



Newsletter



FOX VALLEY SECTION

November, 2014 1

General Meeting

The next general meeting will be held on

Tuesday, November 04, 2014 at:

COURTYARD BANQUETS
35200 ILLINOIS 59 (RT. 59)
WARRENVILLE, IL 60555

Please visit our website:
<http://www.asq-foxvalley.org> for a map
and directions to this meeting.

Program:

5:30 - 6:00 Networking
6:00 - 6:30 Pre-Dinner Presentation
6:30 - 7:30 Dinner
7:45 - 8:30 After Dinner Presentation

ISO 9001: Countdown to 2015
(Pre-Dinner)
By Mike Williams

Risk Management and ISO/DIS
9001-2015
(After Dinner)
By Mike Williams

Menu:

- Filet mignon
- Chicken breast
- Garlic mashed potatoes
- Mixed vegetables
- Vanilla ice cream with chocolate topping
- Cash bar
- Vegetarian option: vegetarian lasagna

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Program Details

ISO 9001: Countdown to 2015
Pre-dinner

Preparing for the next revision of the ISO 9001 standard on quality management systems.

This presentation covers;

- Impact and relevance of standards
- ISO 9001 facts
- Standards development process
- ISO 9001 timeline
- Transition from 2008 to 2015

Risk Management and ISO/DIS
9001-2015
Post-dinner

How to prepare your buckets to receive and retain the gold nuggets of process

Continued on page 4

Message from the Chair

Members & Colleagues,

We would like to thank Thomas Gehrke for an interesting presentation about the basics and benefits of Geometric Tolerancing at our October meeting. I think that the concept of how much additional tolerance area you get with GD&T over conventional dimensioning for the same product design is very important. If used properly this is a powerful tool to reduce product costs and increase quality.

I would like to follow up on the issue from last month's newsletter regarding member's email settings on the asq.org website. It has come to our attention that there are multiple settings and features that affect the Fox Valley's section ability to send our members email. Essentially asq.org needs to have your email address, the setting for general email permissions needs to be allowed and that ASQ section communication needs to be subscribed to.

To verify and change your email settings please go to:

www.asq.org

- sign in to your account
- click on "My Account"
- click on the tab for "My Contact Information"
- make sure your email address(es) is/are correct
- click on the tab for Email preferences
- Make sure that ASQ Section communications is subscribed to
- Make sure that the check box on

the bottom of the page is not checked ("Please exclude my email from all ASQ lists").

I realize that most of you (by definition) are subscribed, but we hope that this newsletter will be downloaded from the section website or forwarded to members who are not currently subscribed. Also as mentioned before, if you do not wish to have email from ASQ National at all, we do have a provision of a separate email list. If you want to be on that list please send your email to webteam@asq-foxvalley.org. Our goal is to reduce the number of members not getting section emails considerably under the current level of about 20%.

This month's meeting is covering the changes that will be occurring in the ISO 9001 between the 2008 and 2015 upcoming edition. In particular the concept of risk management will be covered as this will take on a greater significance in the updated standard that will effect so many companies. We hope you can make it. Please sign up at:

<http://www.asq-foxvalley.org/>

Thanks again,

John Goerner
Vice Chair, ASQ Fox Valley Section
1208

ASQ Certification Programs

NEW!!! ASQ Fox Valley Section 1208 Healthcare Segment

If you would like to join the healthcare committee, please contact Chuck Gates at education@asq-foxvalley.org

On-site Programs Available at a Discount Rate

Contact Chuck Gates at education@asq-foxvalley.org for a proposal.

Military Veterans and Active Military Receive a 50% Course Fee Discount

The discount applies to any course or workshop that is conducted by the ASQ Fox Valley Section 1208. Contact Chuck Gates at education@asq-foxvalley.org for details.

See page for course schedule

Job Submissions

Quality based jobs submitted to Fox Valley ASQ Section 1208 will be placed into the Fox Valley ASQ Section 1208 LinkedIn Group site in the discussions section. Membership in this LinkedIn Group is open to all Fox Valley ASQ Section 1208 Members. Join us to start discussions, ask Quality questions and post/view Quality based jobs submitted to us.

http://www.linkedin.com/groups?gid=3888168&trk=my_groups-b-grp-v

Accountability Group for Members in Transition

At the last Section 1208 Quality program April 1st several people indicated interest in a "Quality" based Accountability Group/Job Search Work Team in the Fox Valley area. Fox Valley ASQ Section 1208 is open to sponsoring a group at Central DuPage Hospital in Winfield. Membership is open to unemployed and under-employed job seekers that want to stay motivated and on track in their job search. The benefit of a career search group is that job seekers network, encourage and support each other to keep motivated and on task in what might otherwise become a very un-structured time. Online resources are only part of the career search. It's easy to get lured into an unproductive vortex. Job boards can be valuable, but if you really want to stand out, you'll want to nurture relationships in-person, reach out and talk with people face-to-face.

