



Newsletter of the ASQ Chicago Section 1201 September, 2009



**General Meeting: September 9, 2009
William Tell, Countryside, IL 60525**

General Meeting Main Session

Quality Manager's Role in Strategy

Quality is the keystone of business success. Novel concepts, great design and clever marketing are ultimately enhanced or turned to dust by good or poor quality. The same can be said of strategic planning. The best business plans are executed successfully in companies with strong quality foundations. Too often the role of quality is taken for granted. The challenge for the quality manager is to make it explicit by incorporating simple quality principles into planning and execution. There are many ways for all quality practitioners to engage in the process. You will leave with several new ideas about how you can take those steps.



About Our Speaker: Michael Glowacki is a partner in Simply Business Results, a firm that builds organizational competency for sustained bottom line growth. Contributing to positive change by introducing leading edge improvement processes, Michael has gained a broad range of change management skills. Cutting his teeth on the shop floor, he acquired a keen sense of what inspires people to high levels of performance. Michael has held leadership positions in Manufacturing, Training, Organization Development, Supply Chain Management and Quality. He also participated for seven years on the executive leadership council of a \$375 million business. All of these roles have built his understanding of how each component of a business contributes to a system that effectively and profitably serves both customers and employees.



Michael has shared his work experience and knowledge as member and leader in the Association for Quality and Participation and ASQ. Mr. Glowacki earned a BS from Northwestern University and an MBA from Loyola Graduate School of Business by attending evening classes while working. He has presented papers at several national and local conferences and has returned to both of his alma maters as a guest lecturer in several classes.

General Meeting Advance Session

During the Advance Session, member will have the opportunity to meet the incoming ASQ Chicago Section Board of Directors for 2009-2010. Board members work behind the scenes planning programs, educational experiences, and meetings, and providing direction of the section for the upcoming term. They also coordinate section goals with the American Society for Quality in Milwaukee to ensure continued success of the organization.

You will also hear about section goals for the year and services available through the section.

Please welcome our board for the 2009-2010 term!

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- Section Chair: Dan Brown
- Secretary: Mary Ann Swerthun
- Vice Chair Programs: Krista Graham
- Vice Chair Section Affairs: Michael Glowacki
- Vice Chair Membership: Robert Gottel
- Treasurer: Jim Walker
- Training Institute Director: Mark Ehrlicher
- Section Directors: James Walker, James Persaud, and Christopher Trent

Chair's Corner

Welcome to the 2009-10 ASQ Season!

I am pleased to be submitting my first column in the Chair's Corner. By now, most of you know me. For the rest of you, I have been a member since 1988 and first started with the Board in 1989 as Secretary. With twenty years of service to the section, I bring with me a great deal of perspective and many wonderful relationships.



You also know by now that the entire Society is being greatly affected by the economic downturn. We've been losing membership for years, but the rate has greatly increased recently. We have also been affected by the significant decline in participation in our training classes which has caused excessive levels of cancellations – must to the distress of those who really wanted the training.

What a depressing start!!! But come on, we're quality professionals, right? We have seen this all before in our careers and with our employers. We have to give ourselves the same answers that we provide to them: every problem is an opportunity for improvement.

Here is a short list of some of the improvements we have planned for ourselves, our members, our Society, and our Community:

1. We are expanding our services to unemployed members. I have assigned Mr. Pratap Mehta to create networking opportunities beyond the job postings provided by Muhammad Siddiqi. This will include resuming the pre-dinner job networking sessions we started last year and could include creation of our own "job club" like many of you have joined with other groups.
2. We are redefining our training mission and revamping the Training Institute. Mark Ehrlicher is tasked with developing a revised business model. Fall semester is already here and will look very familiar, but the future will be very different. We will add webinars, new workshops, and likely change class times and durations. We recognize the difficulty many of you have committing 3 hours a week for ten weeks and are looking at different options to maintain training quality in newer formats.
3. We are committed to pursuing educational partnerships to expand our reach and draw new members. Mr. Praveen Gupta is chartered with getting the ball rolling with IIT in Wheaton. It is our goal to establish a student chapter there this year.
4. Every officer has been called to evaluate his or her functions and seek more effective ways of meeting your needs. Activities that do not benefit our membership and are not required business tasks will be abandoned to more efficiently use our resources.
5. We are consolidating our General Meetings into three locations: Manzo's to the North; William Tell to the South; and DoubleTree Downers Grove to the West. This will allow us to contract better rates for our meals while providing greater consistency in our service to you.

