



The Nor'easter

News from the Northeastern Illinois Section
American Society for Quality www.asq1212.org

Sailing into the Future

MAKE GOOD GREAT®

May 2010

Volume 40 Number 5

Thursday May 20th Section Meeting: RU Ready to Recertify - Recertification Process Improvement and On-site Recertification Reviews!

By Marlyn Hyde Program Chair

One of the most important services Section 1212 offers its members is assisting in their recertification of ASQ certifications. As an ASQ certified Quality Professional, the recertification process is three years between renewals. Some quality professionals view the recertification process as time consuming, unsure of what documentation is required, assuming it is difficult to assemble. Recertification Chair, Merle Goddard, Dee Miranda, and Stefanie Koenig will help you take the guesswork out of what documents to collect, when to collect them, how to assemble the recertification package and helpful tips for addressing gaps in Recertification Units (RUs). The second part of the presentation is a process overview of how to synchronize multiple certifications into a single recertification package. We have some ideas to share about how to make this a simple, one-step process.

Continued on page 3



Pre-Meeting Clinic: Get Ahead - Get Certified

By Marlyn Hyde Program Chair

Invest in success! Certifications boost your career and are rated as one of the top-rated value benefits of ASQ membership—covering a number of quality disciplines, applications, and industries. David Taylor, Education Chair, will discuss the latest ASQ Certifications and how they may apply to you and Master Blackbelt Dave Spengler will give you new strategies, including input from other sections, to improve your exam scores.

- Certified Software Quality Engineer
- Certified Six Sigma Black Belt
- Certified Quality Auditor
- Certified Biomedical Auditor
- Certified RACQP Auditor
- Certified Quality Engineer
- Certified Pharmaceutical GMP Professional
- Certified Manager of Quality/Organizational Excellence
- Certified Reliability Engineer
- Certified Calibration Technician
- ASQ/DCNN-Certified Lean Six Sigma Black Belt

Get Knowledge • Get Noticed • Get Certified...again
ASQ Recertification



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JOIN US FOR OUR NEXT SECTION MEETING!

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 100,000 members worldwide. **ASQ Section 1212** is dedicated to the promotion and advancement of quality tools, principles, and practices in the workplace and community. It is one of the top rated sections in the society and it meets on a regular basis to help their members become leaders of quality. We cordially Invite you to join us on **Thursday May 20th** at the **Arboretum Club**, 401 W. Half Day Rd (Rt. 22 E. of Rt. 83), at Buffalo Grove Road (across from Dominick's), in Buffalo Grove. Members and non-members are always welcomed.

— Pre-meeting clinic: Get Ahead - Get Certified by David Taylor and Dave Spengler - 5:30-6:00 pm

Networking/Dinner: 6:30 pm

Main Presentation: Recertification Process Improvement and On-site Recertification Reviews by Merle Goddard, Dee Miranda, and Stefanie Koenig - 7:30- 8:30 pm

The meetings are always free, meals are \$25, please reserve in advance.
E-mail: asq1212reservations@yahoo.com.

Pictured: Dave Krasowski, your Arrangements Chair



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Education Program Opportunities. *By David Taylor, Education Chair.*

SEE YOU IN THE FALL! All our scheduled classes are underway or finished for this semester. Once again, thank you to all who supported our section by training or attending classes this year.



June training meeting in July! On July 15, 2010, we ask all who are interested in becoming involved in training for the section attend a meeting to discuss our training programs and what would be the best ways to proceed in the future.

Look for fall training information in the August edition of this newsletter.