You can try some of these tips:

- Invite one or more of your past colleagues for a mini-reunion over coffee or after-hours drinks.
- Check in with a past manager to see what's new.
- Celebrate with people in your network who have changed jobs or have work anniversaries. Just monitor your LinkedIn home feed for news and updates.
- Invite people in your network to attend professional association meetings or other networking events.
- Get into a supportive career search group and network into companies before submitting applications.

To join: Email David at drmssbb@gmail.com with your name, city/town, email address and phone number.

Program Details from page 1

improvement and redesign.

We will explore how shoring up risk management in your operation will lead to ISO-2015 compliance and enable your team to consistently increase value. We will look at how risk management is more than implementing FMEAs on a few projects but taking a proactive approach to all elements of your Quality Management System.

Mike Williams Speaker

Mike Williams is a Lean Six Sigma Black Belt (DFSS & DSS) with more than 20 years of Quality Assessments and Auditing.

- Senior Auditor for Illinois Performance Excellence (ILPEX) performing assessments in Manufacturing, Service, Healthcare, and Education.
- Led Motorola internal ISO Audits, resulting in zero findings in 3 external audits.
- Malcom Baldrige trainer for Motorola internal assessments.
- Lead Assessor and trainer for Software Supplier assessments (SEI-CMM).
- Lead Assessor for Motorola supplier commodity teams for passive and active devices.
- Led supplier risk assessment and management of corrective actions with over 50 suppliers.

Mike has been actively working with ISO 9001 since 1995 and contributed comments to the ISO/DIS 9001:2015 revision.

ASQ Benefit for Unemployed Members

Unemployed ASQ members receive a discount on their membership dues based on consecutive years of membership.

If you've been unemployed for at least 90 days and are a Full, Senior or Fellow Member, you may qualify for a discount of between 50 - 100% of your dues.

To review the eligibility requirements, visit

<http://asq.org/members/account/unemployment.html> (ASQ login and password needed to access this information). The *Unemployment Program Application* can be found at

<http://rube.asq.org/members/leadership/mbrapp/unemployment.pdf> (member login and password also needed).

Fox Valley ASQ Section 1208 LinkedIn Group

The Fox Valley ASQ Section 1208 LinkedIn Group is continuing to grow and jobs are listed in the group as they come from the group membership. Be sure to select the notify box in your preferences if you want email notices of Discussions & Jobs.

Membership in the Fox Valley ASQ Section 1208 LinkedIn Group is open to all Fox Valley ASQ Section 1208 Members. Join us to start discussions, ask Quality questions and post/view Quality based jobs submitted to us.

http://www.linkedin.com/groups?gid=3888168&trk=my_groups-b-grp-v

Short Summary of ASQ Summer Survey 2014

By Daniel Menis

The members of ASQ Fox Valley Section 1208 were asked to take part in a survey during the summer of 2014 with all the other section, division and non-section members of ASQ. There were 49 responses (8.6% response rate) for this section and 22 comments. ASQ as a whole had a response rate of 13%. The comments were distributed evenly among 6 issues. The majority of comments (13) were related to problems and suggestions for improvement. The Section 1208 NPS Score (-29) shown in Figure 1 indicates a level of dissatisfaction with the section and ASQ compared to how other section's members feel about their own section and ASQ. Section 1208 does not, however, have the bottom score. The Section 1208 Board is and has

discussed comments, such as made to ASQ, to try and improve the section and ASQ's image. ASQ is also not "happy" about their score. On a positive note, the respondents rated the section performance best in motivating you to use and advocate quality concepts, technology and tools. This was considered one of the three most important areas to them. Four more areas of high importance to the section that the section were rated for almost as high performance were (1) contribute to the advancement, enhancement and standardization of quality concepts, technology and tools, (2) Attraction of people who shared their professional background or interests, (3) providing training and resources that made them more promotable or attractive to potential employers and (4) providing an opportunity to interact with peers about challenges, tools and best practices. ASQ found for the section and as a whole that satisfaction depended on age (25 - 40 were least satisfied), years of membership (3+ years were more satisfied) and involvement in the section (the more involved you were - attending meetings and holding office, the more satisfied you were). In other words - *get and stay involved*. The section wants your help and participation and that could make you more satisfied with it. For more information or questions on the survey contact the section leadership.