This is a year of change and growth for our section and it is a very exciting time to be sitting in

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.

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 with the ASQ Chicago Group.

Respectfully,
Dan Brown, Chair ASQ Chicago Section 1201

Section News

Scholarship Update

Get the 2010 Scholarship Application Online Now!

Sponsor a graduating high school student for the ASQ Chicago Section 1201 High School Scholarship Award. But hurry - scholarship applications must be received by December 1, 2009. The award recipient will be notified by March 1, 2010.

One graduating high school student will be selected each year for the \$1000 award based on a quality essay. 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 may be downloaded from the ASQ Chicago website <http://www.asqchicago.org>.

12th Annual Northern Illinois Quality Conference

The NIQC 2009 will be held on Oct 22-24, 2009. This years theme is: Quality: Survival to Excellence. It will include three keynote presentations providing 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 practioners 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
- Improving Patient safety in US Hospitals

Food Industry Safety & Supply Chain Optimization provide emphasis on...

- Food industry - Safety & Standards
- Managing quality in the supply chain

Education: Need for quality improvement in Education...

- What are the quality improvement initiatives
- Case studies

Pre-Conference Workshops: Benefits/Advantages of Automating Your QMS, Value Stream Mapping, Design Excellence, The A, B, Cs' 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, The Measurement and Valuation of Human Infrastructure, Balanced Scorecard: Success through Leadership Enablers, QMS Simplification: Learning Your QMS! and Information Integrity for Quality Management.

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

NIQC 2009 will be held at the Naperville campus of Northern Illinois University. Details are 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

News About Our Training Institute

In TI Topics, we'll be focusing on our own Chicago Section's Training Institute. TI is working hard to adapt to the new economy and to meet your, our Section members', changing needs. We'll be bringing you news and updates on what's here and what's upcoming.

NEW! This year, the TI Board and Staff are pleased and excited to introduce a completely new learning experience: Webinars! Seven one-hour webinars on Lean Kaizen will be offered each Monday from noon till 1 PM. PowerPoint materials will be provided. Fall sessions start on Monday, September 21 at noon and end on Monday, November 2. Log in to your computer at your desk or at home and learn from a Lean expert. Information on how to participate and log-in will be sent to each participant upon registration. Total fee for all seven sessions: \$350 (includes text-book "Lean Kaizen" published by Quality Press, for reference). Participants, if they prefer, can also register for each individual session at a fee of \$50, each (in this option, participants will get the text-book from Quality Press on their own). Contact George Alukal at galukal@hotmail for more information.

- **Module 1, Sept 21:** Introduction to "Lean", Kaizen, Comparison of Lean to Six Sigma, TQM, ISO 9001
- **Module 2, Sept. 28:** Process Improvement vs. Root Cause Analysis; Problem Solving Techniques; Lean Manufacturing vs. Toyota Production System vs. Lean Enterprise vs. Service Lean (e.g. Lean Healthcare); Cost & Cycle Time Reduction; Quality & On-time Delivery Improvement
- **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

Fall Classes. TI is also offering its usual full schedule of classes. Monday classes are held September 21 to November 23 from 6:30 pm to 9:30 pm at Management Association of Illinois (MAI), Downers Grove. Saturday classes are held September 19 to November 21 from 9 am to 12 pm at Triton College, River Grove. For information, consult the TI Brochure mailed earlier or the ASQ Chicago Section website, www.asqchicago.org, or call: (800) 422-2478.

Inspection Methods Classes

Blueprint Reading...Course #006 - Saturdays. How to read and use Blueprints. Isometric Drawings, Special Views, Orthographic Projections, Assembly Drawings, Supplementary Information, Visualization, Working Drawings, Blueprints as Inspection Tools. Fees: ASQ Members \$340, Non-Members \$465

Metallurgy for Non-Metallurgists...Course #067 - Saturdays. Develop an understanding of metallurgical principles from a metal working perspective. Alloy Structures, Ferrous and Non-Ferrous Metals, Castings, Forgings, Heat Treating, Welding, Brazing, Soldering, Mechanical Testing, Failure Analysis, Machining, Protective Coatings, and Corrosion. Fees: ASQ Members \$340, Non-Members \$465

Statistical Methods Classes

Statistical Process Control I / Six Sigma: Green Belt Training - Course # 002 - Saturdays. To develop the skills in becoming a Certified Six Sigma Green Belt, this ten-week class is essential for the student needing a familiarization or refresher course in statistics. Presentation of Data, Cp and Cpk Indices, Construction and Interpretation of Variables and Attribute Control Charts. Fees: ASQ Members \$410, Non-Members \$535

