



Northeastern Illinois  
Section

MAKE GODD GREAT™

## JOIN US FOR OUR NEXT SECTION MEETING!

We cordially invite you to join us on Thursday **December 15**, 2011 at the Arboretum Club, 401 W. Half Day Rd (Rt. 22 East of Buffalo Grove Road, across from Dominick's), in Buffalo Grove. Members and non-members are always welcomed.

E-mail registration: E-mail: [asq1212reservations@yahoo.com](mailto:asq1212reservations@yahoo.com)

Pre-meeting Clinic 5:30 pm Networking/Dinner: 6:30 pm Main Meeting: 7:30 pm.

## Quality Celebration and Future Studies

By Regina Fullin Section 1212 Program Chair



ASQ Section 1212 welcomes Paul Borawski, CEO for the American Society for Quality (ASQ).

### **PRE-MEETING CLINIC:** Quality Celebration and presentation of the Section

1212 Race to Retain Award. Come Celebrate with ASQ Section 1212, because, in addition to our Quality Celebration (Please bring a "White Elephant" gift to share) Section 1212 has additional reasons for celebration! This year, Section 1212 is honored to win the President's Race to Retain award. As one of the Top 10 Sections for member growth and retention Section

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Next Meeting: 12/15/11

**The American Society for Quality** is a leading quality improvement organization and a knowledge-based global community of quality experts with a passion to improve themselves and their world. ASQ advances global learning, quality improvement, and performance excellence with over 130,000 members worldwide.



*Our Program Chair,  
Regina Fullin*



1212 is being recognized as a vibrant, engaging section that delivers value to its membership. We hope that this year-end celebration will be a fun way to network and reconnect with others in the quality field, to promote future success of Section 1212 and its membership. Please bring a wrapped gift to share with others. ASQ also will provide quality-related gifts will during the pre-clinic.

**MAIN PRESENTATION:** 2011 Future of Quality Study: "Emergence" This presentation describes the importance of forces that will influence quality in the future. Business that understand and plan for the future pressures will be able to anticipate changes, and become leaders in the field. While a perfectly accurate

vision of the future an unrealistic goal, there are cues that point to the future. When these pointers are used to develop a strategic plan for business, it will result in a company's ability to adapt to the future business climate, and to weather additional unanticipated changes. Mr. Borawski details the process used for identifying the eight key social, political, economic forces impacting the future of business, and how those forces are expected to change the future of quality and its leaders.

**Keep Posted!** The January 20, Section Meeting will include more than our customary business meeting. In addition to the FREE meal, a special guest speaker will present an appropriate message for the New Year!

Paul Borawski, CEO for the American Society for Quality (ASQ). He has spent the last 24 years promoting the importance and value of quality. He is a member of the Malcolm Baldrige National Quality Award Consortium; a Board member of the ANSI-ASQ National Accreditation Board, RABQSA, and ASQ Global; and a past president of the Council of Engineering and Scientific Society Executives (CESSE). Paul is a Fellow of ASQ, and an ASAE Certified Association executive. A frequent speaker, sometimes author, Paul devotes himself to helping leaders understand a modern context for quality



**Quality for Life – Marlyn Hyde – “A quality career - It’s all about the people.”**

By Dave Norby



Her name is spelled Marlyn, not Marilyn. There is no “I” in her name; just like her quality focus: no I. Her many years of dedication to the quality profession and success at

developing and improving the knowledge and skills of people working in the field of Quality sets her apart as someone rare and special – someone you should know about.

When she was growing up, Marlyn’s dream was to become a performer – a professional musician – and she did that. She was a child prodigy who grew up in the public eye – performing both in person and over the airwaves. Her performing career ranged from playing Madison Square Garden to Chicago’s Palmer House to the Sands in Los Vegas, to playing for the president (during and after election campaign), to radio (She had a weekly show for 2 years), and to television (including the Arthur Godfrey Show).

Marlyn started as a jazz accordionist.

When she told me about this, I’ll admit not knowing there was such a thing as a jazz accordionist. I asked about the audience for this genre, and Marlyn agreed that it was limited, so she also performed at times as a jazz pianist. She pursued this career for a number of years, and appeared with a number of well-known jazz artists. She worked with Hummy Berey in Los Angeles, played at the Meadowbrook Country Club in New York. Along the way she played and jammed at times with Buddy De Franco, Art Van Damme, Buddy Rich, Herbie Hancock, Stan Kenton, Gerry Mulligan, Count Basie, Miles Davis, Johnny Coltrane, Charlie Parker, Tommy Dorsey, and Gene Krupa.

