



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Chicago

Newsletter of Section 1201
September 2005



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Issue 1

September General Meeting Main Session Accepting the Leadership Challenge

In today's tumultuous business environment, leaders face critical challenges driven by continuous change, new and advancing technology, fierce global competition and the need to develop and provide customer focused solutions efficiently, quickly and with ever increasing quality.

Leaders that succeed and thrive are able to not only determine "what needs to change" but "how the change will be successfully implemented". The root cause of most failed strategies lies in the execution, not the plan.

This session will help Leader's in:

- **Analyzing context**
- **Aligning the strategy**
- **Empowering employees**
- **Creating the desired culture**
- **Integrating to move into the future**

Leaders that successfully accept the leadership challenge will be rewarded with a far greater ability to compete, innovate and thrive in an unpredictable business environment.

About Our Speaker

Janine grew up working in her parents' retail business learning marketing and sales in furniture, sporting goods, clothing and music stores. She has an undergraduate degree in Industrial Psychology, English and Economics and a Masters in Industrial Psychology, obtained cum laude. Janine is a registered Industrial Psychologist.

Janine started her own communications coaching practice and then she then became a human resource manager for a national retail organisation. She worked for the largest private utility in the world providing strategy, strategic human resources, leadership and management development. She also headed the internal management consult-

ing unit to the executives. She left to form her own management consulting firm. The firm is now in its second decade and Janine continues to be the managing director. She lectures MBA's on Leadership, People and Strategic Human Resource Management, and has a syndicated televised leadership development program.



Janine and husband have been happily married for 20 years, and they have three children aged 15, 11 and 8.

From South Africa, she works with individuals, companies, organizations and governments. She is high energy, FUN, interactive and provides depth and breadth of expertise to energize and empower others.

Janine has many clients around the world including Shell, Coca Cola, the United Nations and Volkswagen. She trains, speaks, lectures, consults and coaches for high performance. She currently works for the Carroll-Keller Group and can be contacted through them at (630) 495-0505. ☞

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Reminders & Announcements

NIQC 2005, 8th Annual Regional Conference Announcement

Mark your calendar for the Northern Illinois Quality Conference (NIQC) 2005 for **Monday November 7, 2005**. The theme for NIQC 2005 is “*New Frontiers for Performance Excellence*”. There will be four outstanding keynote speakers from Abbott Laboratories, Loyola University Health System, Stuart Graduate School of Business at IIT, and a renown business consultant with School of Business, Monterrey TEC, Mexico. The venue for NIQC 2005 is *Holiday Inn Select in Naperville, Illinois*.

There will be three parallel tracks at two separate times in the afternoon of November 7. The first set of tracks will address Health Care Management, Marketing & Sales Management, and Public Sector Management. The second set of tracks will address Energy and Environmental Management, Information Technology Management, and Supply Chain Management.

In addition to the regular program on November 7, there will be a number of in-depth workshops on both *Sunday, November 6* and *Tuesday, November 8*. The NIQC 2005 is being sponsored by five ASQ Sections from Region 12—Chicago, Fox Valley, Heart of Illinois, Illiana, and Northeastern Illinois—an ASQ Information Integrity Interest Group and an ASQ Lean Enterprise Forum.

To keep the attendance cost low, we are looking for corporate and organizational sponsorships. For every \$500 in sponsorship funds, you will get one free admission to the November 7, 2005 event.

Contact Dr. Manu K. Vora, Chair ASQ Chicago Section NIQC Team, manuvora@b-einc.com, 630-548-5531. ☞

TI Scholarship Awards

Coming this Fall! Students enrolled in specified Training Institute core courses will be automatically eligible for one free* Training Institute course to be awarded to the top scoring student in each of the following core courses:



- **Statistics**
- **Quality Management**
- **Blue Print Reading**

(*Correction)

High School Scholarship Award

The ASQ Chicago Section 1201 announces the availability of a \$1000 college scholarship for a graduating high school student with scholastic achievement and contributions to Quality.

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.