Design of Experiments I...Course #032 - Saturdays. Taguchi and traditional Design of Experiments. Hands-on workshops will illustrate how Design of Experiments is used for maximizing throughput, minimizing variability and developing processes which are insensitive to environmental changes. 2 & 3 Factor Experiments, Screening Designs, and Taguchi L4 and L8 orthogonal arrays. Excel templates will be used for data analysis. Fees: ASQ Members \$510, Non-Members \$635

Six Sigma I: Theory... Course #038 - Saturdays. Applications of Six Sigma Methodology and tools emphasizing and demonstrating the use of statistics software. DMAIC, DFSS, IDOV and other tools. Gantt and Pareto Charts, Process Mapping, Probability, Probability Distributions, Hypothesis Testing, Process Capability, Statistical Process Control, Design of Experiments, Gage R&R and Multi-Variance Charts. Fees: ASQ Members \$510, Non-Members \$635

Management and Systems Classes

Introduction to Quality Management...Course #012 - Saturdays. Introduces and builds basic skills in Quality Management and the responsibilities of the Quality Manager in an organization. Total Quality Management (TQM) and Continuous Improvement, Project Management, Strategic Quality Planning, Customer Satisfaction, Training and Education, Human Resource Management. Fees: ASQ Members \$410, Non-Members \$535

Certification Review Classes

Certified Quality Auditor Exam Review...Course #075 - Mondays. Designed for those professionals seeking Certification in Quality Auditing and for those who perform internal quality audits as well as a review of the examination process. Establishing Audit Standards, Four Phases of an Audit (Preparation, Performance, Reporting and Closure), Ethics and Protocol, Audit Types (First, Second and Third Party Audits), Evaluation of the Audit, Scheduling and Staffing, and The Role of Quality System Documentation. Fees: ASQ Members \$420, Non-Members \$545

Certified Quality Engineer Exam Review...Course #015 - Saturdays. Review of the key topics forming the Body of Knowledge of the ASQ Certificated Quality Engineer Examination as well as a review of the examination process. Test Preparation, Quality Auditing, Inspection Metrology, Statistics and Probability, Control Charts, Acceptance Sampling, Reliability, Experimental Design, Quality Planning, Quality Management, Quality Costs and Motivation. ASQ Members \$420, Non-Members \$545

One and Two Day 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.

Certified Quality Improvement Associate - Fee \$475, Thursday-Friday, September 24-25, 2009, S&C Electric, 6601 N. Ridge Blvd, Chicago.

Certified Six Sigma Black Belt Exam Review - Fee \$475, Thursday-Friday, September 24-25, 2009,

Management Association of Illinois, 1400 Opus Place, Downers Grove.

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)

Lincoln Award for Excellence

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

NEW: ***Fact Based Management: How World Class Organizations use Measurement to Achieve Excellence*** - Tuesday, September 22, 2009

This new course will look at how best in class organizations have gotten that way using measurement techniques to increase their bottom lines. You will learn:

- WHY the need for an effective approach to creating your scorecard
- WHAT to measure ensuring alignment with strategies
- HOW to deploy your scorecard and focus efforts throughout the organization

NEW: ***Communication: Refreshing & Cut Your Meeting Time in Half*** - Wednesday, September 23, 2009

This workshop was ranked as the most useful session at the 2007 annual National ASQ Audit Conference. The focus will be in cutting your meeting time in half and increasing your organization's productivity.

NEW: ***Podcast ---The New IT in Communications*** - Tuesday, October 6, 2009

Don't be left behind in making your internal and external communications more effective and timely. You will learn how to get podcasts working for your organization. You will help create an actual podcast during this workshop.

Champions for Excellence - Wednesday and Thursday, October 7 and 8, 2009

This workshop is designed to develop knowledge and skills on how to utilize the Baldrige criteria. You will learn the criteria through the use of a case study.

All training is still priced at \$250 per day per person and held in Naperville. Breakfast, lunch, and PM break included.

Join Lincoln Foundation personnel at the upcoming 2009 Baldrige Regional Conference Tuesday, September 15, 2009 at the Hyatt Regency Milwaukee, WI. For more information, visit: www.nist.gov/baldrige or call 301.975.2036.

For more information or to register for these training opportunities, contact Debbie Hasse at The Lincoln Foundation for Performance Excellence at 630-637-159, Ext. 1. You can also register on-line at www.lincolnaward.org.

