



QUALITY COMMENTS



Upcoming Programs and Events . . .

January: "Beyond ISO"

Mr. Vic Halpin, International ISO Group, Inc.

Thursday, January 21st at the Montgomery County Education Services Center

Mr. Vic Halpin will explore ISO systems after 10 years. Most systems have failed to make a significant change to the organization. Although some improvements are apparent they have generally failed to be integrated in organizations. ISO is viewed as something that must be done. Vic will look at the reasons that ISO systems have failed to fulfill our hopes and why the systems are often clumsy. The presentation deals with goal setting and control models, their relation to documentation and corrective action. We will further discuss a model that will allow an organization to develop control within the organization rather than depending exclusively on the discipline of individuals.

Vic Halpin is President and CEO of the International ISO Group, Inc. Hamilton, Ohio. He is an internationally recognized speaker, consultant and trainer with extensive systems design, (continued on back page)



February: "A Center for Innovation"

Joint Meeting with SME Chapter 18

Wednesday, February 24th starting at the University of Dayton, Kennedy Union for dinner then presentation & tour at the Kettering Labs Innovation Center

The new innovation center opened the winter 2007 semester with 37 Design and Manufacturing Clinic projects for clients such as Honda, Hobart, Emerson and Ethicon. It also included three projects that paired students with entrepreneurs, who worked together to make an idea into a viable product with a business plan, And the growth in the program continues!

Students call it the "fishbowl" (at right), a term of endearment for the new adaptable spaces on the Kettering Labs' first floor that allows them to see the world they'll be designing for, and for the campus community to peer on the innovations they are creating today. Students in engineering, engineering technology and business programs work on an engineering project that requires conceptualization, engineering calculations, a final design, prototyping/fabrication and testing. Since 1996, student teams have completed of 450 projects with over 90 companies.



Member networking (starting 5:15 pm) and dinner (served 6:15 pm) will be held at the Kennedy Union then we will move to the Kettering Labs for the presentation by Phil Doepker, Director of the Innovation Center, School of Engineering, Rebecca Blust, Professor, Engineering Technology Department and Brian Brunswick, Hobart Corporation. (continued on back page)

The ASQ Dayton Section 0909 Group on "Linked In"

ASQ Dayton Section 0909 is now a "group" on Linked In, the professional social networking site used by millions of professionals across the globe. If you have already joined, follow the Linked In instructions to add the Dayton Section 0909 as a group to your profile. Like the ASQ national group, this is your opportunity to network with member users closer to home.

Thursday, January 21st

Program Location:

Montgomery County Education Services Center building at 4801 Springfield St. (Directions to location on last page).

Free to members and guests.

6:15 pm to 7:00 pm. Sign-in starts at 5:15pm. Parking is free in MCEC parking lot. Please register at www.asqdayton.org.

Pre-Registration required for all programs!

When you are ready to sign-up for any ASQ Section event go to our section website at: www.asqdayton.org, then click on the Events Schedule button, select the meeting link for the date you plan to attend. You will receive an email reminder about your registration the day before the event.

Wednesday, February 24th

Program Location:

University of Dayton, Kennedy Union and the Kettering Labs (Directions to location on last page). Dinner is \$5 for ASQ members and guests. **5:30 pm networking, 6:15 pm dinner and 7:00 pm to start presentation.**

Parking pass will be provided for the "C" parking lot next to the Kettering Labs building.. Register at www.asqdayton.org.

The **QUALITY COMMENTS** is composed using Adobe Pagemaker and published by the Dayton Section of ASQ. We'd like to receive your article contribution for publication. Material submission is best by email attachment in MS Word to Sandy Feola at sfeola@earthlink.net. Published articles, product releases, advertisements or technical information does not imply endorsement by **QUALITY COMMENTS** or the Dayton Section of ASQ. While **QUALITY COMMENTS** will make every effort to ensure the accuracy of articles, the publication disclaims responsibility for statements of fact or opinion made by the authors or other contributors. Material from **QUALITY COMMENTS** may be reproduced - make copies and share with your co-workers!