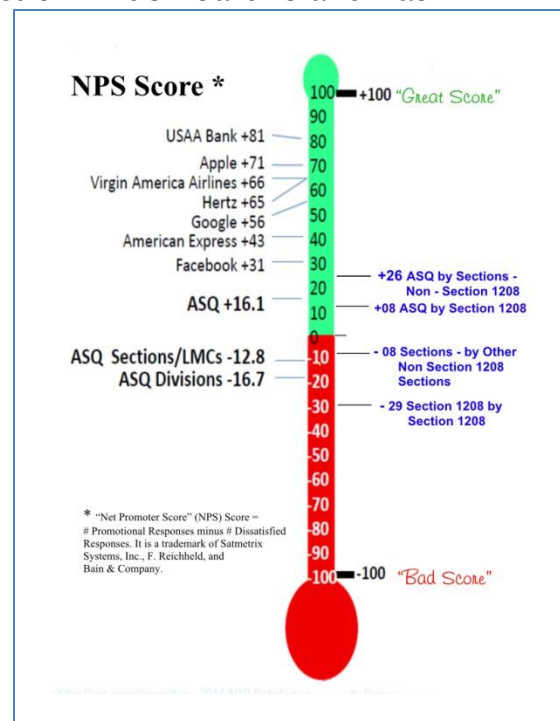


Figure 1 NPS Scores from ASQ Survey and literature.

Education Course Schedule

Course	Day	Dates & Location	Time
Certified Six Sigma Black Belt (CSSBB) Interactive Web	Mondays Wednesdays	August 4 to September 29 August 6 to September 24 Interactive Web Courses	Noon to 2:00 p.m. 6:00 p.m. to 8:00 p.m.
Certified Manufacturing Engineer (CMfgE)	Tuesdays	August 26 to October 28 Interactive Web Course	6:30 p.m. to 9:00 p.m.
Project Management Workshop	Friday	August 29 WCC Sugar Grove	9:00 a.m. to Noon
Lean Bronze Certification (LBC)	Wednesdays	Sept. 3 to Sept. 24 WCC Sugar Grove	6:00 p.m. to 9:00 p.m.
Certified Quality Engineer (CQE)	Thursdays	September 4 to October 9 WCC Sugar Grove	6:00 p.m. to 9:00 p.m.
Project Management Professional (PMP)	Fridays	September 5 to October 10 WCC Sugar Grove	9:00 a.m. to 3:00 p.m.
Certified Manufacturing Engineer (CMfgE)	Wednesdays	October 1 to November 5 WCC Sugar Grove	6:00 p.m. to 9:00 p.m.
Certified Quality Auditor (CQA)	Thursdays	October 9 to November 6 WCC Sugar Grove	9:00 a.m. to 3:00 p.m.
Certified Six Sigma Green Belt (CSSGB)	Thursdays	October 16 to November 20 WCC Sugar Grove	6:00 p.m. to 9:00 p.m.
Certified Associate in Project Management (CAPM)	Fridays	October 17 to November 14 No Class Session 10/31/14 WCC Sugar Grove	9:00 a.m. to 3:00 p.m.

Contact Chuck Gates at education@asq-foxvalley.org for details.

2014 Meeting Dates and Locations

Date	Location	Speaker	Topic
Tuesday, September 2, 2014	Millrose Restaurant	Dr. Wayne Taylor	Statistics
Tuesday, October 7, 2014	Villa Olivia	Thomas Gehrke	Geometric Dimensioning and Tolerancing
Tuesday, November 4, 2014	Courtyard Banquets	Mike Williams	ISO 9001-2015
Tuesday, December 2, 2014	Riverside Receptions	Panel	Medical Topic

ASQ CERTIFICATION EXAM SCHEDULE
ELGIN COMMUNITY COLLEGE
2014

	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
<u>Calibration Technician</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Pharmaceutical GMP Professional</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Quality Auditor</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Quality Engineer</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Quality Improvement Associate</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Quality Process Analyst</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Six Sigma Green Belt</u>	December 6, 2014	October 17, 2014	October 22, 2014
<u>Software Quality Engineer</u>	December 6, 2014	October 17, 2014	October 22, 2014