ASQ Announcements

Networking Opportunity in Distribution

- Are you actively employed in the distribution, wholesale or logistics industries?
- Are you interested in sharing best practices and discussing common challenges facing our industry?
- Do you wish you had a resource to help you discover and share solutions that work that might be outside your normal way of doing things?
- Do you wish you could expand your networking circle, especially in this market of uncertain job stability?

If you answered yes to all of these questions, we would like to hear from you.

We are currently looking to establish a coalition of 7-20 individuals in the distribution, wholesale or logistics industries from the Chicagoland area who would like to meet periodically to openly discuss issues and solutions to challenges that are facing our similar, but non-competing, companies. How we address quality can be very different from that of our quality partners in manufacturing and therefore, we can maximize the benefit of our discussion by narrowing our scope to this industry.

Our first meeting will be spent meeting the individuals on the team, creating structure/ground rules for the meetings and scheduling topics for upcoming meetings. The coalition will brainstorm which topics to discuss (and prioritize the list), however some potential topics might include:

- Establishing meaningful quality metrics
- How to drive quality with your vendors
- Competing with productivity for prioritization
- Systems that support quality in distribution
- Selling the Benefit/Cost of Quality to executives and associates
- Training that works
- Preventing damage in delivery
- Incentive programs
- Harnessing the power of employee involvement
- VOC - Gathering feedback from customers
- Poka-yoke your process
- Hiring to succeed
- Succession planning and developing talent
- Creating associate communications that drive quality improvement
- Creating a quality culture in a cost-centric economy

Each meeting, a different topic will be discussed and a topic for the following meeting will be voted upon and assigned. The discussion will follow a round-table format however we will ask each member to prepare some thoughts before the meeting to discuss how they have addressed the challenge/issue at their company. This is truly meant to be a chance to share best practices and find innovative solutions that can benefit your company and your effectiveness at work. Facility tours and field trips may be included if the coalition chooses.

The cost to join is only your time. If you are interested, please contact Toby Itano, Director of Quality and Service for United Stationers at 847-627-2889 or email titano@ussco.com.

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.

WCBF's 4th Annual Global Lean, Six Sigma and Business Improvement Summit & Awards.

The largest gathering for those who are passionate about achieving process and business excellence will be held October 13 - 16, 2009, at the Walt Disney World Swan and Dolphin, Orlando, FL. Learn first-hand from their exceptional vision, leadership, cutting edge innovation and dedication to quality for phenomenal organizational results. The agenda will offer over 25 case studies, 8 dedicated tracks, 5 roundtable discussions, 2 masterclasses, numerous networking and information-sharing opportunities, and 11 pre and post Summit interactive workshops to focus in detail on the key challenges for quality executives of all levels across all industries, offering a unique opportunity to learn, network and benchmark with your peers. WCBF's forward-thinking Global Summit will provide you with key insights to get ahead of your competitors and survive current difficult market conditions through the integration of Lean, Six Sigma, innovation and beyond. **Special 25% Discount for ASQ Members. Use registration code 5099ASQ25 when registering to claim your discount.** For details see <http://www.wcbf.com/quality/5099/>.

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

Introducing the Quality Corner! In this column we'd like to feature short discussions touching on business, organizational and professional topics. We hope to cover different (and hopefully interesting) aspects of how the organizations we work for operate including the human side of getting the work done.

For this edition, lets start at the beginning of all organizations – Capital.

Capital is cash that a business or other organization has invested in assets. There are two kinds of capital – One is cash that has been invested in fixed assets like factories, offices, computers and equipment.

The other kind of capital, known as Working Capital, is cash that has been tied up meeting the operating needs of the business. The amount of working capital that an organization needs changes with the level of business activity, production or sales. Properly managing working capital is essential if an organization is going to sustain itself, service its customers and grow.

Inventory is one kind of working capital. Have you ever walked into a warehouse, perhaps where you work? What did you see? In most cases, you probably would see shelves and racks filled with boxes or barrels or bags. This is the Inventory the business uses to balance its raw materials and parts needs, manufacturing and customer service.

If I asked you what was in all of those boxes, bags, barrels etc, you would probably say product, or materials. And while that would be right, what the business really has stuffed in those shelves is Cash. Boxes and Boxes filled with cash. Every time the inventory increases, so does the amount of cash tied up in the warehouse. It is probably the biggest bank vault you will ever enter.

The common ways of measuring how much cash is tied up in the warehouse are the ratio called Days on Hand (DOH) and another called, Inventory Turns. Each is telling the business how much cash is tied up in inventory relative to the amount of business coming in the door. Too much inventory and you are tying up too much cash that could be used for other things – like paying employees. Too much inventory is an example of waste!