DAYTON SECTION FOUNDED IN 1948

Published Monthly by Dayton Section AMERICAN SOCIETY FOR QUALITY, 140 East Monument Avenue, Dayton, Ohio 45402-1276

Message from the Chair By Lesa Wendeln

The new year and decade looks to be just as busy as ever! Our section has planned a variety of program meetings (including joint with other professional societies), workshops, tours and a big networking event this spring. We'll have plenty of opportunities for you to continue to expand your quality and professional development. ASQ National is emailing a new satisfaction survey to all members who receive electronic communication so please take time to provide input about our section. National will compile and distribute results to each section which will help us better understand what you expect. I'd like to congratulate Dave Renslow for advancing to the membership level of "Fellow". We are pleased that you have achieved this recognition. Finally, our section will still continue to be careful with operating expenses so that we can balance the membership count allotment with the programs we want to provide. This can be done with flexibility and leadership team management along with your support. Thank you!



2009-2010 Member Leaders Section 0909

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lwendeln@yahoo.com

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Open Position
Consider Volunteering

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Newsletter:

Sandy Feola, 937-672-0735
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Marketing:

Open, new position

Region 9 Director:

Will LaFollette
502-220-8515
P.O. Box 601
Simpsonville, KY
lafollettewm@yahoo.com

Nomination for Section Officers Open

It's time for section officer nominations. If you are interested in holding a leadership position as either the section chair, vice chair, secretary or treasurer, please send an email to Ha Dao at hdao@ssaandco.com by February 25th. We are putting together the slate of officers for the 2010-2011 program year and will publish the nominations in the March newsletter. If multiple candidates are submitted for one or more offices, ballots will be sent to Dayton section members in March. The committee chair leadership positions are not elected positions.

Section Committees Reporting In

Recertification **Larry Weinstein:** Be sure to keep your journal current as you participate in ASQ events, attend company training, proctor an exam, publish an article or volunteer on a committee. If you have a re-certification question, call Larry Weinstein at 937-775-4598 or email larry.weinstein@wright.edu. Don't wait until the last minute to update your records! Deadlines for submission are June 30th and December 31st of each year. Mail to: **Larry Weinstein Ph.D., Associate Professor MS, Wright State University, 212-D Rike Hall, Dayton, Ohio 45435.** Also visit the current news link on our website home page for the Word document that has general recertification information (reprinted from the ASQ national site for easier access). You can also call ASQ's Customer Service representative at 800-248-1946 and they will be happy to help answer your questions.

Program Committee **Bill Smith:** We've been working with our potential speakers to lock in the January through May 2010 program events. In addition to posting the upcoming events to the website, you can stay up to date with our sections' "Linked In" postings. As we work to set dates and venue's we'll add to the discussion postings.

We had a "packed house" at the MCESC for December's topic about problem solving and root cause analysis by Don Overman and Bo Keyes. It was great that almost 20 students from Central State University joined our meeting! Thank you everyone for being flexible - we had to change rooms so it was a bit cozy, but still had enough room to network and learn!

Don't forget to register for our upcoming meetings!

Scholarship **Donna Summers:** The application for the 2009-2010 Dayton Section scholarship is now available. We encourage students from our area university and colleges to complete the application and submit to your college's representative listed on the application. The due date for this year is February 3rd. The awards will be presented at the March mentoring meeting the 11th. If you are a Dayton Section member and would like to be on the judges panel, please contact me at donna.summers@notes.udayton.edu.

Job Placement **Chris Palsler:** If your company is hiring, please remember to tell H.R. about our Job Placement page. Your postings reach qualified Dayton members who are looking for new opportunities. Visit our www.asqdayton.org site to see what fields are typically completed for a job placement posting. We also post jobs from outside our section area when companies are recruiting for positions around the country. If you are looking for other opportunities, send me an email at cpalsler@yahoo.com.



December meeting with Don Overman and Bo Keyes

Section Committees Reporting In *(continued from page 2)*

Membership Committee **Mike Sellers:** Welcome new and transferring members during October and November:

Karyl Bange	Shane Hunnicutt	Jardelina Smith
Diann Bryan	Matthew Kepler	Wayne Wagers
Peter Griffith	Ronald Johnson	Donald Wesner

Education Committee **Anita Gilkey:** Open up your calendar; we're scheduling "Free Saturday Workshops" from January through May. Many of the topics will align to B.O.K. (Body of Knowledge) sections for upcoming ASQ national certification examinations scheduled in March and in June. The Saturday workshop lengths range between 2 to 4 hours depending on the topic.. If there is a particular quality concept you would like addressed at a workshop, please contact me at anita.gilkey@sinclair.edu. This might be something you are trying to tackle at your organization, a concept you want to improve or implement, or something you need help to address for a certification exam. Watch the website for the topic and date and also in this and upcoming newsletters.

