



AMERICAN SOCIETY FOR QUALITY™

# American Society For Quality Arkansas Section 1407

APRIL 2006

### Special Quote:

*"In quality control, we try as far as possible to make our various judgments based on facts, not guesswork. Our slogan is "Speak with facts."  
— Katsuya Hosotani*

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## May 9th Meeting The Under-utilized Quality Tool—EVOP

This month's topic EVOP—Evolutionary Operations—How to constantly improve your process with less cost than a DOE using this simple but under utilized statistical technique, will be presented by Gerald McHenry.

Gerald is the Quality Manager for Tokusen USA in Conway. He has 20 years of quality experience in automotive and the electronics industry. He is an ASQ/CQE, and a Six Sigma Black Belt from Ohio State University.



He has completed Engineering Statistics at the University of Arkansas and Computer Science University of Louisiana at Monroe LA.

**Location of the May meeting:  
The Fish House  
116 South Harkrider Street  
Conway**

**For directions, go to the Meetings/  
Schedules section and click on map  
for the May meeting.**

Social—Networking—Dinner  
6:00 P.M. to 7:00 P.M.  
Program—7:00 P.M.

### Make Your Reservations:

Contact Floyd Washburn by noon  
Monday, April 10th: 501.268.2414, ext 124 or  
fwashburn@yarnells.com.

## Meet Your Program/Arrangements Chair

Floyd Washburn is the Director of Quality Assurance and Human Resource for Yarnell's Ice Cream Company and is responsible for the planning, directing, coordinating and budgeting for all quality assurance, quality improvement and human resource activities. He works with suppliers, customers, distributors and regulatory agencies to assure all requirements are being fulfilled. Before Yarnell's, Floyd was with the Commercial Refrigeration Group in Conway Arkansas for 20 years, operating under six different corporations. His responsibilities included quality and training, technical service, safety, human resource and environmental.

Floyd is a Certified Quality Engineer, Certified Quality Manager, and has a Master Award in Quality Technology from the Minnesota Section of ASQ. He is also a Certified ISO-9000 Audit and is a Certified Facilitator/Trainer for many quality programs and courses.

Floyd has been a member of ASQ for over 25 years, a Senior Member since 1981 and an Officer in the Central Arkansas Section 1407 for the last 12 years. He has served the Arkansas Section of ASQ as a three time Section Chairman, Vice Chairman, Program Chair and Education Chair and is the current Program and Awards Committee

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We're on the web  
[www.asq-centralark.org](http://www.asq-centralark.org)



## Monthly Newsletter Alert!

We want to make sure you did not miss this announcement, so we are printing it again....

Due to the continued increases in postal mailing costs, ASQ Section 1407 will no longer mail a hardcopy of the monthly newsletter. Newsletters can be accessed online at [www.asq-centralark.org](http://www.asq-centralark.org) or can be emailed to you.

If you want to receive the newsletter by email, you MUST update YOUR email preferences to start getting the newsletter via email. Here are the step-by-step instructions:

1. Go to the ASQ Home Page [www.asq.org](http://www.asq.org).
2. Click on "Members Log In Now" at the top of the page.
3. Enter your ASQ Member Number and Password. Then click the Sign-In button.
4. Click on "Manage Your Membership"
5. Click on "Change Contact Information".
6. Enter all of your correct contact information.
7. Make sure that you have the box checked beside "Sections".
8. Click "Continue" at the bottom of the page.
9. Enter your Job Description, Industry & Job Title then click "Continue".
10. Review your changes and then click "Update Information".

## Floyd Washburn *(continued from page 1)*

Chairman. He is a past member of the Board of Examiners for the Arkansas Quality Award and North American Steering Committee for Vision & Values. Floyd currently serves on the Central Arkansas (six county area) Workforce Investment Board, past Co-chairman and current member of the Faulkner County Career Opportunities Board, past chairman and current member of the Faulkner county W A G E Advisory Board and current member of the Conway Adult Education Advisory Board.



We now must say...**Congratulations Floyd Washburn!** The National ASQ Examining Committee has recently notified Floyd that his nomination for advancement to the Grade of Fellow has been accepted. He will officially receive

his award at in May 2006 at the ASQ World Conference in Milwaukee. The qualifications for the advancement to the Grade of Fellow are quite extensive and graded on many levels. The nominee has to have 15 full calendar years of active experience in quality-related positions, be a Senior Member in good standing for at least the past 5 full consecutive years, have attained distinction in quality-related disciplines, and fulfill minimum scoring requirements in each of six proficiency areas.

Floyd has over 35 years of Management experience In Quality, Engineering, Training, Technical Service, Safety, Environmental, Human Resource and Sales. With 25 years directly in a Management-Leadership role responsible for Total Quality Operations.

**Our hats are off to you, Floyd!**

## SECTION 1407 OFFICERS AND COMMITTEE CHAIRS

### CHAIR—CONNIE SATZLER

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### ***From Our Chair...***

Greetings to all -

Section 1407 has been notified that we have earned the ASQ Gold Excellence Award for 2004-2005. This award is the highest level of achievement in the ASQ management process. Congratulations to Linda Appleby and the Leadership Committee of 2004-2005 for the hard work and dedication required to meet this honor! Picking up the award at the ASQ World Conference will be none other than our most recent Fellow, Mr. Floyd Washburn. Floyd will be honored during the conference with this prestigious award. Congratulations Floyd!