Too little inventory and you might be losing customers – a “cost of quality” related to lost current and future orders.

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.

jfrischkorn@profitstrategy.biz
<http://www.profitstrategy.biz>



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

Five Quick Questions



Introducing a new way to get to know your fellow Chicago Section members: Five Quick Questions. Starting with the October newsletter, we will highlight a different member each month, and provide their answers to five quick questions that tell us a little bit about themselves. We hope you will enjoy this and make a few new friends.

Happenings

Ed McCarthy received our Section's highest honor, the Joe Lisy Award, in June. In response to so many of you commenting and asking about elements of Ed's speech, we wanted to share some of his thoughts with all of you. Words to live by, if you will.....

Ed celebrated the 50th anniversary of the Lisy Award by taking us all back to 1959 with plenty of interesting trivia. And Ed's 4 year old son Keith's birthday was that night so with a cake and candles, we all sang 'Happy Birthday.' Ed focused his words on his belief that giving back, paying it forward and being kind are key elements in one's success. The following are some of Ed's key message points he left us with that night.



Success in marriage is more than finding the right person. It's also a matter of being the right person.



Don't forget the folks who are holding the ladder while you're climbing to success.

The difference between failure and success is often very small. The difference between failure and success is doing a thing almost right and doing it exactly right.

Don't be discouraged by failure. Failure is part of the process. If you are not making mistakes, if you are not failing occasionally, then you are probably not doing anything!

If life knocks you to your knees....PRAY. Sometimes you have to get on your knees before you can get on your feet. And don't pray for an easy life, pray to be a stronger person. And don't pray for lighter burdens, pray for a stronger back. Its funny.....They took prayer out of public

schools....That's the way, perhaps the only way, many of us got through school! Prayer.

Don't ever give up. If you get up one more time than you fall, you will make it through. Every accomplishment great or small starts with the right decision. "I'll try."

Keep your feet on the ground....but keep them moving. It was Will Rogers who said 'Even if you are on the right track.....you'll get run over if you stand still.'

I offer to you that there are four main ingredients in anything successful. They are: Skills, Ability, having the right Tools and Equipment, and Commitment. You must possess the skills necessary to do something. You must have the ability to do it and you must have the tools, the equipment. Skills, ability and equipment will get the job done. But the key difference, the decided difference between an average performance and an outstanding performance is Commitment. Be committed to whatever you endeavor to do. Commitment is passion. It comes from the heart.



Ability will enable a man or woman to get to the top, but it takes character to keep you there. And character is a function of kindness and how you treat others. The things of greatest value in life are those things that multiply when divided.

God gave us all 5 senses.....taste, touch, smell, sight and hearing. But don't forget the other 2. Horse and Common. So be kind. Life is too short to be miserable.Be kind. Be happy. BE KIND to one another.

Four of my dear friends here tonight are attorneys. They told me once.....Be kind to everybody. You never know who might show up on the jury at your trial.

Reach out to people. I chose this hall because I liked the idea of a family style meal. In passing those platters of food around the tables, you had to reach out to each other. You had to touch one another. You had to talk to each other. You had to help and serve one another. You had to be kind.



Be kind. Every person you meet is fighting a difficult battle of some sort. God gave us two ears...one mouth. Listen twice as much as you speak. The world needs more warm hearts and fewer hot heads. Kindness is the oil that takes the friction out of life.

It is when we forget ourselves that we do things that are more likely to be remembered.

And finally, Ed closed with this:

Watch your thoughts.....they become your words.
 Watch your words.....they become your actions.
 Watch your actions.....they become your habits.
 Watch your habits.....they define your character.
 It is your character that determines your destiny.

General Meeting Registration Information

Chicago Section General Meeting - September 9, 2009	
Location	Program Schedule
William Tell Restaurant 6201 W. Joliet Road Countryside, IL 60525 (708) 352-1101	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

Directions:

From the Stevenson (I-55), exit at Joliet Road and proceed east to the William Tell Restaurant, at the corner of Joliet Road and LaGrange Road. From North or South, take I-294 to I-55. Call the restaurant for more detailed directions.

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

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.

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"> • Value Stream Mapping for Project Prioritization • SPC-IQ
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"> • Remote Auditing • Process Auditing
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 • Sustaining Improvements
Jun. 9	TBD	<ul style="list-style-type: none"> • Joe Lisy Award Dinner

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