



Northeastern Illinois Section

Sailing into the Future

MAKE GOOD GREAT®

JOIN US FOR OUR NEXT SECTION MEETING!

We cordially invite you to join us on Thursday March 17, 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

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

September 15th Section Meeting: Project Management for Organizational Excellence

By Regina Fullin Section 1212 Program Chair and Dr. Manu Vora



Please join us for our first Section meeting, after the Summer Break, with an evening devoted to Project Management by Dr. Manu Vora.

Dr. Manu Vora is Chairman and

President of Business Excellence, Inc., a global quality management consulting service firm. With over 35 years of leadership experience, he guided Fortune 500 companies with the Malcolm Baldrige assessment in leadership development, customer satisfaction, employee engagement, and continuous process improvement.

Dr. Manu is an inspired teacher at School of Continuing Studies at Northwestern University, Stuart School of Business, College of Business at Northern Illinois University (Illinois

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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 Fullins:*

Institute of Technology), teaching Quality Management and Supply Chain Management. Operations Management, Management of Information Systems Technology. And Quality Assurance Project Management.

Dr. Manu is a Past Vice President of ASQ, Past Chair of ASQ Chicago section, ASQ Fellow and Certified Quality Engineer. He holds a B.S., M.S. & Ph.D. in Chemical Engineering and a MBA with Marketing Management. He is a sought after speaker on the topics of business excellence and quality management, with over 270 presentations at local, regional, national, and international levels. Over 40 articles of his are published in professional journals and conference proceedings.

Manu served as a Chief Judge for the Illinois Team Excellence Award Program from 1993-1999. He continues to serve as a Judge for

the Global Performance Excellence Award Program, since 2004. He has been recognized with numerous awards from ASQ including ASQ Grant Medal, ASQ Lancaster Medal, ASQ Distinguished Service Medal, Testimonial Awards, and ASQ Chicago Section's Joe Lisy & Founder's Award. He published a chapter entitled "Managing Human Capital" in the book *Six Sigma for Transactions and Service* by McGraw-Hill publishers in 2005. Manu is the Founder, President, and Director of Blind Foundation for India since 1989 and his team has raised \$3.5 million to help approximately one million visually impaired people in India.

We will discuss the article "The WOW Project" by Tom Peters from http://www.fastcompany.com/magazine/24/wow_proj.html to understand important aspects of project management.

PRE-MEETING CLINIC: PROJECT MANAGEMENT PRINCIPLES. Did you know that only 20-25% of projects successfully meet the original schedule, cost, and objectives? This presentation is a golden opportunity for individuals and organizations to hone their project management skills and gain new knowledge about this complex discipline.

MAIN PRESENTATION – KEY FACTORS OF EFFECTIVE PROJECT MANAGEMENT: We will look at some of the state-of-the-art articles from the Harvard Business Review and MIT Sloan Management Review to understand best practices in project management. We will discuss key aspects of Communication, Risk Management, and Budget Management. Major project management metrics such as schedule, cost, and objectives will be addressed to assure successful conclusion of projects.

Korean Scientists Visit Fermilab to Learn About QA Program Development in Research

By Jed Heyes



Members of Fermilab's Quality Assurance group met with scientists from the Korea Institute of Energy Research. From left: Tom King, Jed Heyes URS QA staff at Fermilab, and Bob Grant Head of Fermilab's OQBP; Sang-Jin Choi and Seongeun Lee from the KIER; Hyukil Kwon from the Korea Reactor Integrity Surveillance Technology; Tom Gehrike, Kurt Mohr, and John Martzel URS QA staff at Fermilab. Photograph: Thomas King

Three Korean scientists visited Fermilab National Accelerator Laboratory (Fermilab) in Batavia, IL on June 27-29, 2011 to learn about QA program development in a research institution. Dr. Sang-jin Choi and Dr. Seongeun Lee from the Korea Institute of Energy Research (KIER) and Dr. Hyukil Kwon from the Korea Reactor Integrity Surveillance Technology visited Fermilab to learn how to start a QA program and what challenges and successes occurred during its development. They met with the Bob Grant, Head of Fermilab's Office of Quality & Best Practices (OQBP) and QA staff from URS Corporation who support OQBP and other Fermilab organizations. Both groups shared many practical ideas and experiences. KIER

is a technology transfer R&D institute performing research in the following areas:

- New & Renewable Energy
- Climate Change Technology
- Energy Efficiency
- Material & Convergence
- Technology Diffusion

The visitors learned that quality representatives from each impacted organization within Fermilab is important. After the meetings, Dr. Choi said, "We need to have a team like the QA representatives that Fermilab has. We are in the same stage now as the QA program was at Fermilab in 2007," "We hope to learn about ways to convince people to follow rules and get them to understand why research and development QA is

so important.”