So, how does someone’s life pursuits evolve from being a professional traveling musician to being a professional trainer and consultant in the field of quality? As a performing musician, Marlyn wearied of the transient lifestyle and the music profession. Still, she enjoyed being on stage, so she entered the field of public speaking, giving talks in areas of self-development and quality of life.

She became a member of the International Platform Association, giving speaker introductions for conferences in Washington, DC. She was one of the founders of the Professional



Speakers of Illinois, serving as an Officer and member of the Board of Directors. She joined the National Speakers Association, where she became a committee member and was a featured speaker with well-known speakers such as Zig Ziglar.

Marlyn had speaking engagements at meetings that included well-known quality luminaries: W. Edwards Deming, Phil Crosby, Armand V Feigenbaum, and Joseph M Juran. Marlyn became inspired by the things they had to say, and shifted her emphasis to this area. This led to consulting stints where she worked with, and learned directly from Juran, Crosby, and Feigenbaum.

Marlyn found her speaking and consulting engagements involved a lot of

traveling. Due to family and other demands, she left traveling (field of quality and public speaking). She was a radio talk show host for five years, and also worked for a Public Relations firm as a media consultant. In this role, she trained and coached authors who were preparing for tours to promote their books on local and national TV and radio talk shows (Good Morning America, Phil Donahue Show etc). (Marlyn never left the quality field. She taught at many venues including Webster University. She created and delivered many 32-hour courses and full-day seminars for MIMA/Management Association of Illinois and their member companies. The topics included Deming on Quality, Communications, Judgment in Decision Making, (Continued on Page 7)

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Five members attended the meeting on November 3, 2011 at the New China Buffet in Libertyville: Ron Bateman, Dave Spengler, Bill Sherman, Regina Fullin and Dave Taylor.

We continued our study of ISO/DIS 31000, Risk management — Principles and guidelines on implementation. We are rating the sections of the standard on risk management effectiveness. We completed Section 6.3 “Establishing the Context” and will start with Section 6.4 “Risk assessment”.

In the round robin review:

Regina reported the new director has improved the workplace. And is now working on statistical evaluations of returns.

Bill Sherman with the FDA has received

assignments for the new fiscal year. He will be traveling to areas and grouping inspections there.

Dave S' company has hired a new QC Manager. Dave is working with him to examine high-risk products and getting the quality department more involved new product development.

Ron's company, which supplies equipment to natural gas providers, is under great pressure for growth.

Dave Taylor finished the AS9100 (Aerospace Standard) revision to Rev. C and is now involved in quality auditing in the medical device business.

**The next ISO discussion group meetings are **December 1 and January 5**, at 6:00 PM.**

We will continue our review of ISO/DIS 31000 Risk management — Principles and guidelines on implementation. We are on Section 6.4 “Risk Assessment.”

At the New China Buffet: An enjoyable mouthwatering buffet will be served for \$5.00 (free for members searching for a position), the balance being funded by ASQ section 1212 Northeast Illinois. The public is always invited and we welcome you questions about Quality Management Standards. Let me know if you have particular subjects to discuss. Contact me, Dave Taylor at [kolimat@yahoo.com](mailto:kolimat@yahoo.com). If you have any questions or need directions.



## Director, Clinical Quality Assurance

Astellas Pharma US LLC - Deerfield, IL  
(Greater Chicago Area)

Astellas is the bright spot in the pharmaceutical industry not just because of what we do, but in the way we do it. If you are looking for a company where you can change a life, make a dream come true, and light the way for a better tomorrow.

The focus of this position is to provide Quality Assurance oversight of APGD clinical trials (Phase I-IV) to ensure compliance with international regulatory requirements for Good Clinical Practice (GCP). This position will collaborate closely with APGD QA in the EU and API QA in Japan to provide global harmonization oversight of clinical trials.

Requirements: BA / BS or equivalent, advanced degree preferred, with a minimum of 10 years of industry experience, 8 years of QA experience, and 4 to 6 years managing staff. Comprehensive knowledge of GCP and other related regulations. Demonstrated ability to establish local and regional Quality policies and to contribute to global Quality policies in support of the Quality System.

