



Newsletter of the
ASQ Chicago Section 1201
November, 2009



General Meeting: November 11, 2009
Doubletree, Downers Grove

General Meeting Main Session

The Supply Chain Quality Management Imperative

EMNS, Inc. is the leading supply chain quality management company focused on quality assurance and material performance in supply chains backwards to suppliers and suppliers' suppliers and forwards to customers. Customers include Energizer, Goodyear, Morton Salt, other Fortune 1000 companies.

About Our Speakers: John McGlenn, international sales director, EMNS, Inc., Personal background in CAD/CAM, ERP, and SCM.

Kurt Nusbaum, executive vice president, EMNS, Inc., responsible for product direction, development and customer satisfaction.

General Meeting Advance Session

ASQ Chicago Section 1201 2009-2010 Recognition and Service Awards

This year's Chicago Section Recognition and Service Awards will be presented to the following individuals and teams on November 11, 2009, at the Section General Meeting:

Founder's Award

Lynn Torbeck is being recognized for his continuing contributions to the Quality Profession and his service to the Chicago Section.

Distinguished Service Awards

The following people have worked conscientiously in support of the Chicago Section. These individuals have made dedicated contributions in continuing section activities with a high degree of effectiveness.

John J. Blazejak and Krista Graham.

Meritorious Service Awards

The following organizations have made contributions to the Chicago Section's activities and programs:

Doubletree Downers Grove and Plexus Corporation.

Special Service Awards

For the year 2009-2010, the following individuals are being recognized for special contributions made in support of Chicago Section activities:

Thomas King, Pratap Mehta, Alan Mendelsohn, Mary Ann Swerhun and Alan Van Ornum.

Service Anniversary Award

Presented to Chicago Section members who have now entered their 30th year of membership in the American Society for Quality (Control):

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Thanks to the 2009-2010 Recognition and Awards Team.

Mark Ehrlicher, Recognition and Awards Chair

Chair's Corner

Greetings Section 1201 Members!

Not only are our efforts at improvement going well, but your board has been invited to present to the ASQ Board of Directors about what we are doing in Chicago. I am personally pleased that the strong contributions of so many members are being noticed by Headquarters.

We have a strong presentation lined up for the November meeting. Though it is a last minute change due to scheduling conflicts, the Programs team tried to keep to a related theme. More details about the EMNS presentation will be announced later.

The NIQC 2009 went very well and I saw several of you there. The new location at the Naperville extension campus of NIU was ideal for the conference and will remain our venue of choice going forward. Watch this space for details regarding NIQC 2010.

The fall TI classes are going strong and our participants are proving eager learners. See the details on the website and brochure for the Winter courses and register today before you forget. Our Training Institute remains one of the crown jewels of the section and, even in bad times, it is the envy of other sections. As with all of our services, it is only as good as you make it by your active participation. There are November and December workshops coming up that need your attendance.

Remember that the cheapest recertification points come at no cost whatsoever! Write a newsletter article about a subject area in quality of interest to you. Our newsletter editor, Lisa Ohm, is always interested in providing informative articles to our members and that begins with someone writing them. Lisa's contact information is provided in the newsletter if you have any further questions about writing for the newsletter.

Our LinkedIn group continues to grow! Check it out for updates to section activities, announcements, and job openings.

I appreciate the support that each of you is providing to me and your Board during this time of change and growth for our section. I am impressed by what quality professionals can achieve when they work together as a team. As I said before, this is a very exciting time to be sitting in this Chair. My phone and email are constantly with me, so I would love to hear any ideas you may have for our service to you. Don't forget to regularly check the website www.asqchicago.org for the latest news.

Respectfully,
Dan Brown, Chair ASQ Chicago Section 1201
danbrown@dbpsllc.us, 312-615-3530



Section News

Scholarship Update

Hurry – This is Your Last Chance This Year to Sponsor a Young Person!

The deadline for the 2010 High School Scholarship offered by the ASQ Chicago Section 1201 is December 1, 2009. That means applications must be postmarked no later than December 1st –

no exceptions.