New Lean Bronze Certification

Date	Reading Assignments	Class Session Topics
Session 1 Web Interactive Saturday September 6 9-11 a.m. CDT	Study Notes for Session 1 <i>Lean Production Simplified:</i> Chapter 1 - The Birth of Lean Production Chapter 2 - The Lean Production System Chapter 9 - The Culture of Lean Production Complete Practice Test 1	LBC BOK Module 1 ➤ Cultural Enablers ➤ Processes for Cultural Enablers ➤ Culture Enabler Techniques and Practices Practice Test 1 Answers
Session 2 Web Interactive Saturday September 20 9-11 a.m. CDT	Study Notes for Sessions 2A and 2B <i>Lean Production Simplified:</i> Chapter 3 - Stability Chapter 4 - Standardized Work Chapter 5 - Just-In-Time (JIT) <i>Lean Thinking:</i> Part I - Lean Principles (Chapters 1-5) Complete Practice Tests 2A and 2B	LBC BOK Module 2 ➤ Principles of CPI Practice Tests 2A and 2B Answers
Session 3 Web Interactive Saturday October 4 9-11 a.m. CDT	Study Notes for Session 3 <i>Gemba Kaizen:</i> Chapter 1 - Introduction to Kaizen Chapter 2 - Gemba Kaizen Chapter 3 - Quality, Cost, & Delivery Chapter 4 - Standards <i>Learning to See:</i> Part I - Getting Started Part II - The Current-State Map Part III - What Makes a Value Stream Lean? Complete Practice Test 3	LBC BOK Module 2 ➤ CPI Systems Practice Test 3 Answers
Session 4 Web Interactive Saturday October 18 9-11 a.m. CDT	Study Notes for Session 4 <i>Gemba Kaizen:</i> Chapter 5 - 5S Chapter 6 - Muda Chapter 7 - House of Gemba Chapter 8 - Visual Management Chapter 9 - Supervisors' Role in	LBC BOK Module 2 ➤ CPI Techniques & Practices Practice Test 4 Answers

	Gemba <i>Learning to See:</i> Part IV- The Future-State Map Part V - Achieving the Future State Complete Practice Test 4	
Session 5 Web Interactive Saturday October 25 9-11 a.m. CDT	Study Notes for Session 5 <i>Lean Production Simplified:</i> Chapter 6 - Jidoka Chapter 7 - Involvement Chapter 8 - Hoshin Planning <i>Lean Thinking:</i> Part II - From Thinking to Action (Chapters 6-11) Complete Practice Test 5	LBC BOK Module 3 ➤ Principles of Consistent Lean Enterprise Culture ➤ Processes for Developing Consistent Lean Enterprise Culture ➤ Consistent Enterprise Culture Techniques & Practices Practice Test 5 Answers
Date	Reading Assignments	Class Session Topics
Session 6 Web Interactive Saturday November 8 9-11 a.m. CDT	Study Notes for Sessions 6A and 6B <i>Lean Thinking:</i> Part III- Lean Enterprise (Chapters 12-13) Part IV - Epilogue (Chapter 14-15) <i>Gemba Kaizen:</i> Chapter 10 - Gemba Managers' Role Chapter 11 - From JIT to Total Flow Management Chapter 12 - JIT at Wiremold Chapter 13 - The CEO's Role in Kaizen Chapter 14 - Going to Gemba Complete Practice Tests 6A and 6B	LBC BOK Module 4 ➤ Principles of Business Results ➤ Measurement Systems ➤ Key Lean Related Measures Practice Tests 6A and 6B Answers Setting the Date and Location for the LBC Exam. See Exam Proctor Requirements below. Study Schedule Between Now and the LBC Exam

BOK = Body of Knowledge

CPI = Continuous Process Improvement

Who may proctor my exam?

Your exam proctor can be your manager, supervisor, Human Resources representative, a key administrator; a member of an SME chapter, ASQ section or AME region; a local college or university, library, or an authorized

facilitator at an upcoming face-to-face review program. – See more at:
<http://www.sme.org/sme-certification-faq.aspx#applying-7>

Primary Reference Materials

Gemba Kaizen by Masaaki Imai, Second Edition, 2012. McGraw-Hill, ISBN 0-07-179035-2

Lean Thinking by James P. Womack, 2003. Free Press, ISBN 978-0-7432-4927-0

Lean Production Simplified by Pascal Dennis, 2nd edition, 2007. Productivity Press, ISBN 978-1-56327-356-8

Learning to See by Mike Rother, 2009. Lean Enterprise Institute, ISBN 0-9667843-0-8

The Lean Bronze Study Materials can be purchased as a package from SME at www.sme.org for \$144.13 member and \$160.15 nonmember plus tax, shipping and handling costs for members.

Course Fee: \$900

Register online and pay by credit card at www.apics-foxriver.org

LBC Exam Fee: \$448.50 SME members; \$690 Regular nonmembers

Contact chuckgates@sbcglobal.net or chuck.gates@smechapter5.org with questions.