

General Meeting: October 14, 2009
Manzo's, Des Plaines

General Meeting Main Session

Achieving Process Excellence using 4-PModel

In today's competitive world acceptable process output is no longer considered a quality output. We need to raise awareness to difference between 'acceptable' and 'excellent' outputs. In this talk the attendees would understand a process management model called 4P and how it helps achieve process excellence. A few successful implementations of the 4P model at a variety of organizations shall be shared with the attendees.

About Our Speaker: Arvin Srivastava, Vice President at Accelper Consulting, has over 20 years of experience in business process improvement and developing innovative solutions in several industries in multiple functions in India and the USA in various capacities – employee, buyer, supplier and consultant. His key skill set includes customer relationship management, teamwork, leadership, communication, process thinking, statistical thinking, bottom-line focus and result orientation. Prior to joining Accelper Consulting, Arvin worked for various multinational companies such as ICI and Siemens.



Arvin is a co-Author of Stat Free Six Sigma Book, a contributing author to The Six Sigma Performance Handbook and Six Sigma for Transactions and Service, both published by McGraw Hill.

Arvin holds BSME from IIT Roorkee, MSIE from NITIE Mumbai and MBA from Benedictine University, Illinois. He is a Six Sigma Black Belt. Arvin can be reached at arvin@accelper.com.

General Meeting Advance Session

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Benefits and Advantages to Automating Your QMS

Running a quality management system can often be an uphill battle. Aside from actually performing product quality tasks, users of any given quality management system are usually bogged down with excessive paper pushing and general "busy work" to satisfy any regulatory standard. The standard quality system implementation is a paper system that is very cumbersome, antiquated, and allows for much human error. Automating a quality management system through different techniques will not only cut down the menial tasks and paper, but also eliminate human error and reduce the "fall through the cracks" scenario. Automating a quality management system benefits any organization that is abiding by a regulatory standard such as ISO, FDA, etc. In this workshop we will show you the full benefits and advantages to automating your quality management system with QT9™ ISO Management software, as well as talk about future automation projects such as remote auditing.

About Our Speaker:

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Mr. Brant Engelhart is the owner of Innovative Custom Software Inc in Naperville, IL. He has been a part of implementing, maintaining, and auditing quality management systems for 7 years. He also has been writing software for the quality industry for 6 years. Before owning Innovative Custom Software, Brant worked at a local manufacturer as their IT Director and ISO Management Representative. This position is what fueled the fire for software and QMS automation that has put Brant where he is today.

Brant received his bachelors in computer science from Aurora University and has stayed in the Aurora/Naperville area since. His primary interests are in business process consulting, software automation, and quality management consulting & auditing.

Chair's Corner

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Welcome Members! I am pleased that our section's efforts at improvement are progressing very well. The Fall semester TI classes have started and we have more classes running this term that we have had in several years. You can read more about that elsewhere in the newsletter. There is still time to sign up for the Fall Workshops and there will be more coming your way soon!

Our General Meetings started great with the introduction of the board and a wonderful presentation by our own Michael Glowacki. However, I need to say a few words here about courtesy. We truly appreciate interactive presentations and challenging questions from the audience. These questions, though, need to be directed to the presentation and limited to the scope of the presentation, and once asked we need to wait for the speaker to answer. If a presentation sparks interest in a related topic you can suggest that for a future presentation or even an article in our own newsletter.

Our Publicity Team has come up with a new advertising policy. See our website for details on how you can promote your business in the newsletter, on our website, and at our General Meetings: all for one low price. This is the most effective use for your limited advertising dollar and it benefits your local ASQ section.

The Membership team is continuing to provide more support to our unemployed members. Soon we will add unemployment announcements to our LinkedIn page; more on that below. The Membership Team is continuing to develop an agreement with the Illinois Institute of Technology that will allow us to start developing quality professionals at the college level!!

What is up with LinkedIn? LinkedIn is a free, professional networking site – think of it as Facebook for busy adults, minus the pictures. We have a group there for ASQ Chicago Section with already over 100 members! For details, go to www.linkedin.com.

Are you certified and looking for free Recertification Units? Write an article about a problem you solved or a new approach you generated, or related newsworthy topic and get it published here in the newsletter. This costs nothing, benefits you and the membership, and earns recertification points. I love win-win-win!

We have agreed on a comprehensive set of objectives for improving our service to you. These goals encompass every officer's area of responsibility. I have published these here in the newsletter, on the website, and on LinkedIn. We want you to know what we are doing on your behalf and we want your feedback as to how effectively we are meeting your needs.