Treasurer **Larry Pope:** We've completed all 2009-2010 SMP requirements for this operating year. Our next deliverable will be the section audit due in August! Currently, our section account balance ending November are as follows: Checking \$6,809.72, and 3 CD's \$23,076.28. Our yearly operating budget is based on the ASQ member allotments and from interest off the 3 CD's. Our membership is approx. 430 as of November, 2009 per the download file from national.

Arrangements Committee **Maurissa D'Angelo:** We'll be using several meeting locations in 2010! I'll continue to post directions to the Montgomery County Education Services Center since this facility is new to many members. We'll also be hosting meetings back at Sinclair and at the Mandalay Banquet Center. If your company would also like to be a meeting location, please contact me at maurissa@yahoo.com.



Street view from parking lot to the west

Directions to the Montgomery County Education Services Center:

FROM THE NORTH OR SOUTH:

I-75 to Ohio Route 4 North (toward Springfield). Exit at Harshman Road, veering right. You will pass the Eastwood Lake and Metro Park and see a sign for Springfield Pike/WPAFB Area B/Air Force Museum.

FROM I-70:

I-70 to Ohio Route 4 South (toward Dayton). Exit at Harshman Road, turn left at the light. You will pass the Eastwood Lake and Metro Park and see a sign for Springfield Pike/WPAFB Area B/Air Force Museum.

FROM ROUTE 35:

State Route 35 to the Woodman Drive Exit. North onto Woodman Drive (that will be a left turn if going east on 35 and a right turn if going west on 35). After approximately 4 miles, Woodman Drive becomes Harshman Road. Veer right at the Springfield Pike/WPAFB Area B/Air Force Museum exit, turn left at the light onto Springfield Street.

Newsletter **Sandy Feola:** I am always looking for newsletter article contributions from our section members. Space is always available to publish your story. This is a great way to tell the Miami Valley what great things are happening at your organization. Send your news to sfeola@earthlink.net.



Website **Chris Mix:** The new section website is almost ready! Thank you to many individuals who have helped over the past year - from the selection of the website provider providing requirements and design input to customizing the site and providing content to be ready to release! They include Ha Dao, Nadaraja (Ravi) Ravindrakumar, Dennis Bundschuh who have spent time getting it ready to release - thanks!

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Leadership Coaching and Assessments
Organizational Development



ASQ National and 0909 Section News

Each Friday, every ASQ Section member-leaders receive an electronic email for “**Welcome to Friday Fast Facts.**” The email includes up-to-date information about new or ongoing ASQ initiatives, products, and services so that we can share the content with our ASQ members via your own newsletters, meetings and conference calls. We will try to publish as many items from these emails as space permits.

Helping Doctors Make Better Decisions - A Quality for Life™ Story Healthcare workers rely on timely data to make informed decisions about patient treatment. ASQ member Duke Okes volunteered his skills at CareSpark, a nonprofit regional health information organization in Kingsport, Tenn. CareSpark has been working to build a collaborative information system that enables patients and healthcare workers to make better informed decisions by leveraging electronic medical records. The full story is at: http://www4.asq.org/qualityforlife/volunteer-stories/helping-doctors-make-better-decisions.html?WT.mc_id=&WT.dcsvid=712412948



New Resources for Healthcare Professionals ASQ will be offering a new course, *Leading Lean Teams in Healthcare*, which will teach participants how to use lean to improve workflow to reduce medical errors and decrease potentially harmful delays in patient care. Taking place February 2 - April 13, 2010, the course will be offered in a blended format that includes instructor-led virtual sessions, face-to-face classroom training, one-on-one coaching, and a copy of *A Lean Guide to Transforming Healthcare*. For more information at http://www.asq.org/media-room/press-releases/2009/20091208-new-lean-healthcare-course.html?WT.mc_id=&WT.dcsvid=712412948