ON-SITE COURSES OFFERED ALL SUMMER. And 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 a most economical price to your company. There is NO quality-related subject we cannot provide for your training needs - including these offerings and many others:

CRE Review
 Engineer Review MSA/Gage R&R
 Six Thinking Hats (Team Building)
 Improving Team Performance With Quality Tools
 Short Run SPC
 The Illinois Lincoln Award

Review Certified Reliability Engineer Review
 8D Problem Solving Methods
 Successful Acceptance Sampling
 QS-9000 Continuous Improvement Tools
 Upgrading to ISO 9000 to QS-9000
 Lean Office Simulation

Certified Software Quality
 Quality Function Deployment
 Lateral Thinking
 Robust Tolerance Analysis
 Statistical Thinking
 Lean Office Training

If your company has specific training requirements or you want information about any of our courses, please contact Dave Taylor at kolimat@yahoo.com.

ISO Support Group Minutes for May 2010. *By David Taylor*

ISO Support Group Minutes for May 2010 will be in next month's newsletter. Although we continued our review of ISO/DIS 26000, "Guidance on Social Responsibility", the group voted to table the ISO/DIS 26000 study. Our next meeting will be held at 6:00 on Thursday, June 3. We will begin reviewing the new ISO 9004.

A gratifyingly succulent 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 Dave Taylor at kolimat@yahoo.com if you have any questions or need directions.



Pictured: Dave Taylor, your Education and Training Chair and author of Education Corner and ISO Support Group.



ISO Support Group Meeting held at:
 The New China Buffet, 1161 S. Milwaukee Ave. Libertyville, IL
 The first Thursday of the month, all year long.



Check out the Reviews for our April programs in the next newsletter!

Pictured: David Norby: your Section Secretary and author of your Section Meeting Reviews.



Quality Quote:
 "It takes two to speak the truth—one to speak and another to hear." ~ Henry David Thoreau.

Have A Winning Day!
 Submitted by - Willie L. Carter

Pictured: Willie L. Carter, your SMP Chair and author of your Quality Quotes

Main Meeting: Recertification Process Improvement and On-site Recertification Reviews!

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The presentation will address two key areas. The first is identifying the recertification package of information you need to collect, documentation requirements and the process for assembly and submission for review by our Recertification Chair. A key part of this is improving your understanding of how many recertification units are granted for a given activity. For example, did you know that by participating in the Section Leadership Committee you can obtain 1.5 RUs per year of committee participation?

The second part of the presentation is a process overview of how to synchronize multiple certifications into a single recertification package. We have some ideas to share about how to make this a simple, one-step process.

Recertification Chair, Merle Goddard will be assisted by her wonderful ASQ colleagues, Dee Miranda and Stefanie Koenig, in both the presentation, panel discussion and question and answer period. Merle is a Sr. Member, has been doing Section 1212 Recertifications for over 10 years, is a multiple certification holder and looks forward to assisting you with your customized package for submission.

Bring your packages to be reviewed that evening!!! Recertification only takes a minimum of time to do 'on the spot'. Plan to join us to gain knowledge on how to develop a personal process improvement for your recertification efforts.



Merle is Director of Nutritional Quality Operations, with Abbott for 19 years. (B.Sc. Biochemist, M.Sc. Leadership, CMQ, CQE and CQA and ASQ Sr. Member and Recertification Chair.) Previously a Dietician, she started with Kraft Foods in R&D then Manufacturing Manager before joining Abbott Canada with Quality Assurance. Merle moved to Chicago to join Abbott Nutrition International to indulge her passion for the international business and culture and is responsible for Quality Operations in Europe, LA and Asia. When not traveling, Merle is golfing, sampling world foods/wines with husband Keith, enjoying their 2 children, and teaching her schnauzers that it is not polite to beg.



Dee Miranda, Master Black Belt, Business Excellence, Baxter Healthcare Corporation, Round Lake, IL. Trains, coaches and mentors Green and Black Belts globally at Baxter on Lean Six Sigma methodology and all types of tools such as Value Stream Maps, Statistical Process Control (SPC), Design of Experiments (DoE), Failure Mode and Effect Analysis (FMEA), Basic Statistics, and Baxter's DMAIC Problem Solving/Lead Investigator Training, etc. Prior to her almost 15 years at Baxter, Dee was a Maintenance Trainer for two years at Greyhound Lines, Inc and served 10 years active duty as an officer in the US Air Force. American Society of Quality Certified Six Sigma Black Belt.