The scientists are working to develop and implement a formal QA program at KIER. The R&D Quality Assurance Office was created in January 2011 and the scientists have been preparing basic quality documentation and benchmarking. After Fermilab, they visited Brookhaven National Laboratory in New York to learn from that laboratory's quality assurance professionals.

“Quality Assurance in a research environment is very different than traditional quality assurance. It is more challenging,” said Jed Heyes of URS Corporation, a senior member of ASQ and Fermilab's Quality Assurance Manager.

This article was adapted from an article published in Fermilab Today July 1, 2011

ASQ Section 1212 member Jed Heyes briefing Korean scientists on the challenges and successes of implementing quality at Fermilab. *Photograph: Thomas King*



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We completed our study will ISO/IEC 27001 Information Technology - Information Security Management Systems-Requirements. We are rating the sections of from 4.3.2 to the end. In September, we planned to begin a review of ISO 27005, guideline for information security risk management. I decided the more general guideline would be more beneficial to a wider audience. I trust you will agree.

In the round robin review:

Dave S is the Quality Engineer at his company and will be adding an assistant to help with the as upgrade. Many new jobs have been started in the down economy. Many short run jobs require PPAP and formal First article inspection.

Regina is working on internal GE auditor training interview. A VP advised her on ways to help her improve her position in the company.

Mark is working in Corporate IT and is part

of a small group doing IT security audits. He plans to take a CISA exam to qualify for auditing information Security.

Edwin left GE and took a position with Hospira global quality. He is working on corporate procedures.

Maria is auditing GMP vendor audits. She is incorporating international requirements to compete worldwide.

Mike is between jobs. He has received the ASQ certification for SSGB. He has had an interview in the GE power and water industry.

Christine is traveling doing vendor audits. Philadelphia and Texas our on the near-term schedule.

Dave Taylor is working on an AS9100C conversion.

The next ISO discussion group meetings are September 1 and October 6, at 6:00 PM.

We will begin a review of ISO/DIS 31000 Risk management — Principles and guidelines on implementation.

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. If you have any questions or need directions.

Director of Quality Research

[ManpowerGroup](#) - Chicago, Illinois (Greater Chicago Area)

A valued healthcare client of Manpower Healthcare has an immediate need for a Director of Quality Research. This position reports directly to the Vice-President of Performance Improvement and will be based at our clients headquarters in Chicago.

The position is uniquely responsible for providing strategic, coordinated leadership to the Quality Research department. This requires working collaboratively with the Senior Director of Quality Operations to ensure alignment between Quality Operations and Quality Research and the delivery of highly valued Imperatives for the Quality program. Qualified applicants should forward resumes immediately to scott.lockwood@manpower.com [Apply on the company website](#).

Senior Director of Regional Clinical Quality Assurance (CQA) – Americas

[Lundbeck](#) - Deerfield, IL

This is a senior management position within the Regulatory Affairs function of US Drug Development that also consists of Clinical Affairs, Pharmacovigilance and Medical Affairs functions. The position reports to the VP Regulatory Affairs and Clinical Assurance with a professional reference to the Global CQA Director in head quarters. The Regional Clinical Quality Assurance - Americas function supports compliance to good clinical practices and Pharmacovigilance on a regional basis. [Apply on the company website](#).



Look for a picture of Your New Placement Chair, Martha Kadas in the October Newsletter.

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

“The best defense for the future is a strong offense today.”~ Anon



I am honored to dedicate this month's space to a message from our chair. – Adela Crandell

Message from the Chair

By David Norby

Welcome back after our summer break. I can hardly believe it's been three months since our Golf Outing. While we were on hiatus, much has happened that will affect us, our Section, and the industries we serve.