Your graduating student must be enrolled in a Chicago Metropolitan high school to be eligible to win the \$1000 scholarship for an essay on what quality means to them. Students must be continuing their education at an accredited university, college, vocational school, community college, or junior college. Applicants must be at least 16 years of age to be eligible for this award and must be sponsored by a member of the ASQ Chicago Section.

Applications for the ASQ Chicago Section 1201 High School Scholarship Award for 2010 may be downloaded from the ASQ Chicago website <http://www.asqchicago.org/> Applications must be postmarked by December 1, 2009. Recipient shall be notified by March 1, 2010.

From The Recert Desk.....

Another ASQ year is well underway. Thanks to all of you who continue to follow the simple guidelines I have published in the past regarding recertification. By following them, we greatly simplify this process for both of us!

A few brief reminders, especially to those of you new to the process and who have not recertified by CEU's before. (Yes, you can recertify by exam every three years!)

1.) Request the Recert Journal from ASQ Milwaukee. It is free and will help you track your recert progress.

2.) When you are at the point where you are ready to send me your recert docs, do not send me the entire journal book. I only want the summary page FILLED OUT NEATLY and COMPLETELY with copies of any supporting docs you need to submit. Don't send me originals, I can not return them. Save paper, save postage; double side your copies.

3.) Mail the docs to me via regular mail. Not one in 10 years has been lost in the mail. You need not spend money on premium postage. Address to

Ed McCarthy, CQE, CQA, Recert Chair
601 S. Greenwood Ave.
Park Ridge, IL 60068.

Be sure you include RECERT CHAIR in the address. This way the package is sorted properly.

4.) If you have any questions or are unclear on something, contact me, not Milwaukee. They can give you my contact info but I prefer to answer our section members' questions since it is I who ultimately approves (or not) your submission.

5.) If you find yourself in a pinch or short of credits or feel you can not recertify because you kept lousy records (quality folks don't do that, right?), contact me. My role as Recert Chair is to help our section members KEEP their honors and recognition. These certifications are too hard to get. I maintain a very credible and close relationship with the Milwaukee recert group. Not one submission or approval from me has ever been denied. And some of our members know that there were some unique situations that required some serious creativity! That's my story and I am sticking to it.

Recertifications, October 2009

Congratulations to the following Chicago Section members who again proved they have the "Right Stuff" and met the requirements for maintaining their ASQ Certifications. Your Chicago Section Officers and Board congratulate you and wish you continued success.

<i>Patrick Scanlan</i>	<i>Sumilan Mukherjee</i>	<i>Pavel Bochian</i>	<i>Sandra Parker</i>
<i>Robin Kubota</i>	<i>Irene Rogers</i>	<i>Scott Peterson</i>	<i>Srinivas Balusu</i>
<i>Jose Delgado</i>	<i>Cinnamon Tinsley</i>	<i>Martin Kuc</i>	<i>Rasikbhai Patel</i>
<i>Craig Kozokak</i>	<i>Aparajit Jit Gupta</i>	<i>Philip Shaw</i>	<i>Raymond Troska</i>
<i>Vlaimimir Shtern</i>	<i>Adelisa Patel</i>	<i>Jose Zamudio</i>	<i>Mohammad Shuaib</i>

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.

Newsletter Advertising. If you are interested in placing an ad in the newsletter, contact Lisa Ohm (773) 851 0524 or e-mail newsletter@asqchicago.org for specifications and due dates. Ads must be submitted for approval prior to being included in the newsletter.

<i>Rico Parro</i>	<i>Cezar Bailuc</i>	<i>Austin Ng</i>	<i>David Evans</i>
<i>Richard Jacobs</i>	<i>William Bryan</i>	<i>Mary Pellettieri</i>	<i>James Concannon</i>
<i>William Sharrar</i>	<i>Daniel Montgomery</i>	<i>Jeffery Romano</i>	<i>Ronald Tozydlo</i>
<i>John Vasinko</i>	<i>Jack Jeffers</i>	<i>Steve Olzyk</i>	<i>Richard Sugihara</i>
<i>Esther Barrios</i>	<i>Anne Batchelor</i>	<i>Sam Makwana</i>	<i>Lorrie Wright</i>
<i>Catherine Menke</i>	<i>David Buettner</i>	<i>Susan Lauritzen</i>	<i>Daryl Bechdolt</i>
<i>Thomas Biedke</i>			

ASQ Certification Exams

ASQ certification exams were held on October 17th at the Skokie campus of the Oakton college. Congratulations to the 16 examinees who appeared and took the exams. The majority of examinees (12) were for the Certified Six Sigma Black Belt (CSSBB) and Certified Manager of Quality/Operational Excellence (CMQ/OE) exams. One of the 16 examinees had taken the opportunity to attend the preparation courses offered by our training institute.