Stefanie Martinez Koenig is QA Director, Invasive Cardiology at GE Healthcare. She is a Certified Quality Engineer/ Manager with 14 years experience in the pharmaceutical / device / CRO industry including management positions at manufacturing sites and corporate quality assurance and experienced in the assessment, design and implementation of quality systems, product development, GxP auditing and validation. Stefanie is a native Spanish speaker and Triathlon athlete.

Achieve Greatness with ASQ Membership

Select 1212 as your section! Our section is one of the top rated sections in the society! We are here to help you find solutions, achieve credibility, be inspired, build strong networks, and reach greatness. We are dedicated to providing you with the Quality technologies, concepts, and tools to improve yourself, your company, and your world.



Let everyone know that the section's website is up and available. You can use this link - www.asq1212.org.

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. See you next week!

Maddy Bradford,
ASQ CQA, CMQ/OE,
ASQ 1212 Section Membership Chair

Section Events

Come join us! Share the passion for excellence with talented top speakers, authors, quality experts, and active quality professionals. ASQ Section 1212 provides a wide range of quality related topics, events, and resources to meet your needs.



Check out our events page on our website:

www.asq1212.org/events

Pre-Meeting Clinic:

Continued from page 1

Last May we gave you new information on ASQ's newest certification, the certified pharmaceutical good manufacturing practices professional (the CPGP exam was first administered May 17, 2009). This year, two new Certifications are poised for release: ASQ is pleased to offer the SME lean Shingo and Master Black Belt certifications. Please come to the May 20th Presentation for more information! There are currently 15 ASQ Certifications including the latest, Pharmaceutical GMP Professional on the ASQ website (www.asq.org); check ASQ's website in the coming weeks for the addition of the Master Black Belt and SME lean Shingo (May 2010) Body of Knowledge, requirements, and application. ASQ is the newest sponsor of the Lean Certification program along with the Society of Manufacturing Engineers (SME), the Association for Manufacturing Excellence (AME) and The Shingo Prize for Operational Excellence. The Lean certification has three levels: bronze certification emphasizes the tactical aspects of lean; silver is based on integration of lean; and the gold focuses on Lean's strategic facets. Each level requires the completion of multiple lean projects, demonstrated lean education hours, and a lean portfolio write-up. Details of the lean certification can be found at the [SME website](#). ASQ members may contact the Lean Division for more information or go to the [LED Bok & Certification Site](#). ASQ plans to offer the first paper version of the lean certification exam at the 2010 World Conference on Quality on May 23 (as part of the Society's 17 certification programs). The Master Black Belt certification is in the pilot phase and is currently being finalized by the ASQ Certification Board. Other certification information: ASQ is updating the CCT's body of knowledge [it is on the item review stage, they had the workshop and wrote questions, now a second team is going through to go over the test's questions (steps of test development)]. ASQ will update the CQT early in 2011. Language updates: There is now a Spanish Certified Six Sigma Black Belt version and soon there will be a Certified Six Sigma Green Belt (in June). The CQIA will be offered in Chinese by late summer / early fall.

Come join us! Learn what's new at ASQ! David Taylor, a member of the section since 1993, and current Education Chair, will discuss the latest ASQ Certifications and how they may apply to you (including a brief description of the contents of each certificate's Body of Knowledge as well as information on exam questions, types of preparation and training, upcoming exam dates, and the classes offered by the section to help you prepare for the exam of your choice). Dave Taylor is a local quality consultant, an ASQ Certified Engineer, Auditor, Manager of Quality/Operational Excellence, and Six Sigma Black Belt. In addition to the certification classes he teaches a broad array of Quality subjects including Structured Problem Solving, SPC, and ISO 9001. In 2003 he authored a [Quality Program Manual](#) for the American Feed Industry Association.

