on the Dinner Registration link and complete the required information.

- Seating is limited and is available to Chicago Section members in good standing only.

- Registration deadline: **Monday, June 21**, 2010 at 5:00 p.m. CST. No walk-ins can be accepted.



- Questions? Call Ed McCarthy at **(847)518-3274** or mccarthyed@live.com

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

Chicago Section General Meeting Schedule — 2009-2010

Date	Facility / Location	Program Topics — Advance / Main Sessions
Sep. 9	William Tell Countryside	<ul style="list-style-type: none"> Introduction of 2009-2010 Board, Services & Goals Role of Quality in Corporate Strategy
Oct. 14	Manzo's Des Plaines	<ul style="list-style-type: none"> Automating Your QMS Achieving Process Excellence Using the 4P Model
Nov. 11	Doubletree Downer's Grove	<ul style="list-style-type: none"> Recognition by the ASQ Chicago Section Board The Supply Chain Quality Management Imperative
Jan. 13	IIT Rice Campus	<ul style="list-style-type: none"> If Japan Can Why Can't We (DVD Viewing and Discussion) Hosted by Mike Micklewright
Feb. 10	William Tell Countryside	<ul style="list-style-type: none"> Architecting Sustainable Enterprise Transformation Adding a New Theme to Design of Experiments
Mar. 10	Manzo's Des Plaines	<ul style="list-style-type: none"> Why Risk Management Matters The Spider Web of Quality Risk Management
Apr. 14	Doubletree Downer's Grove	<ul style="list-style-type: none"> Scholarship and Training Institute Presentations Value Stream Mapping
Jun. 25	Manzo's Des Plaines	<ul style="list-style-type: none"> Joe Lisy Award & Dinner

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