Think Tank Offers Insight Into Social Responsibility ASQ held a Social Responsibility Think Tank November 16-17, 2009, that brought together thought leaders to discuss how creating sustainable and measureable change can impact bottom-line results. Three key outcomes-including measuring results-were identified. For more information, read the news release at http://www.asq.org/media-room/press-releases/2009/20091211-sr-think-tank.html?WT.mc_id=&WT.dcsvid=712412948

ASQ Board of Directors Approves Dues Increase To maintain and increase member value, the ASQ Board of Directors has approved a 4 percent dues increase, or \$6, on the Full member category. This is the first time in two years that a dues increase was approved; it will go into effect with membership renewals beginning July 1, 2010. In regards to communication, members will see articles this spring in *ASQ Weekly* and *Quality Progress* (QP) related to the dues increase.

Dayton Section Member Named “ASQ Fellow” in November Congratulations to Dayton Section member, Mr. David Renslow upon the announcement by the ASQ Board of Directors, to being elected a Fellow of the Society in recognition of significant contributions to quality.

The citation reads “*For leadership and consulting contributions in the areas of quality, Six Sigma, customer and employee satisfaction, and business process improvements; for dedicated service and passion as a trainer, mentor, and coach to quality professionals and the quality profession; and for his never-ending commitment to business excellence.*”

An ASQ Fellow is an individual who has established a record of contributions, both to the quality profession and to the Society. The grade of Fellow is an earned distinction. The achievement of this status is a symbol of respect from colleagues that has been accepted by the highest of our organization.

Dave continues his service to our Dayton section as Publicity Chair (since 2006) and a Free Saturday Workshop Presenter for multiple topics. He also serves as a volunteer to ASQ on certification examination review process at the national level. If you have been a Senior member for 5 or more years and are interested to become an ASQ Fellow member, contact Paul Burt at paul.burte@goodrich.com, section Examination Committee Chair for more information about the process and how to get started with your nomination materials.



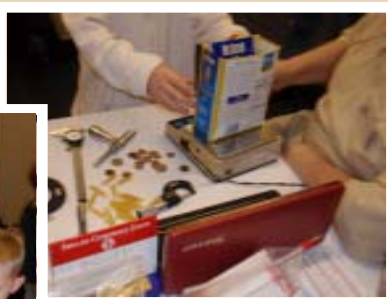
Dayton Area Professional Society Websites to Visit Don’t wait to read about another professional organization’s upcoming meeting in our newsletter! Bookmark these local chapters of national professional societies. Each group conducts program meetings that are also very interesting and might appeal to you or other associates in your organization. If you are also a member of another professional organization that you would like other ASQ Dayton Section members to be aware, send an email to the Newsletter Editor.

- Association for Operations Management (APICS)** www.apicsdayton.org
- Society of Manufacturing Engineers (SME) - Chapter 18** at www.smedayton.org
- Institute of Industrial Engineers (IIE)** at www.iienet2.org/Details.aspx?id=3880
- Western Ohio Chapter of the American Society for Training and Development (WO ASTD)** at www.wocastd.org
- Project Management Institute (PMI)** at www.daytonpmi.org
- Miami Valley Human Resources Society (MVHRS)** at www.mvhrs.org
- Software Process Improvement Network (SPIN)** at www.daytonspin.org
- Affiliate Societies Council (ASC)** at www.ascdno.org

TechFest 2010 Volunteers Needed!

If you have never been to TechFest, be sure to check it out this year! Since the first event in 2003, the ASQ Dayton section has participated with a Quality demonstration booth to give kids a “hands on” experience with a quality focus. This two day event has grown in size each year, with more demonstrations and activities by organizations around the Miami Valley and beyond. Last year almost 2000 kids and parents visited this event - our Dayton Section volunteers probably talked to a thousand kids!

We need your help at our ASQ demonstration. To volunteer go to the www.asqdayton.org website for the TechFest event and sign up to be contacted for your choice of a 2 hour shift either day. We need at least 20 volunteers to help make our demonstration a learning success for these students!



TechFest Moments from 2009!

Dayton Section Scholarship Open

Attention College Undergraduate Students!

It's that time of year again when ASQ Dayton makes its annual scholarship available, to be split between undergraduate students from university and colleges around the Miami Valley area.

