



Northeastern Illinois
Section



MAKE GODS GREAT™

JOIN US FOR OUR NEXT SECTION MEETING!

We cordially invite you to join us on Thursday **February 16, 2012** 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

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

Section Business Meeting and a New Year's Message

By Regina Fullin Section 1212 Program Chair



MAIN MEETING

PRESENTATION: Risk

Communication by **Dr. Michael Wolf**,
FDA Risk Communication Advisory
Committee member (7:30-8:30 p.m.)

Effective risk communication is essential to the well-being of any organization and those people who depend on it. Ineffective communication can cost lives, money, and reputations. Interactive, evidence-based communication helps all organizations to be able to communicate risks and benefits across a wide range of fields and is an invaluable tool from short-term crisis's to long term

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Next Meeting: 02/16/12

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*



planning and development. By implementing these principles and guidelines in your organization, you'll be able to improve efficiency, decision-making (in risk analysis and risk assessments), and stakeholder confidence, while minimizing losses. View the FDA's Strategic Plan for Risk Communication <http://www.fda.gov/AboutFDA/ReportsManualsForms/Reports/ucm183673.htm> Dr. Wolf, is one of the authors of *The FDA's Communicating Risks and Benefits: An Evidence-Based User's Guide* -

Download the book for free-

<http://www.fda.gov/downloads/AboutFDA/ReportsManualsForms/Reports/UCM268069.pdf>

PRE-MEETING CLINIC: The Management of Risk by Richard Gendon (5:30-6:00 p.m.)



In pursuit of Risk Management companies have become more involved in looking at risk. However, while looking to prevent risks, many companies have overlooked the basic management functions that should be observed as part of an effective coordinated Risk Management approach. The Management of Risk presentation will look at Risk Management in a business context, focusing on management in terms of its application to risk, and will discuss certain specific issues such as preventing the wrong risks and the misuse of frequency data.

Michael S. Wolf, Ph.D., M.P.H., FDA Risk Communication Advisory Committee member and author. Michael S. Wolf is an Associate Professor of Medicine, Associate Division Chief of Research, and Director of the Center for Communication in Healthcare at the Feinberg School of Medicine at Northwestern University. Dr. Wolf is a behavioral scientist and health services researcher with primary interests in adult literacy and learning, cognitive factors, and the management of chronic disease. He was one of the first recipients of the Pfizer Health Literacy Initiative Scholar Award and has received numerous national awards for his work in the field of health literacy and medication safety. Dr. Wolf is an author and currently serves on advisory committees for the U.S. Food and Drug Administration, U.S. Pharmacopeia, the American Dental Association, and the Agency for Healthcare Research and Quality. He is a consultant to the Institute of Medicine, American College of Physicians Foundation, American Medical Association, American Pharmacists Association, and Centers for Disease Control on health literacy matters. He is the principal investigator on grants from the National Institute on Aging, National Cancer Institute, Agency for Healthcare Research and Quality, Target Corporation, Foundation for Informed Decision Making, and the Missouri Foundation for Health.

Richard Gendon's twenty five years of consulting experience, in both the private and public sectors, has centered on bridging organizational planning to functional execution. As consultant, his career has covered a broad span of functional interests and industry segments. During his career, Mr. Gendon has been involved in developing strategy and facilitating organizational development, and in all aspects of supply chain and operations management. Mr. Gendon took a three year break from consulting to work with Blistex Inc. as Vice President of Operations and later as Vice President of Strategic Development. Currently, he is the Managing Director of the Center for Professional Management a consulting group that focuses on strategic development, turnaround, process improvement and advancing operational capabilities with an emphasis on demand planning and supply chain risk management. Mr. Gendon also served as the President of APICS-Chicago, the Chicago Chapter of APICS - the Association for Operations Management, and continues to participate as a member of the Chapter's Board of Directors.



20th National Quality Education Conference
November 11-12, 2012 • Louisville, KY

20th National Quality Education Conference
Developing Global Leaders through Quality Schools, Classrooms, and Systems Thinking
November 11-12, 2012 • Louisville, KY • Hyatt Regency Louisville
Be a part of the excitement of the 20th National Quality Education Conference!