Scholarship applications must be received by February 1, 2006. Recipient will be notified by June 1, 2006. **Applications may be downloaded from the ASQ Chicago website, www.asqchicago.org.** ☞

(Recertification — Continued from page 4)

ences are pleasant ones! Please call me if you have questions about recertification; (847) 392-3718 x 279, emccarthy@methode.com. My mission as recert chair is to make sure your recert experience is a good one, easy and successful. We all worked hard to get certified—let's keep that recognition alive. ☞



Perspectives . . .

James Persaud – Chair, Section 1201 – Chicago

Hello, and welcome to another year with ASQ Chicago section. With a new year, comes a new executive board — the steering committee for the section. We are fortunate, in that this year, unlike the recent past, we have several new executive board members. This could mean a bigger learning curve. The up side is that, with new members come new ideas, great, just what we need.

I take it that most, if not all, had a wonderfully enjoyable and relaxing summer, despite the heat and the chores. To those who did, good for you and those who did not, need to apply a few of the Quality principles and plan better. A resource for that could be your ASQ Chicago section. While you were on summer break, your section officers were meeting and planning to better serve its members. At the September general meeting you will be introduced to your new executive board. Please take the opportunity to meet them and find out how you can help us in achieving our goals. Here are the section goals outlined for 2005-2006.

Each subcommittee has also identified their specific goals. This is all in our effort to satisfy you, our members and customers.

Section 1201 Goals

1. Increase participation in section services and activities through promotion of offerings – career development, education, networking, and leadership opportunities.
2. Increase ASQ section 1201 membership by attracting non-members to section services and activities.
3. Improve customer satisfaction.
4. Maintain fiscal responsibility.
5. Staff the Executive board with committed leaders.

For this year, we have a well-planned program for our general meetings. Look for topics you the members requested. To better serve a larger area of our members, we have solicited and contracted with new facilities for our meetings — look for them and attend the meetings, then give us your feedback.

Look for our restructured NEW look website. Visit us at www.asqchicago.org and enjoy the visit, then give us your comments and suggestions. Look for our scholarship program coming to you soon. We have approved the scholarship policy and have a committee to effectively implement the program.

After much deliberation, your executive board has accepted and approved the advertising policy. Watch for our supporters who will be advertising through the ASQ Chicago section. This will be done through our website, Newsletter and other sources of ASQ. Please help by letting your organization and others be aware of this new venture.

Our Newsletter editors have been working on being more creative to make your Newsletter more inline with today's standards. Of course, your suggestions are always welcome. We have made the trial of sending the Newsletter via email. The trial was successful, so, you may soon be receiving your Newsletter electronically. Watch for your Newsletter to be more eye-catching, interesting and informational.

Your Training Institute now has a new director. She is anxiously waiting to hear what your interests and needs are for training and upgrading your skills. Please call her with your ideas and opinions. Take a course, a class, refresh your knowledge, sharpen your skills, re-certify. There are now 10 new classes or seminars offered by our TI, to meet our member needs.

Stay informed, visit our website, also contacts us directly. You can help, get involved. ☺





Recert 4-1-1 . . .

Maintaining Your Professional Recognition

By Ed McCarthy, Recert Chair

Is summer over already? . . . It can't be. I still have vacation time left! Welcome back fellow members. Officially the new ASQ year begins.

Let's first look at some real basics. Being certified means you have demonstrated a level of knowledge and excellence recognized within the profession and have successfully passed an exam recognized by the ASQ and it's membership. There are several areas in which you can become certified.

Anything of educational worth or value must be backed by ongoing competence. That said, an ASQ certification has a three year life span. This means that every three years, you must re-certify by test or by accumulating 18 RU's (recertification units) or CEU's (continuing education units) if you want to keep your certifications in effect. Recertifying by exam re-proves you have got the 'stuff', but most members do it by CEU's and RU's. In other words, you keep up the knowledge base by earning RU's and CEU's.

Certs expire in June or December. You have a six month grace period before and after your actual cert expiration date to get me your paperwork. Extensions are frequently requested and granted, but as quality professionals aren't we supposed to be good planners? You will need to contact me if you need more time. You can get your recert journals from the ASQ snail mail or its website.