As I stated last month, this is a year of change and growth for our section and it 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 and join us on LinkedIn.

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



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.

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.

Section News

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Scholarship Update

It's Not Too Early ...

To apply for the 2010 high school scholarship offered by the ASQ Chicago Section 1201. Any graduating student enrolled in a Chicago Metropolitan high school is eligible to win the \$1000 scholarship by writing an essay on what quality means to them. Applications are due by December 1, 2009.

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 received by **December 1, 2009**. Recipient shall be notified by **March 1, 2010**.

12th Annual Northern Illinois Quality Conference October 22-24, 2009

“Quality: Survival to Excellence”

Three keynote presentations provide focus on:

- Quality as a basis for surviving in the current market place
- Establishing and implementing best practices for sustained excellence

The conference will provide three important panels with outstanding practitioners to give you the case studies, concepts and tools to lead your organization on the journey to sustained excellence.

- Healthcare: Industry leaders discuss about...
 - Improving outcomes (quality)
 - Focus on cost containment
 - Accessibility
- Food Industry Safety & Supply Chain Optimization: Emphasis on...
 - Food industry Safety
 - Managing quality in the supply chain
 - Addressing Safety Issues
- Education: Need for quality improvement in Education...
 - Outcomes and improvement initiatives
 - Affordability
 - Accessibility

Other In-Depth Educational Opportunities

Pre-Conference Workshops: Benefits/Advantages of Automating Your QMS, Value Stream Mapping, Design Excellence, The ABCs of Food Safety Standards, Lean EMS – Modern ISO 14001 Implementation and Preparing for a Successful FDA Inspection.

Post-Conference Workshops: Increase Business Value of Your QMS, The Human Side of Quality, Balanced Scorecard: Success through Leadership Enablers, QMS Simplification: Leaning Your QMS! and Information Integrity for Quality Management.

Join us for three information filled days of hands-on quality concepts and tools. Conference

details and registration information available at: www.niqc.org

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

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News About Our Training Institute

"The beautiful thing about training is that no one can take it away from you." -- B.B. King

ASQ Chicago's Training Institute launched its fall semester on Saturday, September 19th, as a total of 28 eager students settled into five classrooms. Offered this semester are two certification review courses, Quality Auditor and Quality Engineer; two statistical methods courses, SPC/Green Belt and Design of Experiments; and Introduction to Quality Management. Each instructor is vetted by the TI staff. The course content is reviewed to ensure it is aligned with the current ASQ Body of Knowledge.

The Chicago Section is excited to see this interest in learning and education and proud to be able to continue a long tradition and history of providing this service to our members.

Advances in technology and a rapidly changing business environment challenge us to annually adapt our offerings to deliver in the most effective manner the knowledge you need to advance your career. Over the next few months, as we begin preparing the 2010-2011 curriculum, we will solicit your input on how we can better serve your professional development and training needs. If you have a thought you can't wait to share, send an email to gloworks@ameritech.net.

Here are some highlights from the first day of classes.





Also this year, TI is offering a series of Webinars. Seven one-hour webinars on Lean Kaizen will be offered each Monday from noon till 1 PM. There are five Webinar sessions left, which you can sign up for individually at a fee of \$50, each. Contact George Alukal at galukal@hotmail for more information.

- **Module 3, Oct. 5:** Introduction to the Lean Building Blocks; 5S; Visual Management; Standard Work; Point of Use Storage
- **Module 4, Oct 12:** Further Lean Building Blocks II; Streamlined Layout; Single Piece Flow & Batch Size Reduction; Quick Changeover; Quality at the Source; Error Proofing
- **Module 5, Oct 19:** Further Lean Building Blocks III; Push vs. Pull; Just-in-Time; Pull/Kanban; Lean Cells; Total Productive Maintenance
- **Module 6, Oct. 26:** Further Lean Building Blocks IV; Hoshin Planning; Lean Teams; Leadership & Change Management in Lean Environments
- **Module 7, Nov. 2:** How to conduct Lean Kaizen events; How to sustain Lean improvements; Quick Summary of Lean & Kaizen

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 - Fee \$250 Friday, November 13, 2009, Management Association of Illinois, 1400 Opus Place, Downers Grove.

ISO 13485 – Medical Device Quality Systems Standards - Fee \$250, Saturday, November 14, 2009, Triton College, 2000 Fifth Avenue, River Grove.