It was great to see everyone at the March meeting! Lot's of new faces in the crowd! Thanks for venturing out to the Saddle Creek Grill.

A very special thank you goes to our March meeting speaker Pamela Speraw, Manager of Business Development with Arkansas Manufacturing Solutions. Pamela delivered an extremely interesting presentation on Lean Six Sigma. The challenge of taking two different quality tools and combining them for even more efficiency is something many organizations can benefit from. If you were not able to attend, Pamela graciously gave us permission to post the presentation on the section website at [www.asq-centralark.org](http://www.asq-centralark.org). Check it out!

The April meeting and tour of Dassault Falcon Jet on April 11, 2006 was a great success. We welcomed fifty members and guests for the tour which started at our Manufacturing facility and ended up with a tour of a newly completed aircraft. A special thank you to Mr. Rogers Yarnell for providing ice cream treats for everyone. And the Membership Survey winner of the \$50.00 Wal-Mart gift card was Colleen Fallon of Conestoga Wood Products. Congratulations Colleen!

And last but certainly not least, the nominations for the new slate of elected officers were accepted and include Sarah Story, Chair – Cathy Webb, Vice Chair – Linda King, Treasurer and Secretary – Richard Taylor. Thanks to each of you for volunteering to serve ASQ Central Arkansas Section 1407.

For now,

***Connie***

*PS – The door is always open so please contact me anytime with comments, suggestions or just to say "Hello!"*

Connie Satzler, Chair  
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## **Section Meeting Dates**

If you have never noticed, our meetings are always held on the second Tuesday of the month...so mark your calendars.

Social—Networking—Dinner  
6:00 P.M. to 7:00 P.M.

Program—7:00 P.M.

### **May 9, 2006**

The Under-utilized Quality Tool—EVOP  
(Evolutionary Operation)  
Presented by Gerald McHenry, Tokusen USA  
at the Fish House in Conway

### **Special Event—June 10, 2006**

Lunch and tour of a local Little Rock Brew-pub Vinos  
723 West 7th, Little Rock

### **Special notes:**

If you attend a meeting and **prefer not to have dinner**, you may do so, just make sure that you let Floyd know when making your reservation because we must give a food guarantee. When the attendance is turned in, our Chapter is obligated to pay for all guaranteed meals.

## **April Anniversaries**

Congratulations to the following members:

**52 years: Gordon Keefe**  
**49 years: Donald Leavens**  
**35 years: Gerald Larson**  
**32 years: Joseph Roe**  
**31 years: Terrance Hill**  
**29 years: Floyd Washburn**  
**27 years: Patsy Ball Brown**  
**26 years: John Layson**  
**22 years: David Dare**  
18 years: William Wylie  
15 years: J. B. Threat  
14 years: Steven Myers  
13 years: Richard Adcock  
12 years: Gene Morton  
11 years: Linda Appleby, Patrick Hutton  
10 years: Bonnie Connelly  
7 years: Vickie Bartels  
6 years: Everett Holland, Mickey Mayland, Michael Starr  
3 years: Keith Day  
2 years: Serge Vincent Gallant, Cindy Pulliam, Mike Schackel, Philip Gerard Snyder  
1 year: Colleen Cafferty, Daniel Frith, Gwen Rowell, Scott Utley

## ASQ Changes to the Certified Quality Engineer BOK

ASQ Headquarters has notified us of a change to the Certified Quality Engineer Body of Knowledge (BOK). Go to <http://www.asq.org/certification/quality-engineer/bok-2006.html> to view the new BOK. The Certified Quality Engineer Exam Committee has prepared a comparison between the old BOK and the new 2006 BOK. To view the comparison go to <http://www.asq.org/certification/docs/2006-vs-2000-bok-map.pdf>

The first administration of the new BOK will be **December 2, 2006**. Individuals who have either registered to take the December 2 exam or have taken the exam within the last two years will be mailed a copy of the new BOK along with a breakdown of the changes.

### SGS Systems and Services Certification

(SGS SSC) is a recognized leader in Quality, Environmental and Social Accountability Management System Registration.

For more information, visit their web site: [www.sgs.com](http://www.sgs.com)



## Arkansas Quality Conference May 10 - 11

### May 10:

Supplier Certification Workshop — Dick Gould  
Evening Tour of Dassault Falcon Jet

### May 11:

Morning: ASQ Key note speaker—Grace Duffy  
The Cost of Quality  
Afternoon Session— Obtaining World-Class Quality  
Baldrige and AIPE Panel Discussion

### Registration:

By May 1: 1 day \$150; full conference \$250  
After May 1: 1 day \$175; full conference \$275

**Information required:** name, company, address, city, state, zip code, phone, fax, and email

**Mail registration to:** Arkansas Quality Conference  
PO Box 20185  
Pine Bluff, AR 71612-0185

### Need more information:

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