The purpose of NQEC is to provide teachers, administrators, support personnel, and other stakeholders' opportunities to examine continuous improvement practices that have been successfully used in education. This conference is designed to celebrate and submit a marketplace of ideas in which proven methods of implementation and sustainability can be explored.

Conference Conveners: 8:00 a.m. Sunday, November 11, 2012
Conference Concludes: 5:00 a.m. Monday, November 12, 2012

Proposals are due no later than Friday, February 24, 2012.

[Get all of the details about the NQEC 2012 call for presentations here.](http://www.asq.org)

Submit your presentation for consideration in the conference schedule today!

Presentations should align to one or more of these focal areas:

- [Curriculum, Instruction, Assessment and 21st Century Learning](#)
- [Statistical, Service and Systems Thinking](#)
- [Using Quality Practices to Close the Achievement Gap: The N-QE Through Context](#)
- [Research in Education for Student/Continuous Improvement](#)

For more information, please go to [NOEC.asq.org website](http://NOEC.asq.org)

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The Nor'easter

What you Missed in January Meeting

February 2012



PRE-MEETING CLINIC: Dennis Berger, shared an uplifting New Year's message for all! As a Vice President in the Human Resources at CDW, he shared the importance of everyone's contribution in an organization. He really lives and breathes CDW's vision and mission. It sounds like a great place to work, and a fun bunch of people to enjoy leisure time with, too.



Your Arrangements Chair:
djkrasowski@yahoo.com

FREE DINNER!!

PRESENTATION: Current SLC members introduced themselves and gave a brief, but rousing description of their role in the section leadership. New officers are elected for 2013. They have a whole year to get accustomed to their new responsibilities before they must take on their new roles.

Your new officers are:

Chair Elect: Jim Sohn
Treasurer: Amit Dave
Secretary: Jeff Wright

Announcement:

ASQ Section 1212 is searching for tech-savvy volunteers to coordinate monthly meeting attendance via teleconference. If interested, please contact Dave Norby (dplnorby@sbcglobal.net) or Regina Fullin (regina.m.fullin@ge.com) to discuss the project scope. This is an excellent opportunity for individuals to accumulate RUs toward ASQ recertification, and to network with fellow ASQ members.

"Leadership is the capacity to translate vision into reality."

~ Warren G. Bennis



ISO Group Minutes

By David Taylor

Your ISO and Education Chair,

dptdog@yahoo.com

Seven members attended the meeting on January 5, 2012 at the New China Buffet in Libertyville. In attendance were Christine Rhodes, Dave Spengler, Peter Larson, Kam Gupta, Mark Mokeete Ron Bateman and Dave Taylor.

We began our study of ISO 19011 2011 Guideline for auditing Management Systems. We reviewed sections thru 5.0 Managing an audit program. We rated the sections of the standard as to how effective it would be in providing a good audit. The ratings are recorded by Dave Spengler elsewhere.

In the round robin review:

Dave S's company is having some growing pains as they take on new business (PPAPS First article inspections & New Machinery). In addition, Dave is doing many CAPA studies.

Christine is working on resumes for getting a new 3rd Party auditor.

Mark is overseeing quality systems for IT department w/ FDA oversight.

Ron's company is still very busy. He recommends some new software. "QI Macros" is an alternative for statistical analysis.

Also "lynda.com" is an advanced Help system for many Microsoft products.

The next ISO discussion group meetings are **February 2, and March 1, at 6:00 PM.
We will continue ISO 19011 2011 Guideline for Auditing Management Systems.**

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 your questions about Quality Management Standards. Let me know if you have particular subjects to discuss. Contact me, Dave Taylor at kolimat@yahoo.com. If you have any questions or need directions.