Master Blackbelt Dave Spengler will give you new strategies, including input from other sections, to improve your exam scores (such as test tips, tools, and techniques). For everyone anticipating taking an ASQ Certification Exam, our pre-meeting clinic will give you the confidence you'll need to succeed. Don't miss this opportunity to learn from the best, and ask your questions.

Advance Your Career With ASQ Certifications. They add tremendous credibility to your résumé - it shows employers that you have earned formal recognition and have demonstrated proficiency within a specified body of knowledge. [Click here](#) to view a free webinar by ASQ Senior member Allen Wong, who explains the benefits of obtaining an ASQ certification.



Placement News.

By Bill Stinchcomb, Placement Chair

As a service to our members, we offer this space to list any openings that benefit our membership.

How it works: To list openings in your organization simply e-mail a brief position description - include job requirements, company, location, and compensation, as appropriate.

To inquire about any available positions, please e-mail me your resume or inquiry any time. We do get contacted by some placement services and will be happy to send your information to them. **Contact:** Bill Stinchcomb, Placement Chair: 847-938-1103 Bill.stinchcomb@abbott.com. ASQ Section 1212 provides advertising access to its newsletter as a service, but has no control over the operating policies or practices of those who provide the advertised services.



Pictured: Bill Stinchcomb,
Placement Chair

From ASQ Headquarters: ASQ's [Career Center](http://www.asq.org/career/index.html) (<http://www.asq.org/career/index.html>) is free to all job seekers and provides access to the best employers and jobs in the quality industry. It is powered by Boxwood Technology, an external vendor, 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](http://www.asq.org/members/leadership/mbrapp/index.html) (<http://www.asq.org/members/leadership/mbrapp/index.html>) to those unable to pay membership dues due to being unemployed.

If you're job hunting, please join us on our new LinkedIn discussion group. You can connect to the group through this link. [ASQ NEI Section 1212](http://www.linkedin.com/groups?home=&gid=2236959) (<http://www.linkedin.com/groups?home=&gid=2236959>). Bill Stinchcomb our Placement Chair is posting jobs there regularly. Check out the jobs posted there!

If you have a job opening, need help with posting job, or have job support requests, please email bill.stinchcomb@abbott.com.

Reaching Greatness Together

Our Section is renowned for serving our members, industry, and the community through our leading edge events, programs, and services. We care. You want to develop superior skill we'll assist you with the knowledge, education and skills you need to succeed.



Six-Sigma Green Belt Training *By Lisa Blankenheim, ASQ-CQA, ASQ-CMQ/OE*

On-target. Excellence. Perfection. These were words commonly used by Accelper President Praveen Gupta during his Six Sigma Green Belt training on March 26 and 27. One hundred twenty seven quality-minded individuals achieved Green Belt Certification at the end of the course. The *virtually* statistic-free six-sigma approach helped demystify the DMAIC (Define, Measure, Analyze, Improve, Control) process and equipped attendees to effectively and immediately implement six-sigma tools. Praveen's excitement about the subject was clearly infectious as he expertly trained the group on several tools:

- SIPOC (Supplier, Input, Process, Output, Customer),
- Process Mapping,
- FMEA (Failure Mode Effects Analysis),
- DPU (Defects Per Unit) calculations, and
- The 4-P model (Prepare, Perform, Perfect, Progress).



Praveen went beyond the terms and structure of the tools to teach the group about things like rules of creativity and the different types of thinking required to be successful. He kept the group alert and energized through videos, music and guest speaker Betty Smith (wife of the late Bill Smith, the inventor of six-sigma). The statistical tools Praveen did choose to present were simple and easy to use, driving home the point that there is no need to become a statistician or hire a consultant to apply and benefit from six-sigma methodologies. The case study challenged attendees to apply their learning. A LinkedIn group, formed for course attendees, provides a network for continued learning and support. Thanks to Praveen's efforts, 127 more people are now equipped with the knowledge and tools to drive improvement toward achieving excellence and perfection.