Many thanks to the proctoring team, which consisted of Hari Soni, John Vasinko and Pavel Bochian.

ASQ Chicago Section Board Nominations

Here is a chance to make a difference!

As we plan for the future of our section, we must continually ask this question: What can you do to make the 1201 a better, more rewarding experience for all of its members?

Last year, I accepted the position of Chair for the Nominations Committee. This is an important responsibility, as it is this team that brings forth a slate of officers to run our great section. This year, I have stayed on as Nominations Chair and look forward to another rewarding effort to assure that our section is guided by, and its future is embraced by, another group of caring and committed volunteers. While we are ALL custodians of the future, we rely on the kind and generous volunteers that for the past 60 years have run this section. Hundreds have stepped up during that time. We owe them a heartfelt thanks as we do the current officers who agreed to lead us this past year.

As I travel around the globe, I make an effort to visit other sections and even attend their meetings. I can not tell you how fortunate we are to have the section we do. I need only visit other sections and I realize that the 1201 has been abundantly blessed through the years. To be sure, there are many sections out there that are well run and provide services to their membership. The common denominator in all these well-run sections has to be their leaders and the members who step up and give back.

That was the perfect segue into my article here. There are six elected positions in this section and another two dozen committee chairs who are appointed. This team of roughly 30 people responsibly run this section. Now, I use the word 'appointed' carefully. Section leadership looks for volunteers for all of these committees. Being appointed is often as easy as stepping up and offering to 'try' it! Many of these positions require no more than a couple of hours a month. Some less, some more. The board meets once a month, usually on the first Wednesday of the month and while attendance is not mandatory, it is desired. I myself miss half of the meetings but still manage to do my part. This monthly meeting is a dinner meeting to dispense with section affairs. And the section graciously pays for the dinner as a thank you for your time.

There are NO prerequisites for any position but if you ever aspire to be a part of this section's leadership, especially one of the elected positions, now is the time to stop by a board meeting and see how it all works. Contact any section officer for more information on the dates and times of the upcoming meetings. To see more on the positions within the section, go to the section website. Better yet, call some of the folks in those positions and hear what they have to say!

Next month, I will have more on the various roles and how all of you can consider taking part in this sections leadership team. Contact me, Ed McCarthy Nominations Chair,

mccarthyed@live.com or at my home (847) 518-3274 for more information.

Contact Information

Job Networking: Email: jobs@asqchicago.org or Muhammad Siddiqi – (773) 838-0300

Recertifications: Email: mccarthyed@live.com or Ed McCarthy - (847) 518-3274

You Can Participate on the Newsletter!

We're looking for a few good volunteers. If you are interested in helping out with the newsletter as an editor or co-editor, please contact Lisa Ohm at 773-851-0524, or newsletter@asqchicago.org.

TI Topics

News About Our Training Institute

"Excellence is an art won by training and habituation." -- Aristotle

One and Two Day Workshops. There's still time to sign up for the Fall workshops! All Fall workshops will be held from 8 am to 5 pm on the dates specified. For further information, contact Anna Weis, (773) 237-0592 or annaweiss1@netscape.net.

Kaizen - Friday, November 13, 2009, Management Association of Illinois, 1400 Opus Place, Downers Grove. This one-day Workshop will introduce the concepts of conducting Kaizen Events for breakthrough improvements as part of your Lean Journey. Topics include: Intro to Lean & Kaizen, Change Management Teams, Brainstorming Techniques/Problem Solving/Improvement Tools, Cost-Benefit Analysis for Kaizen Projects, and Implementing a Kaizen Event. Fee \$250, CEUs: 0.8.