ASQ Dayton will also award to the scholarship winners a one-year student membership in the American Society for Quality national organization. Students do not have to be a member of ASQ to be considered.

Students interested in this scholarship must complete the 2009-2010 application questions and submit to their college professor committee representative. If you are not sure who to contact from your school or have questions about the process, send an email to sfeola@earthlink.net.

The completed application is due to the your school representative by noon, February 3, 2010. Be sure to take the appropriate time to get a copy of your most recent completed semester's transcripts to include with the application. Two recommendation letters are also required.

The scholarship awards will be presented at the March student-member mentoring luncheon to be held at the University of Dayton n's Kennedy Union, 2nd floor ballroom.

Dayton Members! If you are interested in serving as a judge for this award year, please contact Dr. Summers at dsummers@notes.udayton.edu to help review the applications.

ATTENTION QUALITY SERVICE PROVIDERS! What is your expertise?

If you or your company offers quality services please contact the Newsletter Editor at sfeola@earthlink.net.

Officers or committee chairpersons are contacted monthly by Dayton section members, whether they know of companies or individuals that could help their organization in different ways - to solve quality problems, train on a quality technique, provide recommendations for improvements, etc..

Our section would like to be able to post what your company does, how you can help, and who they should contact to get more information. Ask us how.

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Training Offerings from Around the Area

CMMI Executive Overview Course: Capability Maturity Model Integration (CMMI) can open up a world of new customers to you and can improve your efficiencies. But before making an investment in CMMI, spend a half day with us to find if CMMI is right for your organization.

What is CMMI? CMMI is a process improvement approach that provides organizations with the essential elements of effective discipline-specific processes that improve performance. A CMMI rating is required for most Government contracts.

CMMI can be used to guide process improvement across a project, a program, a division, or an entire organization. It helps integrate traditionally separate organizational functions, establish process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for measuring current performance against industry best practices.

This **CMMI Executive Overview Course** is designed for all levels of executive leadership. This overview will present the critical aspects necessary to decide if CMMI is an appropriate improvement path and sufficient details to successfully begin a CMMI-based improvement initiative. This course is **four hours** in length (8 AM to noon), separated into two sessions:

Session one: Approximately 1.5 hours - provides a high level overview of CMMI based improvement for strategic leaders.

Session two: Approximately 2.5 hours - provides sufficient details of CMMI necessary for operational leaders to consider how each process area in CMMI can be applied.

Participants in this course will achieve the following:

- Appreciation for why to undertake a CMMI based process improvement initiative
- Ability to describe the CMMI structure and model components
- Ability to describe the CMMI maturity and capability levels in the staged and continuous representations
- General understanding of the CMMI appraisal methods
- Appreciation for the important aspects of managing a significant organizational change, such as CMMI implementation

Course Date: Wednesday, January 20, 2010

Time: 8 AM to NOON, Breakfast provided

Location: Hilton Garden Inn, 3520 Pentagon Park Blvd, Beavercreek, OH 45431

Cost: \$220 per participant, \$150 for each additional participant from the same organization

To Register: Please contact Gary Kuhn, (937) 429-8923, kuhng@clarkstate.edu



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VAN HOOSE ASSOCIATES presents a free workshop:

GETTING MORE BUSINESS WITH STREET SMARTS FOR PROCESS IMPROVEMENT

Registration begins at 8:00.

Registration Fee: Free for all who pre-register.

Seating is limited so please register by January 28, 2010.

**Thursday, February 4 at the The Entrepreneur Center
714 E. Monument Ave.**

Topics Covered Include:

- A process approach to business growth in a downward economy
- How shifting paradigms affect our business process improvement efforts
- Staying nimble in troubling times
- Ending knowledge capital leakage
- Hidden costs in the business you can eliminate this week
- Eliminating non-value-add: scalpel or hatchet?
- Four risk areas leaders must evaluate right now
- Real-time process governance
- Staying agile through a new form of planning
- Bullet-proofing your process performance
- Process triage

Sponsor: Van Hoose Associates, Inc. (VHA) provides complete solutions to improve your critical business processes. VHA has been helping businesses and organizations for over 25 years with a focus of over 10 years on business process improvements. They offer results that are notionally demonstrated with a selected process at no cost (reference the 48 hour challenge at www.vhainc.com). The delivered process includes metrics, content management, collaboration with ad hoc tasking and records management.