Praveen Gupta, president of Accelper Consulting www.accelper.com, is an internationally recognized expert in Six Sigma. His best selling books include *Stat Free Six Sigma*, Business Innovation in the 21st Century, Six Sigma Business Scorecard, Service Scorecard, and The Six Sigma Performance Handbook.

June Preview:

Thursday, June 17th Section Meeting: Finding Root Cause for CAPAs

(7:30 – 8:30 pm) Speaker: Dr. Wayne Taylor. Topic: CAPA (corrective action, preventive action) investigations. Learn how to adopt the problem solving process to sudden onset problems including isolating when the change occurred and distinguishing between conjecture and facts.



Pre-Meeting Clinic: Fifth Annual Putting Contest and Statistics (5:00 – 6:00 pm)

Join us for the networking event of the year! Enjoy an exciting Pre-Clinic featuring a Putting Contest at the Buffalo Grove Arboretum's golf course; with lots of fun and networking opportunities, all in support of a little data analysis. Our meeting room doors open up to the practice green where we've set out a six-hole putting contest. The green will be open at 5:00, so feel free to start your "official" try anytime before 5:45. Dave Taylor will lead us through a statistical data analysis exercise of golfer's scores after the golf round.



Success

The American Society for Quality is the world's leading authority on quality and our section is one of its top rated sections. We assist companies to improve their systems, processes, organization, and profits. You'll get the resources to succeed today, and to compete in the future.



Supplier Selection- Ongoing & Annually By Marion Menze

In April's issue of the Nor'easter, we covered The Procurement Commodity Manager and the Supplier Quality Engineer Team visit to the supplier. All suppliers need to be evaluated on a periodic basis. Any company's valued strategic suppliers especially need to be evaluated on an ongoing as well as an annual basis. Typical ongoing supplier evaluations are for Incoming Quality as well as for On Time Delivery. These are critical to the any company's success and growth.

In general, the Incoming Quality and On Time Delivery are measured monthly and plotted on a graph for ready visual review and trend analysis. The goal for both is 100 % Incoming Quality as well as 100% On Time Delivery. For some companies, the supplier can be financially penalized depending on the level of Incoming Quality or Late Delivery. Typical values for Incoming Quality are measured for the calendar month, calendar year and fiscal year are the numerical values as well as the % of Nonconforming Lots compared to Total Lots.

Similarly, the On Time Delivery logistic is typically measured as being delivered Early, On Time and Late compared to the agreed upon delivery date between the Purchasing Agent and the supplier's Sales Agent. An early delivery affects the inventory capacity of the facility. On time shipments are required for the company to serve their customers in a timely manner. Late deliveries can cause a host of problems depending on how late and how critical the components / materials are. As indicated, ongoing monitoring of the Incoming Quality and the On Time Delivery of a supplier are imperative toward evaluating the supplier's performance.

In addition to the monthly ongoing evaluation, an annual in depth supplier evaluation is also imperative for any strategic suppliers. One method is to use a team made up of personnel familiar with the day to day operations of the supplier. Typical team members are the Commodity Manager, the person most familiar with the business aspects of the supplier, the Supplier Quality Engineer, familiar with the supplier's quality performance, the Purchasing Agent establishing the delivery date as well as placing the purchase orders and the Design Engineer associated with the supplier's product line. The team evaluates the supplier's ongoing business relationship regarding day to day activities with Purchasing, Quality, Delivery and the supplier's Technological contribution regarding current or new products resulting in a numerical score.

In addition to the team Supplier Evaluation, a Strategic Evaluation of the supplier can also be performed. This is typically conducted by the Commodity Manager similarly resulting in a numerical score. The commodity manager can also perform a Risk Analysis resulting in a 3rd numerical score.