For those who had not yet heard, Bill Stinchcomb suffered a tragic loss this summer. His daughter, Taylor died in an automobile accident. I'm sure I speak for all of our section members in extending our deepest sympathies to Bill, his family and friends. In the wake of that terrible event, Bill has stepped down as our Placements Chair. Martha Kadas has graciously agreed to take over this role. Thank you, Martha, for your willingness to serve. And thank you, Bill, for your service. Your work in this role has been a valuable help to many of our members in their searches for new opportunities.

AdelaCrandell@me.com

AmitbDave@gmail.com

Marlyn Hyde, our beloved longtime Program Chair, is now in hospice care. She continues to contribute to our program arrangements, thanks to her daughter Jan Agostinelli's help. What dedication! Jan has also been helping Regina Fullin, who has taken over Program Chair responsibilities. Thank you, Marlyn and Jan, for all you have contributed to the section and its members. You have touched our lives in more ways than most of us realize.

FDA's Lorelei Jarrell has retired. Ms. Jarrell made several presentations to our section over the last several years, bringing us valuable insights from an auditor's perspective based on her many years of service in the Inspections group of FDA's Chicago office. We will miss her visits, but wish her a very happy and well-earned retirement. Thank you,

QUALITY QUOTE:

“The most dangerous kind of waste is the waste we do not recognize.” –

Shigeo Shingo

Lorelei, for your service to our country and for helping us to improve the way we do business.

In spite of uncertainties in the economies of America and the world, we identify, recognize and adapt to changing competitive and regulatory conditions. We must continue to develop, launch and support new products and find ways of doing this with efficiency. Many companies are subject to regulation by FDA and related international agencies: The EU has published new guidelines on Good Distribution Practice; the Food Safety Modernization Act became US law in January; FDA published new worldwide strategy on Safety & Quality of imported products, new guidelines on are earned for participation in these events. Mark your calendar and watch for announcements.

Process Validation for Pharmaceuticals, and has proposed changes in sterility testing of biological products. Other types of businesses are subject to increasing scrutiny. Banks, investment firms, and other financial institutions are required to improve their quality systems with respect to the methods and procedures for loan origination, investment decisions, maintaining document trails of transactions. Auto, truck, airplane and other manufacturers are held to tighter standards of safety, fuel efficiency, and environmental impact, while realizing cost efficiencies. Manufacturers of children's products

must perform to ever-increasing standards of safety.

To remain competitive and profitable, we must find ways to meet these requirements without weighing down our businesses with excessive costs. To help our employers find continued success, quality professionals need to apply knowledge, wisdom, creativity, planning, efficiency, control, rigorous risk assessment, and good judgment. We can only improve by pursuing positive change. That is where your Section 1212 meeting programs can help.

Our Programs Committee has a meeting agenda for the 2011-2012 season that will stimulate, educate, and update you on many topics that are vital to our members. I think you will be pleased with the program. We start on September 15 with presentations by Manu Vora. We await confirmations for presentations from the FDA. Watch for announcements, here and on our website, <http://ASQ1212.org>.

Mark your calendars for NIQC 2011 (November 14-15). We are one of five sections in the area that sponsor this event. There are workshops on Monday, and the general session on Tuesday recertification units.



Education Program Opportunities



By David Taylor, Education Chair: kolimat@yahoo.com

Your Arrangements Chair:
djkrasowski@yahoo.com

ASQ 1212 Classes

The CMQ/OE is now underway at Baxter. Other upcoming training shown below.

Class	Duration	Coordinator	Contact	Start date	Sign up ASQ	Exam
Certified Quality Engineer	40 Hours	Dave Taylor	kolimat@yahoo.com	9/17	10/14	12/3
Green Belt Certification	40 Hours	David Spengler	gdspengler@yahoo.com	9/17	10/14	12/3
Quality Auditor Certification	Two Days	Sandra Storli	sandra.storli@abbott.com	No date assigned	10/14	12/3

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 for details!

Mark your Calendar

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



Your chair, David Norby

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.

NEXT TWO SECTION MEETINGS: MEETINGS ARE FREE, \$25.00 OR DINNER

9/15/2011 MANU VORA

PRE-MEETING CLINIC (5:30-6:00): PROJECT MANAGEMENT

MAIN PRESENTATION (7:30-8:30): PROJECT MANAGEMENT FOR ORGANIZATION EXCELLENCE

10/20/2011: TONY MANOS

PRE-MEETING CLINIC (5:30-6:00): LEAN LEARNING GAME EXCHANGE

MAIN PRESENTATION (7:30-8:30): LEAN

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