You earn RU/CEU credits by taking classes, attending seminars, training sessions, teaching, reading books, video tapes and now, even online media events such as those sponsored by the ASQ. You can also earn all the CEU's you would need by attending section dinner meetings, accepting positions within the ASQ or our section, 1201 - Chicago. In other words, most anything that propagates, supports or bolsters the field of quality, manufacturing and related services. Quality has extended its reach well beyond manufacturing, so we are seeing certifications in the medical, mental health, food, financial and even educational sectors. So professional enhancement in those areas will also count towards CEU's.

I remember the days when SPC stood for "Ship Per Customer". The body of knowledge has expanded exponentially for our profession so the types of educational offerings that qualify for RU/CEU credits is vast. Too vast to list here. But the rule of thumb is that if it pertains to your job and or responsibilities and would enhance the dutiful

execution of your job, then it qualifies for credit. With the exception of course of the age old "basket weaving" type class. However, if your company makes baskets—well, you get my point.

You also earn more than half of the RU's required for recertification by being employed. So of the 18 RU's needed, 10.8 are earned for doing what we all live to do—work. Employment does not necessarily need to be directly in the quality profession either.

After that, if you teach, attend classes, seminars, attend a college or university, attend meetings, work on committees (ASQ or our own section), earn other certifications, proctor for ASQ certification exams, view electronic media or publish/author a book, paper, or presentation, you are earning RU's. Folks, it just doesn't get any easier than that.

If you have multiple certifications, you may synchronize them so that you only have to do paperwork once for all of them every third year. And the RU requirement for multiple certs is only 18 no matter how many certifications you maintain.

Lastly, the fees for recert are \$30 for one and \$50 for two or more certs. And our Chicago section receives \$3 back from Milwaukee for every recert in the section. It is in your personal best interest to maintain your certification (s), and our section benefits from your recert as well.

Recertification is fairly easy, and it is my job within the Section to help you maintain your credentials. Every member has a story and exceptions abound to all the rules. For those of you who have asked for help and in some cases, forbearances, when you may have come up short, you know how accommodating I can be. So should a Chicago Section member have need to have their case reviewed for special considerations, I am always willing to bend over backwards to see to it that no member lose their certs. NO ONE HAS who has asked for help in the past four years.

In a coming issue, look for an article on how to simplify your journal submission and some 'boo boo's you will want to avoid. Oh, the stories I could tell! I'll share some details on your journal submissions and how to make this easier for you and me so that all of our recert experi-

(Continued on page 2—Recertification)

ASQ Recertification's

January-June 2005



Hats off to the following Chicago Section members who again provided they have the "Right Stuff" and met the requirements for maintaining their ASQ Certifications. Together these 106 members hold a total of 159 recertification's. Your Chicago Section Officers and Board congratulate you and with you continued success.

George Alukal	Daniel Dolan	Gary Kiphart	Richard Postrozny
Stella Babula	Janice Eckhardt	Tim Knight	David Radloff
Denise Bednar	Mark Ehrlicher	Ivan Kralik	Robert Rarick
Christine Bernard	Judith Elliott	Edward Krch	Roberta Riel
Christie Bielinski	Robert Feistel	Chau Ming Lam	Brian Robbins
Lisa Blankenheim	Chris Flondro	Randall Little	Randy Robertson
John Blazejak	Dennis Francis	Joseph Locatelli	Viola Rosenburgh
Joseph Bloch	Scott Freitag	Clifford Long	Lisa Royal
Daniel Brown	Robert Fruit	Brian Lowery	Richard J. Sabis
Meta Brown	Nancy Geer	Carol Mackowiak	Donald Sherman
Meta Brown	Daniel Glab	Apryl Major	Robert Sorensen
Mike Buettner	David Habdas	Pamela R. Mason	Lawrence Stawicki
Jeffrey Bunger	Kenneth Hamel	Tariq Masud	Razziuddin Syed
Joseph Burke	Douglas Hamilton	John Matthew	Renee Szczepanski
Robert Buttler	Qaisar Hanif	Michail McAndrew	Patrick Tagney
James Calhoun	Walt Harding	Ed McCarthy	Roxanne Tata
Amparo Cannon	Gary Hazard	Robert Medow	Tjeresa Thompson
Daniel Carlson	Shankar Hegde	Robert Monroe	Christopher Trent
Victor Chaudhari	John Hoffman	Art Morrical	Chad Walcott
Nobel Chen	Charles Hutchinson	Willard Morton	Jerald Willhite
Fred Chonkan	Joe Irish	Everett Motley	James Woznicki
Lori Cook	Jeffrey Jacek	Avadis Muradian	Paul Wright
Kristine Cuthbertson	Kenneth Jackman	Walter Neuhengen	Laura Zangori
Steven Deiter	Walter Jurkovic	Christopher Owen	Linda Zatkalik
Bharat Dewan	Theresa Kankus	Sandra Peterson	
Luke Disilvestro	Julie Kast	Michael Pierret	
Donald Ditmars	John Kendrick	LaSchuanda Poston	