Speaker: Jeff is owner and principal of JCG Management Consulting, Ltd., a firm specializing in improvement strategies. A former quality executive with a Fortune 500 firm, Jeff has over 25 years experience in business process improvement and human change. He has helped thousands of people from the board room to the boiler room improve processes across a variety of industries in the US, Canada, and Europe. He is also an author and frequent speaker at conferences. His monthly column *Street Smarts for Change Management* can be found at www.sixsigmaiq.com. Jeff can be reached at jeff@jcolegroup.com or www.jcolegroup.com



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Building Better Businesses...from the Inside Out

Featured Articles Area: from 0909 Members

We invite all section member to submit an article to publish the Dayton Section Newsletter. Your content can be about a project, people, company products and services, technology, education, training, innovation, event and more. Send an email to the newsletter editor if you are interested to participate or have news worthy information to communicate to our members!



Reduce Energy Consumption

* Reduce Costs * Impact the Environment *
* Become More Profitable *

Lean and Six Sigma methodologies have been utilized to reduce defects, increase efficiency and improve the profitability of organizations for many years. Industries are now realizing the value of these tools as they apply to the field of Energy Efficiency.

Large companies such as GE and Dow Chemical have applied these principles and saved millions in projects related to energy reductions. The opportunities are not limited to large companies.

Strategic Leadership Solutions is currently completing a project for a local small business and has identified significant savings on their electric bill. The project began with an energy audit identifying areas of wasted energy consumption. Two key areas were identified: (1) Lighting, (2) Air Compressor Usage. Improved lighting technology was recommended. The technology can be instituted gradually. The air compressor was much larger than was warranted for the size of company. Estimates were provided to downsize to more appropriate equipment and ROI was calculated. Alternatives to better utilize current equipment was also presented.

Strategic Leadership Solutions can provide the same service to your organization. We begin with an energy audit. The audit will help you identify economical improvements that can yield substantial savings. You can utilize the audit and implement the suggestions on your own, or we can assist you in your energy

improvements. We have the staff to help conduct capital improvement investigations and collect quotes. We can also perform statistical analysis on equipment capacity and performance.

Energy efficiency reduces operating costs, directly impacting the bottom line of your business. As energy consumption comes to the forefront, utility companies have begun charging efficiency surcharges. There are several grant and rebate programs available to help companies reduce their energy usage. Some are through state programs. Others are through your local utility company. The current availability of these programs makes this an excellent time to review your company's energy efficiency.

Call (937) 390-9773 or e-mail info@SLS-SixSigma.com for an estimate. Please provide the approximate square footage of your facility and the annual electric and gas bill for your facility.

Lean • Six Sigma • Leadership Development • Conflict Management • Project Management

Companies can protect profits in the way they manage their energy usage. Many may be surprised at how much they can save with minimal effort and little to no cost.



Attention all ASQ Dayton Section Members! to complete a member satisfaction survey:

The national organization will be emailing, or has already emailed, all members a survey link to complete by the end of February. All members should participate!

This survey is gathering information regarding views about your section or your division (you decide what level to respond).

We would like to encourage you to participate in the section survey. Make sure your opinion is represented. Information that is compiled will be provided to each section. We need to hear what you have to say. The survey only takes about 10 minutes - please take the time!

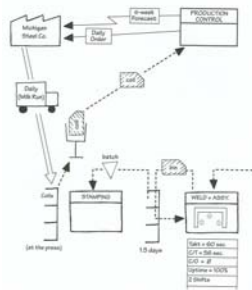
If you do not receive email notifications from national and would like to start, call HQ at 1-800248-1946.

Training Offerings from Around the Area

American Society for Quality Fellow Offered to Dayton Section Members “Back to Basics” 2010 Seminar Series

Introduction to Lean with Value Stream Mapping

Thursday, January 28



“I MUST KNOW LEAN & VALUE STREAM MAPPING TO SURVIVE IN TODAY’S QUALITY WORLD.”