Position: Supplier Quality Engineer

Location: Rockford, IL

Industry: manufacturing

Company: confidential, but technology leader and global provider of products and systems for growing market (approx 6,000 employees worldwide) with Fortune 100 customers

Compensation: offers a base salary to \$85K (DOE) a 7.5% target bonus (that paid out 11% in 2011) a 4.5% 401K match, 5% stock contribution and very competitive overall benefit package

Relocation: yes

Travel: typically one domestic trip/month

Company is solid user in Six Sigma and Build-to-order lean methods. Continued growth has led to promotional opportunity for current SQE – this is his backfill.

We're looking for:

- High energy and passion for supplier improvement and development in a fast-paced environment
- Experience with the automotive quality tools – especially PPAP and quality systems requirements; either ISO 9000, AS9100 or TS16949 – as applied to supplier requirements
- Ability to organize, rationalize and prioritize your work among multiple suppliers, working independently with little supervision
- Proficiency with supplier audits, RCCA projects and Quality metric / scorecard analysis to set priority actions
- Ability to support, coach and mentor operations folks on supplier quality issues.



Martha Kadas mkadas@sbcglobal.net

In this role you'd be responsible (with some flexibility depending on strengths and experience) for a significant number of suppliers providing mechanical commodities (from hardware and stampings to machined parts and castings) and part of a team with 6 other SQEs.

The company continues to grow very rapidly having won many new programs – their business growth trend is nearly straight up through 2015. They are looking for someone who aspires to grow with them and enjoys the action and rewards associated with growth.

Steve Betros

Managing Director

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Message from your Editor

By Adela Crandell

AdelaCrandell@me.com
& LDickson@lfh.org

What company received the first Malcolm Baldrige National Quality Award for large manufacturing? The company was founded in 1889. Need another hint? When this company “made Brownies, folks said Cheese.” Perhaps this is a poor hint for those of us whose memory only includes the digital age. How about “EasyShare?” My first camera was a Brownie, my first digital camera was an EasyShare.

George Eastman founded Kodak 130 years ago, based in Rochester New York. In 1986 Kodak began moving from a compliance-focused culture toward one with an eye on total quality. Following the tenets of W. Edwards Deming and listening to the voice of the customer, Kodak eliminated performance appraisals and focused on the Voice of the Customer. By 1993, Kodak achieved the coveted Malcolm Baldrige award. Then something happened.

In 1994, the company went public. The focus shifted to achieving Lean Six Sigma and ISO

9000:2000 certification. In all of this, Kodak lost sight of what delights customers. The last profitable year for Kodak was 2007. In spite of cutting 10,000 employees in 2005, the company continued to receive accolades for a great place to work, and received recognition in 2008 as one of the 5 best corporate citizens in US Chemical Companies.

Last month, Kodak announced Chapter 11 bankruptcy, along with their plans to eliminate 3500-4500 more jobs.

Kodak failed to foresee the allure of digital photography and the speed at which digital equipment becomes obsolete. To paraphrase Deming, all the quality achievements in the world will not help a company succeed if it is making something the customer no longer wants.

I'm sad to see you go, Kodak, my childhood friend. You helped me capture many precious memories.

Quality Guideline 1:
Quality Begins with Delighting the Customer
W. Edwards Deming



Education Program Opportunities by Dave Taylor

The New Year is here and we have several ways you can improve yourself professionally. See a list of our classes below.

Often, I'm asked how to get more information on the various certifications offered by the American Society for Quality. The easiest is to go to their website www.asq.org and click on "certifications"

Our CMQ/OE class (coordinated by Kam Gupta) is now underway.

Many of you know I am turning over the reins of Section 1212's training chair in June. If you'd like to try your hand at overseeing the training for the section, let me know.

Class	Duration	Coordinator	Contact	Start date	Cost	Sign up for exam (ASQ)	Exam
Certified Quality Engineer	40Hours 10 wk X (4 hrs)	Dave Taylor	kolimat@yahoo.com	3-28	\$550	4-13	6-2
Green Belt Certification	40Hours 10 wk X (4 hrs)	David Spengler	gdspengler@yahoo.com	3-28	\$550	4-13	6-2
Auditing Certification	Two Days	Sandra Storli	storli4600@sbcglobal.net	TBD	\$325	4-13	6-2

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

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