



AMERICAN SOCIETY
FOR QUALITY™

American Society For Quality

Arkansas Section 1407

FEBRUARY 2006

March 14th Meeting

Six Sigma and Lean Manufacturing

Pamela Speraw, Arkansas Manufacturing Solutions

Today, organizations are struggling with which improvement program to use to achieve results: Lean or Six Sigma? Implementing them together often creates confusion and overwork. We will explore an integrated approach using Lean Six Sigma to dramatically reduce lead time and variation in less time and with bottom-line results. You will learn how Lean Six Sigma maximizes resources in support of projects with the biggest financial impact to the organization.

Pamela Speraw is the Business Development Manager with Arkansas Manufacturing Solutions (AMS). AMS is a program of the Arkansas Science & Technology Authority and is affiliated with the U.S. Department of Commerce's Manufacturing Extension Partnership (MEP). AMS provides consulting in best practices to Arkansas manufacturers. Previously she worked for the MEP centers in Texas and California. Prior to entering the MEP system, Pamela directed five Regional Specialty Center SBDC's in Dallas, Texas. She also worked as a Marketing Analyst for the Oklahoma Department of Commerce. Her business experi-

ence began as a business owner, expanding to 11 offices in four states. Ms. Speraw has a B.A. in Management and has served on several Boards, Committees and Associations.

The March meeting will be held at:
Saddle Creek Woodfired Grill
2703 Lakewood Village Drive
North Little Rock

From I-40 take the US-67/US-167 N. exit 1.3 miles. Take the McCain Blvd. W. exit 1B. Bear right onto McCain Blvd West. Continue to bear right looping onto McCain Blvd W. Go .6 miles and turn right at Lakewood Village Dr. (3 stop lights) go .3 mile.

Coming in from the North. Going South on US-67/US-167 S., take exit 1 to McCain Blvd./Lakewood - go 0.1 mi. Continue on Warden Rd - go 0.1 mi. Bear right and head toward McCain Blvd - go 0.1 mi. Bear right at McCain Blvd - go 0.4 mi. Turn right at Lakewood Village Dr - go 0.3 mile.

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, March 13th: 501.268.2414, ext 124
or fwashburn@yarnells.com.

Special Quote:
*"Progress is impossible
without the ability to admit
mistakes."*
— Imai

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We're on the web
www.asq-centralark.org



Monthly Newsletter Alert!

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 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.
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"

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Monthly Newsletter—Update Your Email

(continued from page 1)

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".

Meet Your Audit Chair: Cathy Webb



Cathy is a native Arkansan, born in El Dorado and raised in Little Rock. Growing up with four sisters (who had to share one bathroom) she learned the meaning of teamwork at an early age. After earning a Bachelor's Degree in Mathematics and Physics from the University of Central Arkansas and teaching at Little Rock's Parkview High School for a year, Cathy began her career at Teletype Corporation and married her husband, John, both in the same summer. Nine years and three children later, she received a Master of Science Degree from the U of A College of Engineering's Graduate Institute of Technology.

In the meantime, Teletype had become mainstream AT&T and she had joined her background in the analytical lab with her graduate work in electronics to establish their new Failure Mode Analysis laboratory in Little Rock. Her work with various quality improvement teams in the late 1980's spurred her interest in quality and in 1990 she joined ASQ and became a Certified Quality Engineer. She became active in Section 1407 and by 1993 had earned an additional certification as Quality Auditor and served as Section secretary. Over the next 4 years she served as secretary, treasurer, and vice chair, and in 1998/99 as chairperson of the Section. During her tenure as chair, the Section established its Mission Statement and began applying quality tools and methods to drive improvements within the organization.

In the same timeframe, she gave up work with "electronics" to work with "ergonomics" and other EH&S issues. In 1999, her Little Rock Ergonomics Team was recognized for their accomplishments by earning both the Lucent Technologies President's Award for Team Excellence and the Lucent EH&S Hero's Award. She was instrumental in designing and implementing two ISO 9000 Quality Management Systems and two ISO 14000 Environmental Management Systems for AT&T and its legacy companies, Lucent Technologies and Avaya.

She has remained an active member of the Section leadership team, serving as Audit Chair for the past several years, and has recently been nominated to serve as Vice Chair for 2006/07. In addition to her work for Avaya and within ASQ, Cathy is an Elder, Sunday School teacher, and Board Chair of Parkview Christian Church and serves on the Supervisory Committee for United Arkansas Federal Credit Union. When you ask her about the accomplishment she is most proud of, the conversation will quickly focus on her now grown "children" - Laura, Katherine, and Chris. If you have an hour or two, ask her about one of them!

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From Our Chair...