ISO 13485 – Medical Device Quality Systems Standards - Saturday, November 14, 2009, Triton College, 2000 Fifth Avenue, River Grove. This one day ISO 13485:2003 workshop will go into the details of how to document, train employees, implement and audit the Quality Management System for medical devices. The Standard will also be compared to ISO 9001, the FDA GMPs, and to the CE Mark requirements at a high level. Fee \$250, CEUs: 0.8.

ISO 9001:2008 - Saturday, November 14, 2009, Triton College, 2000 Fifth Avenue, River Grove. (4 hrs: 8:00 a.m. – 12:00 noon). This ISO series of standards are built on a continuous improvement model; therefore they must be reviewed periodically for suitability and effectiveness. The latest round of revisions has been approved and will take effect next year. The workshop explores these changes and their impacts on your organization with a focus on implementation strategies.

Because this workshop will focus only on the changes to the standard, it is advised that attendees have a basic understanding of the ISO 9001:2000 standard prior to attending. Fee \$125, CEUs: 0.4.

TI Contact Information:

TI Director: Mark Ehrlicher, TIDirector@asqchicago.org

Registration and Questions: tiregistration@asqchicago.org

Website: www.asqchicago.org/ti/training_institute.htm

Lincoln Award for Excellence



Saluting Excellence

2009 Lincoln Awards for Excellence

The Trustees of The Lincoln Foundation for Performance Excellence

cordially invite you to celebrate the

Fifteenth Annual Recognition Ceremony

of the Lincoln Awards for Excellence

THURSDAY, JANUARY 14, 2010

Tellabs, Inc., 1415 West Diehl Road, Naperville, Illinois, 60563

CEREMONY AGENDA

5:00-6:00 p.m. **Cocktails & Hors d'oeuvres**

6:00-7:30 p.m. **Recognition of 2009 Lincoln Award Recipients**

7:30-8:00 p.m. **Coffee & Dessert**

LEADERSHIP AWARD RECIPIENT

Geoffrey S. Calhoun, Director of Business Excellence

Baxter International

KEY NOTE SPEAKER

Janet Crutchfield, Senior Corporate Director of Quality

Ritz-Carlton Hotel Company

ADDITIONAL ATTENDEE

Thom Schamberger, Foundation for Malcolm Baldrige, NQA

Corporate sponsorships, including table sponsorships, are available.

For sponsorship and attendee information, contact Carol Fisher @ (630) 637-1595 x3 or cganster@lincolnaward.org.

Job Networking



Quality Professionals Hiring Initiative - Chicagoland Area

Baxter International Inc. is a global healthcare company that assists healthcare professionals and their patients with treatment of complex medical conditions including hemophilia, immune disorders, kidney disease, trauma and other conditions. With 2008 sales of \$12.3 billion, and approximately 48,500 employees, Baxter applies its expertise in medical devices, pharmaceuticals and biotechnology to make a meaningful difference in patients' lives.

At Baxter, there are a variety of quality jobs that play an important role in the design, development and manufacture of products that save and sustain lives worldwide. Baxter quality professionals are passionate about their careers and the impact their work has on meeting the needs of patients and customers. Baxter's focus on product development and innovation give our quality professionals the opportunity to apply their skills and experience to create Baxter's next generation of life-saving products.

QUALITY PROFESSIONALS

Our Global Quality organization is seeking Quality professionals for the following positions at our Round Lake, IL facility:

- Sr Quality Manager, Listening Systems
- Quality Director - CAPA
- Sr Principal Quality Engineers
- Sr Quality Manager - Quality System Design
- Quality Associates
- Documentation Specialists
- Sr Project Manager - Order Fulfillment

We are specifically looking for medical device experience and candidates with engineering degrees.

To see specific additional requirements for the above positions, please click on the below button:

[GO TO THESE AND OTHER QUALITY JOBS](#)

Baxter is an equal opportunity employer.

[Click HERE to go to these and other quality jobs.](#)

This advertisement is included as a service to ASQ Chicago Section Members.

ASQ Announcements

Upcoming Events

The **Information Integrity Awards Banquet** will be held November 17, 2009 at the Naperville campus of Northern Illinois University. Details are available at http://www.eiiaward.org/awards_banquet.htm.