*Six Sigma is about shrinking variation.
Lean is about shrinking time!*

SEMINAR TOPICS

- ✓ Understanding seven forms of waste
- ✓ The Principles of Lean
 1. Value.
 2. Value stream
 3. Flow
 4. Pull
 5. Perfection
- ✓ Value Stream Mapping
 - Current state
 - What makes Value Stream Lean
 - Future State
 - Achieving the future state

WHO SHOULD ATTEND

Quality, Service and Manufacturing pros who need to know these cutting edge topics

SEMINAR LOCATION

Kings Island Conference Center
across from Great Wolf Lodge.
Not in Kings Island park

8:30 Start each day

\$289 per day

One RCU per day



Short Run SPC Friday, January 29

Shortruns Dx chart Zed chart



IF YOU'RE A SHORT ORDER JOB SHOP THEN YOU HAVE A DEFINITE REAL NEED FOR SHORT RUN SPC.

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SEMINAR TOPICS

- Solid review of classic Shewhart X R charts.
- Short Run examples
- The importance of the Range.
- Individual Charts: IX and MR.
- Difference Charts: X-Nominal and X-Target.
- Importance of the Z and Range
- Test for constant Variation, the Range again.
- Zed charts
- Zed Bar charts.

ABOUT THE SEMINARS

Not theory, but hands on problems with an exercise for each topic in class. Small enough for ample discussion and personal attention.

SEMINAR LEADER

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CLASS SIZE IS LIMITED TO 18 FOR YOUR PERSONAL ATTENTION.

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Denis HOGYA, MBA,
ASQC Fellow, CQE
35 yrs in Quality Mgt.
Fortune 100 companies
Former ASQC Regional Dir.
Over 3,000 have attended
his classes & seminars.

Featured Articles Area: from 0909 Members

Getting the Most from Your Team

Developing effective, productive teams may be the cornerstone for success in today's world of the lean workforce. Using the right technology and efficient processes are important components for profitability, but high performance teams can make things happen.

Teams allow the company to combine the skills and experiences of different people to carry out complex tasks and projects. Highly effective teams can achieve extraordinary results for the company they serve. Yet all teams are not equally effective or successful.

Imagine your Customer has returned product that does not meet his specifications and wants you to take corrective action. Your Customer wants a preliminary answer in two days. You need to find the root cause of the problem and implement changes needed to keep from producing "bad product".

To satisfy the Customer, you decide to create a team to research the problem, identify the best solution and quickly take decisive action. Who should be on the team?

If team members are all the theoretical type, they will be great at researching the problem and looking at alternatives, but may not decide what action to take in the time your Customer has given you.

If team members are the "take charge" type, they will implement a change, but may not get to the real root cause and the problem may resurface.

If team members are too empathic, they may get along well but not achieve the team's goals in a timely manner.

So what how can you insure success? Build the right team and give the tools needed to get the job done.

- ö The team needs a mix of skills, experience and thinking styles. Not all people think or make decisions the same way. Some people are very analytical, some are very practical and others see the world in human terms. A good team needs all of these perspectives to be most effective.
- ö The team needs clear objectives and a timetable for success. Clearly defined goals aligned with the needs of the organization will focus the team on its mission. A defined timetable keeps the team on track to get the project done.
- ö Hold the team accountable for results, not the individuals. Team members need to hold other team members accountable for the success of the project. Individual success must depend upon team results.

Successful teams do not just happen automatically. It takes leadership, an understanding of how individuals think and act, and commitment to rewarding and recognizing team results. Business teams would benefit from developing team skills before you need an immediate result.

For more information on thinking styles or team development, contact me at B3 Associates, Ltd., email: carol.herrick@b3associates.net or phone: 937.609.4267.



Job Placement:

EAGLE Registrations Inc. provides high-quality, value-added assessment and certification services to customers in a wide variety of industries and locations around the world. EAGLE'S goal is to help our customers improve their business success by strengthening their Quality, Environmental, Food or Safety Management System. Serving customers around the world, EAGLE Registrations is located in Dayton, Ohio.

Currently, EAGLE has an opening for an experienced sales support specialist who can provide administrative and lead management support for our sales team.