Greetings to all -

It was great to see everyone at the February meeting! Lot's of new faces in the crowd!

Thanks for coming out in what ended up being marginal weather conditions!

Thank you to our speaker Dan Frith, Quality Manager at the Department of Information Services, who shared some interesting information on how quality involvement has helped improve performance in serving other state agencies. In addition, Dan shared information regarding the ECQ Breakfast scheduled for March 22, 2006. We are looking forward to hearing our feature speaker, Andy Gliemann, Worldwide Director of Quality at Deluxe Media Services, LLC.

Lean Six Sigma is the topic for March! Pamela Speraw, Manager of Business Development with Arkansas Manufacturing Solutions, will be our speaker. I hear from others that she is an outstanding and knowledgeable speaker on this subject. Plan to attend and bring a colleague!

Reminder! We have added an additional meeting to our calendar year. In June we are trying something new! We are going to meet on a Saturday afternoon at a local Little Rock brew-pub Vinos for lunch and a tour of the microbrewery. This adventure should be great fun, so mark your calendar for June 10, 2006! We plan to meet at 1:00 p.m. for lunch and the tour. The address is 723 West 7th Street, Little Rock, AR. Hope to see you there!

The 2005-2006 year is beginning to wind down! We have accepted nominations for the new slate of elected officers. 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.

March 14, 2006

Six Sigma & Lean Manufacturing
Pamela Speraw, Arkansas Manufacturing Solutions

April 11, 2006

Tour—Dassault Falcon Jet in Little Rock
Joint meeting with the Industrial Engineers
Tour size limited to 50
Must have government approved photo ID
Comfortable, closed toe shoes please
Host—John Miller, Director of Quality Assurance
Dinner included

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.

March Anniversaries

Congratulations to the following members:

26years: Milton Yeager, Jr.
18 years: Steve Bank
8 years: Sandra King
5 years: Charlotte Williams
4 years: Eddie Bartlett, Tim Valentine
3 years: Lurenza Tyson
2 years: Scott Follett, Alice Scott
1 years: Randall Harris, Alison House, Cecil McNutt, John Nordlund, Steve Orrell, James Scroggins

Training Sponsored By ASQ 1407

Failure Mode and Effect Analysis (FMEA) class teaches participants not only how to do a FMEA, but also how to get the most out of the process. The 8 hour course is oriented toward all FMEA stakeholders including the customer. Participants need not have any previous training in FMEA.

Location: ASU-Searcy Campus in Searcy, Arkansas
Date and time: 8:30-5:00, April 22, 2006
(pizza lunch is provided)

Instructor: Scott Follett

Cost: ASQ Members: \$65.00
Non-Member: \$105.00
Full Time Students: Free

CEUs issued through ASU-Searcy.

Attendees should bring a calculator. All other material is provided.

This course is sponsored by ASQ Section 1407. Register on-line by sending an e-mail to arkansasquality@hotmail.com or by calling Scott at, 501-278-6451.

The content can be customized to meet the needs of specific departments or personnel.

ASQ 1407 is proud to introduce a new sponsor for our Chapter — SGS Systems and Services Certification



(SGS SSC) is a recognized leader in Quality, Environmental and Social Accountability Management System Registration, having delivered over 70,000 accredited certificates worldwide. Our third party registration services include the ability to issue certification to ISO 9000, ISO 14001, QS-9000/TE Supplement, ISO 9000 (Healthcare), AS9100, TL 9000, ISO/TS 16949, CE Mark, ISO 13485, and OHSAS 18001.

Our classroom and e-Learning platforms offer lead auditor and internal auditor training for ISO 9001:2000, ISO 14001, and OHSAS 18001. Additionally regular seminars in ISO 13485 awareness, AS9100, Six-Sigma and Transition to ISO/TS 16949 are offered in house, or on a public basis.

SGS SSC also offers "SGS Qualicert" Service Certification as an innovative, voluntary certification program, aimed at service providers willing to expose and promote their commitments toward their clients. Complementary services also exist through our Second Party Audit scheme, an effective way for companies to protect their brand and reputation by allowing us to monitor compliance in an independent, objective manner.

Entry Level Certification (ELC) provides small organizations of typically 25 people or less the opportunity to obtain ISO 9000 registration at a competitive price. ELC raises your company to new levels while allowing you to improve your internal processes in a cost effective, focused manner.

Whatever the SGS service, our philosophy remains constant: To provide client-focused independent verification and assessment services. SGS has no manufacturing, trading, or financial interests which could compromise its independence. With its international network and reputation for professionalism, integrity and impartiality, SGS is recognized as the global benchmark for the highest standards of expertise, quality and integrity. For more information, visit their web site: www.sgs.com