International Conference for Software Quality, November 9-11, 2009, Northbrook, IL.

"Controlling Software Before It Controls You." Proactive attention to quality in the software development lifecycle, whether it is part of planning and design or the inspection process, is essential for delivering software products with high reliability and healthy returns on investment. In the fall of 2009, ICSQ will revisit this theme as contributors explore tangible and actionable strategies and tactics for improving software quality. The International Conference for Software Quality 2009 will be held at the Hilton Chicago/Northbrook in Northbrook, Illinois. Register before September 30 for Early Bird pricing. For details, see <http://www.espresso-labs.com/icsq2009/>.

“Are You Communicating Effectively?”

Jay Frischkorn
President, Strategic Profitability Consultants
email: frischkorn@profitstrategy.biz
Web: <http://www.profitstrategy.biz>

When we talk about finance, the first thing that most people confront is the specialized jargon that is used to describe business and other financial transactions. This isn't peculiar to finance: just think of medicine, law, statistics or any of the sciences. For those studied in these specialties, what seems incomprehensible to outsiders provides clarity and nuance to the intended audience. When misused, specialized vocabularies can be exclusionary or worse – purposely contrived, confusing and deceptive.

Unfortunately, understanding and acceptance is often limited by fluency in the specialized vocabulary being used, even when the speaker has the best of intentions. Specialists often have trouble explaining “technical” concepts in “layman's” terms, not because they are trying to be confusing, but because to do so they have to translate complex ideas and concepts into an entirely different language; one that does not share a common world view and cultural perspective. Anyone who has worked as a translator will tell you that this is the most difficult aspect of their work. Words convey meaning and meaning is shrouded in a deeply folded cloak of shared experience and connection to context.

A delightfully extreme example of this can be found in a book written by Roger Penrose entitled, “The Road to Reality”. The book intends to describe leading edge concepts in physics to non-physicists. But to get there, the author first spends fully two-thirds of the 1,800-plus pages in my copy dealing with vocabulary. He describes the fundamental vocabulary of physics – Math. Not the high school or college “math” that you and I learned. That level of math was just the “baby babble” of this language.

In this math, numbers don't follow a simple line but are spread out across an infinite space – a numerical third dimension that underlies and explains what seems mysterious if you are limited to just the two dimensions of positive and negative numbers. Reality is “mapped” across fields and spaces that are identical to each other, but look completely different. What appear to be simple equations don't *just* have multiple correct answers; they *must* have multiple correct answers.

He doesn't do this just to complicate things. This was his attempt to explain how physicists perceive reality – to convey the nuances and context that concepts like relativity or gravity are embedded in. What you discover is that physicists “see” a different reality – one of spaces, fields and manifolds that twist and change constantly in response to forces they encounter. Their perception of reality is very different than any I could conjure up on my own. This is the real language and mental imagery that physicists use to comprehend and describe their vision of the universe.

Quality professionals have a specialized vocabulary that can be just as complex and nuanced as that used in any other profession. Within the profession, this vocabulary has shared meaning and conveys real information. Unfortunately, outside of the profession, the language we use often seems obscure, kitschy or needlessly obtuse.

One key challenge we have is similar to the one faced by physicists – many powerful concepts are grounded in math, in our case statistics. To non-statisticians – meaning virtually all business leaders and decision makers – most statistics is gibberish. “There are lies, damned lies and statistics” or so the saying goes. Statistical rules often seem to be applied arbitrarily – OK in one instance, but not OK in what appears to be an identical situation. Is the right answer based on the number of white marbles I picked or black marbles I didn't pick this time?

Keep in mind that trust is fundamentally based on our ability to predict actions and outcomes. This applies to our relationships with inanimate objects as much as living ones. Where people are concerned, we have a higher “trust” in those that seem to be communicating clearly and completely - people we “understand.” The more carefully I have to listen to what is being said to

really understand it, the less comfortable I feel. The less I trust that what I am hearing is correct. Unfortunately, in my view, the profession has compounded the challenge of having an audience with a generally ambivalent-to-hostile attitude about its basic technology (statistics) by attaching a shell of exotic or obscure names and terms to key tools and concepts – labels that only make it more difficult to communicate with decision makers. While many of these terms may pay homage to the technique’s intellectual or geographic roots, they fail to communicate anything meaningful to the “uninitiated.”