Essential Functions:

- Provide administrative support to the Sales, Marketing and Management staff, as requested
- Assist Operations and Sales with data entry, maintenance and reporting of information in EAGLE's Management Information System
- Organize, manage and complete communications, data and database requirements and reports related to audit and sales management (i.e.: OASIS, Quickfire, MuddyBoots, quotes, etc.)
- Identify, develop and manage sources of new customers that are contemplating becoming registered or changing certification bodies (sales lead management)
- Develop and be able to accurately apply knowledge and understanding of third-party certification and compliance requirements for ISO and other standards
- Develop and be able to accurately apply knowledge and understanding of the industries in which EAGLE provides services (i.e.: Aerospace, Automotive, Food, Environmental, Quality, Safety, Medical Devices, etc.)
- Develop and be able to successfully apply sales process knowledge and skills
- Create, edit and manage EAGLE documentation, as required (i.e.: Work Instructions, Forms, etc.)

No phone calls please.

EAGLE Registrations is an equal Opportunity Employer.

Contact Information

Company: EAGLE Registrations Inc.

Email: Employment@eaglere Registrations.com

Web site: www.eaglere Registrations.com

Currently, EAGLE has an opening for an experienced certification manager who can manage assigned audit processes with auditors and clients.

Essential Functions:

- Manage the cost of audit processes through efficient audit assigning
- Confirm and assure understanding of customer requirements
- Organize, manage and complete data requirements related to audit management
- Maintain thorough and current knowledge of related regulatory and compliance requirements of ISO and other standards
- Create, edit and manage documentation for auditing and certification as appropriate.

Participate in the training and education of yourself, auditors and staff in regulatory and compliance requirements, ISO and other standards, as appropriate

We offer:

- \$12 to \$15 per hour, depending on qualifications
- 401K program with company contribution (after first year)
- Company contribution to benefits programs
- Contribution to parking
- Business-casual work environment

We require:

- Ability to learn and master documented certification requirements
- Bachelors degree or equivalent business work experience
- Highly efficient in time management and organization skills
- Proactive in handling problems and opportunities with exceptional listening, verbal and written communication skills
- Strong desire to succeed
- Proficiency and accuracy in the use of computers and Microsoft Office products and database products and services
- Ideal candidate will have knowledge/experience in an ISO environment



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Job Placement:

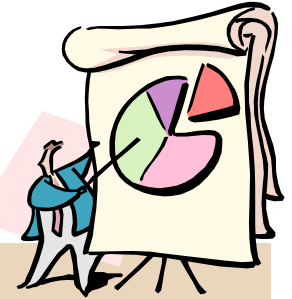
If your organization is hiring, please contact Chris Palser, our Placement Committee Chair at cpalser@yahoo.com. We post the open positions on our section's website www.asqdayton.org.

Forward this newsletter to other associates in your organization. Invite them to the January meetings!



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What topics interest you for monthly meetings and workshops?

It's never too late! Contact our Program Chair Bill Smith at wsmith@hmrtech.com for what you think would be a good topic or speaker for the upcoming program year. All suggestions are welcomed!

Free Saturday Workshop January 23rd

Understanding Variation in Measurement Systems

Please join us for this workshop facilitated by Dean Christolear, focused on understanding variation in measurement systems. During the workshop you will learn:

- (1) Characteristics of a measurement system - discrimination, repeatability, reproducibility, stability and bias
- (2) Methods for quantifying measurement error: percent of tolerance/process variation, control charts and analysis of variance (ANOVA)
- (3) Sources of error in a measurement system.

The workshop includes a breakout session where you will determine (1) the total uncertainty of a measurement system, (2) the likely source of error in the system, (3) how to use your findings to improve the measurement system. The workshop includes a free Excel template for performing a measurement system analysis. Register now as class size is limited.

January: "Beyond ISO"

Vic Halpin . . . continued from page 1

documentation, manufacturing and industry experience. He has written and spoken internationally on management system design and implementation. Since 1988 he has been directly involved in developing the theory, and structures to help organizations implement formal management systems. Vic holds a BS Psychology 1984, University of Cincinnati, Summa Cum Laude; minor in computer science and mathematics; post graduate studies in statistics, Assoc. Electronics; Jacksonville City College, 1970. Naval Air Technical training in electronics and communications equipment. Other education includes a very large number of seminars and skill specific courses on subject like time management, goal setting, and verbal and written communications. He is currently pursuing a Masters Degree in Information Technology.

February: "A Center for Innovation"

continued from page 1

Right: north view of the newly renovated Kettering Labs building.

Bottom: collaborative classroom space on the 1st floor of KU.