Happenings

Joe Lisy Award Dinner for Boyce Grier
June, 2005



Boyce, Rama



Jayne



Peggy



Boyce Grier proudly showing Joe Lisy Award
l-r, Boyce, Rama, Jayne, Peggy



ASQ Members enjoying the evening.

2005 ASQ Certification Exam Dates

Certifications	Application Deadline	Exam Date
CQT, CRE, CMI, CHA, CQM, CSSBB	Sep. 2	Oct. 22
CQE, CQA, CSQE, CQIA, CCT	Oct. 7* *Correction	Dec. 3

Questions? Call Hari Soni at (847) 405-2130

Networking Corner



Job Candidates

Luke DiSilvestro maintains the job candidates list. The list has a professional summary and contact information for each person listed. The list is available by e-mail from Luke. Job candidates are listed for a period of 60 days. If candidates want to remain on the list, they must notify Luke for each additional 60 day period. Luke DiSilvestro can be contacted by phone at (847) 343-6098 or by e-mail at www.jobs@asqchicago.org. ☞

October preview

**Interviewer - Interviewee . . .
A Look at Both Sides**

On Wednesday, October 12, 2005 we welcome Karla Dobbeck, PHR, President of Human Resource Techniques, Inc. and Steve Brainerd, Training Consultant-Instructor with Dale Carnegie Chicago to lead us through the interview process.

Whether your goal is to select the best candidates for your department or get that dream job yourself, knowing how to interview is key.

Karla's focus will be ensuring the ad you place, the questions you ask, and your method for evaluation result in a successful placement.

Steve will help you understand how to prepare for an interview, market yourself and gain the confidence and trust of the manager you wish to impress.

As is true for all quality processes, when tried and true procedures are in place, the outcome is consistent and the results are successful! ☺

Chicago Section General Meeting – September 14, 2005

<u>Location</u>	<u>Program Schedule</u>
Oak Meadows	5:30–6:00 p.m. Check-in / Networking
900 N. Wood Dale Road	6:00–7:00 p.m. Advance Session
Addison, IL	7:00–8:00 p.m. Dinner
(630) 595-1800	8:00–9:00 p.m. Main Session



Directions: Oak Meadows is located at 900 N. Wood Dale Road, at the intersection of Wood Dale Road and 3rd Avenue, one mile north of Lake Street (Route 20) and 1/2 mile west of Route 83.

How to Register



- Register on-line at www.asqchicago.org/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 are currently being discontinued.
- Registration and payment on-line is *secure*.

Cost



- **Registration** - payment required at time of registration: members \$25, nonmembers \$30
- **Walk-ins** - subject to availability, cash or check only: members \$30, nonmembers \$35
- **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, September 11, or for a no-show at the meeting.
- Accepted credit cards: Personal - American Express, Discover, Master Card, Visa
Corporate - Master Card, Visa
- Questions? Call Richard Heller at (847) 204-9262

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



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Dated Material

The Society of Professionals Dedicated to the Advancement of Quality

Upcoming Chicago Section General Meetings

Date	Location	Program Topics — Advance / Main Sessions
9/14/05	Oak Meadows, Addison	<ul style="list-style-type: none">▪ Presentation of the Chicago ASQ Board, Services & Goals▪ Accepting the Leadership Challenge
10/12/05	Maggiano's, Oak Brook	<ul style="list-style-type: none">▪ Interviewer - Interviewee: a Look at Both Sides

Meetings are held on the 2nd Wednesday of month