Look for a picture of Your New Placement, Martha Kadas [mkadas@sbcglobal.net](mailto:mkadas@sbcglobal.net) Chair in the January Newsletter.

Apply on the company website.

Visit [ASQ's Career Center](#) to search for jobs, read articles and access career development resources. It is free to all job seekers and provides access to the best employers and jobs in the quality industry. Boxwood Technology, an external vendor, powers it so job seekers must register separately from the regular ASQ member site to apply for a position or post a resume. ASQ also offers an [unemployment benefit](#) to those unable to pay membership dues due to being unemployed. **Please join us on our LinkedIn discussion group [ASQ NEI Section 1212](#)**

### "QUALITY QUOTE

"There are no half measures in the pursuit of excellence - you have to do it all."  
- David K. Carr



and Team Building. She published on topics such as departmental cultural differences and course design and delivery.

Marlyn super-activated her career during the emergence of the Total Quality Management (TQM) movement, and did a lot of training and consulting. She to guide companies through the process of formalizing or upgrading their quality management systems (QMS) to the standard needed to seek ISO 9000 certification (a necessary step towards earning the "CE" mark). Her clients ranged from small companies to Fortune 100 Corporations. Of considerable pride for her, each of her clients achieved ISO certification on the first attempt. Marlyn also assisted the ISO/TC 176 committee members during the change of ISO 9001 from the 1994 version to the 2000 revision. In this effort, she focused on implementing lean methods to minimize the time demands on committee members while still meeting implementation deadlines.

Marlyn's career was not limited to that of an external consultant and speaker. She held regular assignments for several years at local employers US Robotics Inc/3 COM, Standard

Register/UARCO, and Standard Products Company where she served in managerial roles in charge of technical training, quality management system development, and quality systems management. Her programs resulted in major improvements in manufacturing costs through elimination of rejection and rework. Other projects reduced customer complaint rate and Cost of Quality, improved productivity and reduced cycle time, reduced lead-time, improved on-time delivery, and achieved other improvements that both improved and sustained business performance.

Marlyn became involved in ASQ Section 1212 (Northeastern Illinois), and in its Section Leadership Council (SLC). Marlyn has held most of the SLC's leadership positions, including Section Chair. For many years she served as Program Chair, arranging our section's monthly speaker agenda, preparing the text of the speaker announcements, and many times preparing summaries of speaker presentations that were published in the section's newsletter.

Marlyn has used her extensive network of connections among speakers in the quality

With pleasure, December's Message from Your Editor clears the space so that Dave Norby's full article about Marlyn Hyde can appear. See you here next month. – Adela (AdelaCrandell@me.com)



field to maintain a stimulating program for Section 1212, covering a broad spectrum of topics including leadership and management, regulatory compliance, innovation, quality tools and statistical methods. Topics developed for presentation at Section 1212 have been presented at meetings of several other sections, and have become the basis of professional consulting assignments for the speakers. One of our frequent speakers, Manu Vora, wrote me this:

“Marlyn is gem of a person, always encouraging others to do their best. I was fortunate to come and share various topics at Section 1212 meetings. I really appreciate what she has done for ASQ and Section 1212, a true role model member leader.”

For nearly 10 years, Marlyn (with her daughter Jan Agostinelli) was the section’s trainer for our course, preparing people for the CMQ/OE exam. All (100%) of her students passed the ASQ certification exam on the first try. Many of the people in this geographic area who now hold significant positions of responsibility in the fields of Quality Assurance and Regulatory Affairs have obtained certifications and enhanced their professional knowledge, skills and careers under Marlyn’s guidance. Their leadership has doubtless influenced the careers of many others in positive ways.

Dave Spengler is a long-time member of ASQ 1212’s SLC. Dave says he tends to focus on the technical aspects of quality (specifications, requirements, tolerances, robustness, calibration, and other objective elements). Dave is quick to point out that Marlyn has been his mentor for years and a moderating influences with her oft-repeated comment to him: “Dave, it’s all about the people.” That guidance has influenced many of us to gain “true knowledge”: integrity and personal commitment to excellence are paramount in achieving lasting quality in any human enterprise – whether it involves manufacturing or not.