ISO 9001:2008 - Fee \$125, Saturday, November 14, 2009, Triton College, 2000 Fifth Avenue, River Grove. (4 hrs: 8:00 a.m. – 12:00 noon)

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

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The Lincoln Foundation for Performance Excellence announces the following upcoming training opportunities:

NEW! Project Management and Delegation

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 cost. This interactive workshop is for anyone who manages projects and wants to implement best practices. Project status reporting templates will be introduced.

Date: Tuesday, November 3, 2009 - 8:30 a.m. – 4:00 p.m.

Location: Tellabs, 1415 W. Diehl Road, Naperville, IL

Cost: Discounted Rate for ASQ Members: **\$200.00**

For those organizations looking to apply in 2010 there are 2 upcoming sessions to assist you.

Skills to Help Write an Application

This workshop provides your organization the opportunity to further understand the Lincoln Award, the application process, and the Baldrige Criteria. It will assist your organization in getting started on writing an application, evaluating where you are in the organizational process, with tips and examples on how to get the most out of your application, and understanding key points of the criteria in relationship to your organization. This workshop allows you to obtain guidance from an experienced examiner and judge. The award level system will also be reviewed. This workshop is highly recommended for all applicants.

Date: Tuesday, November 10 or Wednesday, December 9, 8:30 a.m. – 4:30 p.m.
Location: Tellabs, 1415 W. Diehl Road, Naperville, IL
Cost: \$250.00 per person. Discount for teams attending. Pay for 3 people at \$750.00, 4th attends for free.

To register, go to www.lincolnavard.org. Questions: 630.637.1595 x1

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A career with a higher purpose



Doing Work That

Matters

A Career at Baxter

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:

- Senior Principal Quality Engineers
- Manager II, Listening Systems
- Sr. Project Manager, Order Fulfillment
- Sr. Project Manager, New Product
- Sr. Project Manager, After Sales

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

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Upcoming Events

This year's **Business Innovation Conference** will be held Oct 5-7, 2009, at the Wheaton campus of Illinois Institute of Technology. Details are available at <http://www.bnpevents.com/bic/>.

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/>.

Quality Corner

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"Global Quality Management without Boundaries"

(Reprinted with permission from The TQM Magazine, Volume 15, Number 2, Emerald, Bradford, UK, 2003)

Manu K. Vora, Ph. D., M.B.A., ASQ CQE
Past Vice President, American Society for Quality (ASQ)
Chairman and President, Business Excellence, Inc.
P. O. Box 5585 Naperville, IL 60567-5585, USA
Tel: 630-548-5531; Fax: 630-548-5532
E-mail: manuvora@b-einc.com; Web: <http://www.b-einc.com/>

It is a great pleasure to share some of my views on Global Quality Management without Boundaries. At the heart of global quality management are the topics of employee well-being and satisfaction, customer delight, process simplification and continuous improvement leading to enhanced operational and financial performance. Let us examine each of the major building blocks of these topics: the voice of the employee, the voice of the customer and the voice of the process (Vora, 2002).

Voice of the Employee: When you treat your employees as internal customers and learn to gather their requirements, expectations and satisfaction, you can set up internal processes to satisfy them. Their well-being, participation, motivation and satisfaction are critical for the success of your enterprise in a global economy. In excellent organizations around the world that are implementing quality management practices, a clear link has been established where employee satisfaction is a pre-requisite to achieving customer satisfaction. In the 21st century, you have to manage and treat employees as "knowledge workers." If you do not treat them well, they will find other places to share their specific knowledge. You should treat each employee as a human being first rather than an expendable cost item. Be sure to recruit the best people for their talents and train them for skills and experience (Buckingham and Coffman, 1999). Set clear expectations for each employee by defining the right outcomes. Remember Norman Vincent Peale's observations: "We tend to get what we expect," and "When we affirm big, believe big, big things happen" (Anderson and McKee, 1990). Learn to motivate your employees by focusing on their strengths (Buckingham and Clifton, 2001). Continue to develop your employee by imparting superior skills through education and training, meaningful feedback and coaching so they find a "right fit" in your organization. After all, if you take care of your people, they will take care of your

customers. Instill in your employees a clear message of internal cooperation with an utmost focus on satisfying and exceeding external customer needs, requirements and expectations.