I lead a seminar that takes teams of managers through all of the steps needed to frame a financial justification for ideas they want to present to management for approval and implementation. Ironically, I’ve found that the some of the biggest challenges in this seminar don’t involve finance or even coming up with innovative ideas. The biggest challenges involve communication – stating clearly and concisely explaining the concept, expected benefits, required investment, risks and timing in one or two clear and concise paragraphs. In other words, not losing the audience before they start.

In business, to be relevant, the information you provide needs to be clear, concise and actionable. Communication needs to support or drive decision making. Are we equipping ourselves and new members of the profession with tools and a vocabulary that communicates effectively, or with jargon that handicaps our ability to impact decisions?

Jay Frischkorn, CMQ/OE, is President of Strategic Profitability Consultants, a consulting firm founded in 1992, located in Lake County, IL. A Senior Member of ASQ, he specializes in business development, strategy, process improvement, professional training and executive coaching. He also serves as a member of the ASQ Chicago Section Board.



If you are interested in submitting a 150-300 work article to the Quality Corner, send queries to newsletter@asqchicago.org.

General Meeting Registration Information

Chicago Section General Meeting - November 11, 2009	
Location	Program Schedule
Doubletree Guest Suites	5:30—6:00 p.m. Check-in/Networking
2111 Butterfield Road	6:00—7:00 p.m. Advance Session
Downers Grove, IL 60515	7:00—8:00 p.m. Dinner
(630) 971-2000	8:00—9:00 p.m. Main Session

Directions:

From Downtown Chicago: West on Eisenhower Expressway (I-290) to Reagan Toll Way (I-88). West on Reagan Toll Way to Veterans Toll Way (I-355). North on Veterans Toll Way (I-355) to first exit which is Butterfield Road. West on Butterfield Road to third stoplight which is Woodcreek Road. Left on Woodcreek Road to hotel.

From Northwest Suburbs: South on Route 53 to Veterans Toll Way (I-355). South on Veterans Toll Way (I-355) to Butterfield Road exit. West on Butterfield Road to second stoplight which is Woodcreek Road. Left on Woodcreek Road to hotel.

From Western Suburbs: East on Reagan Toll Way (I-88) to Veterans Toll Way (I-355). North on Veterans Toll Way (I-355) to first exit which is Butterfield Road. West on Butterfield Road to third stoplight which is Woodcreek Road. Left on Woodcreek Road to hotel.

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.
- 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, and May/June for the 2009-2010 year.

How to Register:

- Register on-line at www.asqchicago.org/dinner%20meetings/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 have been discontinued.
- Registration and payment on-line are secure.

Cost:

- Early on-line registration - prior to 5 pm on Friday before meeting: members \$30, nonmembers \$35
- On-line registration after 5 pm Friday and Walk-ins (subject to availability): 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 Krista Graham at (847) 313-5280 or kgrahamasq@yahoo.com.

Register on the ASQ Chicago Website —
www.asqchicago.org/dinner%20meetings/onlinereg.htm

Chicago Section General Meeting Schedule - 2009-2010

Date	Facility/Location	Program Topics - Advance / Main Sessions
Sept. 9	William Tell Countryside	<ul style="list-style-type: none">• Introduction of 2009-2010 Board, Services and 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 ASQ Section Board• The Supply Chain Quality Management Imperative*
Jan. 13	TBD	<ul style="list-style-type: none">• If Japan Can Why Can't We? (DVD Viewing & Discussion) hosted by Mike Micklewright
Feb. 10	William Tell Countryside	<ul style="list-style-type: none">• TBD• TBD
Mar. 10	TBD	<ul style="list-style-type: none">• Facility Tour
Apr 14	Doubletree Downer's Grove	<ul style="list-style-type: none">• Scholarship Presentation• Value Stream Mapping
Jun. 9	TBD	<ul style="list-style-type: none">• Joe Lisy Award Dinner

Meetings are held on the 2nd Wednesday of the month.
*** Note: Change in Schedule**