Marlyn has had cancer for the past several years. She fights the good fight, and conquered many crises. Sometimes we feared we would lose her. At this point it’s clear that the end is coming, but even now she continues to help drive our section’s program. I won’t pretend to know all the difficulties that she has gone through since her original diagnosis, but I can tell you that through it all she has kept a ready smile, and has consistently done what she could to help and encourage others to make this ASQ section and its members as successful as possible. It truly has always been about the people. That’s why I think you should know about Marlyn Hyde’s story, and be inspired by it to pursue quality for life.

**Thank you Marlyn!**



Your Arrangements Chair:  
djkrasowski@yahoo.com

November Meeting Attendance: 69

Door prize winners:

- Dan Mazur
- Robert Gould
- Kelly Rodkey
- Cathy Menke

## Education Program Opportunities

Our fall classes are over and the only class starting in January is the CMQ/OE class (coordinated by Kam Gupta). May the New Year move you closer to your goals.

| class  | Duration                     | Trainer/<br>Coordinator | Contact          | Start date | Sign up<br>for<br>exam<br>(ASQ) | Exam |
|--|------------------------------|-------------------------|------------------|------------|---------------------------------|------|
| Certified Manager of<br>Quality/Organizational<br>Excellence | 40Hours<br>10 wk X<br>(4 hrs | Kam Gupta               | citkam@gmail.com | 1-4        | 1-13                            | 3-3  |

### We can provide Training for All your quality-related needs.

Remember, all year around we offer all of our workshops (and can prepare and present almost any customized training you need) for in house presentations at an economical price for your company. There is NO quality-related subject we cannot provide for your training needs.

Our Section provides workshops for in-house presentations at a fixed price to your company - including these offerings and many others:

CRE Review  
Review MSA/Gage R&R

Review Certified Reliability Engineer Review  
8D Problem Solving Methods

Certified Software Quality Engineer  
Quality Function Deployment

Six Thinking Hats (Team Building)

Successful Acceptance Sampling

Lateral Thinking

Improving Team Performance With Quality Tools

QS-9000 Continuous Improvement Tools

Robust Tolerance Analysis

Short Run SPC

Upgrading to ISO 9000 to QS-9000

Statistical Thinking

The Illinois Lincoln Award

Lean Office Simulation

Lean Office Training

Contact Dave Taylor at: [kolimat@yahoo.com](mailto:kolimat@yahoo.com) for details!



Your chair, David Norby

## Mark your Calendar

For the extended calendar, please go to our website: <http://www.asq1212.org/>

Anything is possible if we expand the reach of quality.

Please go to <http://wcqi.asq.org> for more information on this opportunity to benchmark, network and learn.

|                      |   |   |
|----------------------|---|---|
| September 15<br>2011 | Project Management Principles<br>by Manu Vora   | Project Management for Organizational<br>Excellence by Manu Vora                                  |
| October 20<br>2011   | Lean Learning Game Exchange by Tony<br>Manos  | Lean by Tony Manos  |
| November 17<br>2011  | Two Programs: (1.) FDA Guidance and<br>(2.) GHTF Guidance by Wayne Taylor (author of the document)  |   |
| December 15<br>2011  | Quality Celebration   | ASQ's Futures Study: 2011 Forces of<br>Change – Shaping the Future of Quality<br>by Paul Borawski |
| January 19<br>2012   | Annual Business Meeting   |   |
| February 16<br>2012  | Two Programs: (1.) FDA Guidance, and (2.) Risk Communication by Michael S. Wolf,<br>Ph.D., M.P.H. of the Risk Communication Advisory Committee to the FDA |   |
| March 15<br>2012     | Plant Tour TBD  |   |
| April 19<br>2012     | Statistic Free Six Sigma<br>by Praveen Gupta  | Innovation Competencies by Praveen Gupta  |
| May 17<br>2012       | Getting Your Certification – How to Take<br>the Exam<br>By Dave Taylor and Dave Spengler  | Recert & Packet Info<br>By Merle Goddard  |
| June 21<br>2012      | Putting Contest and Statistics<br>By Dave Taylor  | Quality Tools:<br>By Wayne Taylor   |

Please ensure that your email address with ASQ is current. The section recommends that you use your home email address for ASQ mailings, that way you will never miss an ASQ or section mailing due to screening of the company email or changing jobs