These supplier analyses are weighted and an overall value final numerical score is computed. Those suppliers in the highest score range can be classified as a Preferred Suppliers due to their high performance score as a strategic supplier. Suppliers in the next lower level score range are classified as Approved Suppliers. Supplier scores in the third level can be considered as Acceptable Suppliers while suppliers in the lowest range can be classified as Marginal Suppliers due to their lower performance and scores.

Every company would ideally have all of their suppliers be rated as Preferred Suppliers or at worst, Approved Suppliers. These suppliers with the higher performance scores do not require any significant improvement. However, those suppliers that are in the Acceptable or Marginal categories have some deficiencies that need to be identified and corrected. Those suppliers need improvement if they are to become a more valuable supplier in the future. This can be completed by conducting a Supplier Audit, identifying non-conformances with ISO 9001:2008 and / or establish a Development Plan for the supplier. Supplier Audits and Development Plans will be next month's topic.

✓ Planning Ahead - Mark Your Calendars:

May 2010

ISO Support Group	Leadership Committee Meeting	Section Meeting
Date: Thurs. May 06, 2010 Location: The New China Buffet. 1161 S Milwaukee Ave.; Libertyville Time: 6:00 pm <i>the Meal is \$5</i>	Date: Thurs. May 13, 2010 Location: Dover Straits, 890 E Rt 45, Mundelein. (847) 949-1550 Time: 6:00 pm- <i>Meals are Free</i>	Date: Thurs. May 20, 2010 Location: Arboretum Club 401 W. Half Day Rd, Buffalo Grove Pre-meeting clinic's Featured Presenter: Get Ahead - Get Certified By Dave Taylor & Dave Spengler (5:30 – 6:00 pm) Networking: 6:00 – 6:30 pm Dinner: 6:30 pm <i>the Meal is \$25</i> Main Presentation's Featured Presenter: Recertification Process Improvement and On-site Recertification Reviews By Merle Goddard, Dee Miranda, and Stefanie Koenig (7:30 – 8:30 pm)

June 2010

ISO Support Group	Leadership Committee Meeting	Section Meeting
Date: Thurs. June 03, 2010 Location: The New China Buffet. 1161 S Milwaukee Ave.; Libertyville Time: 6:00 pm <i>the Meal is \$5</i>	Date: Thurs. June 10, 2010 Location: Dover Straits, 890 E Rt 45, Mundelein. (847) 949-1550 Time: 6:00 pm- <i>Meals are Free</i>	Date: Thurs. June 17, 2010 Location: Arboretum Club 401 W. Half Day Rd, Buffalo Grove Pre-meeting clinic: Putting Contest and Statistics - By Dave Taylor (5:00 – 6:00 pm). Networking: 6:00 – 6:30 pm Dinner: 6:30 pm <i>the Meal is \$25</i> Main Presentation: Quality Tools: Finding Root Cause for CAPAs – By Wayne Taylor (7:30 – 8:30 pm)



World Conference on Quality and Improvement

May 24-26, 2010 . St. Louis, MO . America's Center



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Think about it. Mandatory quality practices and methodologies could:

- Prevent food recalls by requiring HACCP certifications and ISO standards.
- Save lives by reducing patient errors.
- Save jobs by reducing waste and the costs associated with it.
- Increase student achievement by implementing continuous improvement tools.

From The Nor'easter Editor - Call for Articles *By Adela Crandell (Editor) and Amit Dave (Assistant Editor), The Nor'easter*



Many thanks to those who have contributed articles and we wish to emphasize that we need articles. Please submit all information for the June 2010 Nor'easter by Friday, May 6th, 2010. We need a bank of outstanding Quality Articles. If your technical, quality related article of one page or less (approximately 500 to 1000 words) is published, you can receive 1 RU credit, as long as you keep a copy of the newsletter as proof. You then submit that to ASQ with your re-certification journal packet. Text, graphics, logos, photos, etc., can be sent to adelacrandell@mac.com. Please e-mail me with questions. The editor reserves the right to edit material, and items received after the deadline may be dropped or inserted in a future issue.