Voice of the Customer: For external customers, you must determine their needs, requirements and expectations up front before building your products or services. Learn to utilize the listening posts concept whereby you get multiple customers' input in as close to real-time as possible (Vora, 2002). Also properly understand cultural preferences for your products/services based on geo-physical necessities of your customers. Make it easy for your customers to contact you and give them an opportunity to let you know what they think of your products and services. Create simple processes to gather input from your customers, and analyze multiple customer inputs to prioritize a few critical areas where improvement is necessary. Also, learn to appreciate areas where you receive positive feedback from customers. In those areas, manage to hold the gains. Then engage the right internal resources to work on critical customer areas leading to sustainable solutions. Do not forget to continuously dialogue with your customers to keep them aware of critical areas you are working on and what the results are. If you keep your customers informed, they will appreciate your efforts and will provide you positive feedback in the next cycle. They will recommend you to others as well as repurchase from you. It pays to really take care of your customer's critical issues, as it costs 5-7 times more to find new customers compared to retaining your own customers. Learn to add value throughout your organization with the single focus of meeting and exceeding your customers' needs, requirements and expectations.

Voice of the Process: If you take care of your employees, they will use their creativity, talents and positive energy to baseline your processes, simplify them and continually improve them. Expose all your employees to concepts of continuous improvement, problem solving and group dynamics to achieve process improvement. Quality management can best be accomplished through process management and teamwork. Encourage your employees to work together in appropriate teams to simplify processes and solve customer issues. Manage your processes through a few but meaningful and effective metrics (AT&T, 1988). Engage your entire organization from top to bottom to apply process improvement focus in everything they do. This effort will eliminate waste from your processes and will lead to more profitable organization. Learn the best practices from within and outside your own organization through benchmarking efforts. Adapt and adopt the new learnings as applicable in your organization. Learn to appreciate the United States Malcolm Baldrige National Quality Award winners' practices of Steal Ideas Shamelessly, however, must give credit to the idea originator, and In God We Trust; everyone else, please bring the Data.

Leadership: To achieve global quality management it is absolutely essential to have enlightened leadership throughout your organization. The current economic climate, coupled with large organizations being investigated for unethical business practices, has focused attention on the most important core value from your leaders – Total Ethical Management. The leadership must walk the walk and talk the talk. Then and only then, the rest of the organization will follow the ethical management practices. One can learn from inspiring leaders such as Dr. Stephen Covey from the Covey Institute (Covey, 1991 and 1989) and Robert Galvin from Motorola, Inc. for their world-class quality leadership contributions.

Best-in-class organizations around the world have experienced excellent operational and financial performance by focusing on voice of the employee, voice of the customer and voice of the process through enlightened leadership.

According to the late John F. Kennedy, "For of those to whom much is given, much is required". This is especially true of all of us working in the quality management field. From my travels through four continents, I am convinced that in the quality management field, we have the right philosophy and necessary tools to make the entire world a better place. To do this effectively, we all need to be life-long learners and teachers. As a volunteer, start out with your own family, organizations, school districts, hospitals and local governments to reach out and touch every human being around the globe by sharing the message of quality management. Remember, Mother Teresa aptly said, "We can do no great things, only small things with great love" (Anderson and McKee, 1990). We are the torchbearers of quality management knowledge and the whole world is counting on us.

In summary, if we all put our creative energy together in applying quality management on a global basis, we can leave a lasting legacy of sustained business enterprises through optimal use of resources, people welfare and sustainable environmental practices for generations to

come.

References

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Dr. Manu Vora is Chairman and President of Business Excellence, Inc. a global quality management consulting service firm. He has over 34 years of leadership experience and has guided Fortune 500 companies with the Malcolm Baldrige assessment in the areas of leadership development, customer satisfaction, employee engagement and continuous process improvement. As an Adjunct Professor, he taught "Quality Management" and "Supply Chain Management" at Stuart School of Business at Illinois Institute of Technology in Chicago. As an Adjunct Professor, he taught "Management of Information Systems Technology" at the College of Business at Northern Illinois University and teaches "Quality Assurance Project Management" at the School of Continuing Studies at Northwestern University.



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

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Chicago Section General Meeting - October 14, 2009

Location	Program Schedule
Manzo's 1571 S. Elmhurst Road Des Plaines, IL 60018 (847) 593-2233	5:30—6:00 p.m. Check-in/Networking 6:00—7:00 p.m Advance Session 7:00—8:00 p.m. Dinner 8:00—9:00 p.m. Main Session

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.

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. Travel past first stop light to Manzo's on your right.

From the City - Take the Kennedy Expressway West, past O'Hare Airport to I-90 West. Exit northbound Elmhurst Rd. Travel past first stop light to Manzo's on your right.

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

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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 • Dealing with China
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