Plan Now to Advertise in The Nor'easter

By Adela Crandell, Editor, The Nor'easter

Plan now to advertise in *The Nor'easter*. We have approximately 800 ASQ members on our mailing list for the northeastern area of Illinois...one of the most active growth areas in the country! Our readers will be interested in your company's products or services. Deadline for prepaid advertising is the 1st of the preceding month. Your check for the correct amount (payable to ASQ, NEI Section 1212) must be received at the following address prior to issue in *The Nor'easter*.

The Nor'easter
 Northeastern Illinois Section 1212
 P.O. Box 93
 Libertyville, IL 60048

E-mail your ad to: adelacrandell@mac.com

Monthly Rates for Ad Publication

Full page	7 x 9 3/4"	\$125
1/2 page	3 5/16 x 9 5/16" or 7 x 4 5/16"	\$75
1/4 page	3 5/16 x 4 5/16"	\$50
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Look for our survey in the next membership emailing!

Your SLC

The Section Leadership Committee welcomes your participation! We want to give you every opportunity to expand your leadership and quality skills, both personally and professionally, through volunteer positions on the Section Leadership Committee, serve as back up support, or on a subcommittee.



Pictured: Sandra Storli, your Section Chair.



Pictured: Dave Spengler, your Section Treasurer and Historical Chair.



Pictured: Jim Sohn, your Section Auditing Chair.



Pictured: Donna Nash, your Chair Elect, and Internet Liaison.



Pictured: Marlyn Hyde, your Program Chair.

ASQ Chair, Sandra Storli: Sandra.storli@abbott.com
 Secretary, David Norby: david.norby@abbott.com
 Treasurer, Historical Chair, G. David Spengler: gspengler@yahoo.com
 Arrangements Chair, David Krasowski: djkrasowski@yahoo.com
 Audit Chair, Jim Sohn: james.sohn@yahoo.com
 Education Chair, David Taylor: kolimat@yahoo.com
 Recertification Chair, Merle Goddard: Merle.Goddard@abbott.com
 Internet Liason, Donna Nash: qltypest@gmail.com
 Membership Chair, Maddy Bradford: Maddy_Bradford@steris.com
 Program Chair, Marlyn Hyde: MarlynHyde@hotmail.com
 Placement Chair, Bill Stinchcomb: Bill.stinchcomb@abbott.com
 SMP Chair, Willie Carter: wcarter@quantumassocinc.com
 Publicity Chair, Christine Rhodes: crhodes@fortdeerborn.com
 Nominating Chair, Sheldon Behensky: behensky@yahoo.com
 Lead Proctor, Regina Fullins: mfullins@pharmatechinc.com

For the complete list of ASQ Section 1212's 2009/2010 officers go to:

www.asq1212.org/leadership_team

SECTION 1212 GENERAL MEETING INFORMATION

Meets on the 3rd Thursday of the month - Pre-Meeting Clinic begins promptly at 5:30;
 Networking / Social from 6:00, Dinner is served 6:30; Main Presentation from 7:30-8:30.

For reservations, contact asq1212reservations@yahoo.com

If you wish to attend without the meal, there may be a section reserved for non-dining guests.

DATE

PRE-MEETING CLINIC

MAIN PRESENTATION

DATE	PRE-MEETING CLINIC	MAIN PRESENTATION
May 20, 2010	Getting Your Certification/How to Take the Exam: Get Ahead - Get Certified By Dave Taylor and Dave Spengler	Recert & Packet Info: Recertification Process Improvement and On-site Recertification Reviews By Merle Goddard, Dee Miranda, and Stefanie Koenig
June 17, 2010	Putting Contest and Statistics By Dave Taylor	Quality Tools: Finding Root Cause for CAPAs By Wayne Taylor

Feel free to contact any of the committee chairs or officers, if you have any questions or if you would like to help us provide quality meetings, programs and activities. We welcome your participation.