



AMERICAN SOCIETY  
FOR QUALITY™

# American Society For Quality

## Arkansas Section 1407

NOVEMBER 2005

### Peter Drucker 1909-2005

*The most important management thinker of the past century. He changed the course of thousands of businesses.*

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## December 13th Meeting

### Quality at the American Red Cross

We are thrilled to have two guest speakers from the Greater Ozarks-Arkansas Region of the American Red Cross for our December meeting.

Anthony Smith is a Quality Specialist for the American Red Cross Biomedical Systems. He has 14 years of combined experience in blood manufacturing, distribution, and quality at the Greater Ozarks-Arkansas Region of the American Red Cross. Tony lives in Cabot with his wife Sherry and two kids, Ethan and Emily.

Sandy King is the Regional Quality Director for the American Red Cross Biomedical Systems. She has been with the Greater Ozarks-Arkansas Region of the American Red Cross for 28 years and has served in variety of departments including: administration, laboratory, distribution, regulatory affairs, information services. Sandy joined the Quality Department in 1996 and was just recently promoted to her current position as Regional Quality Director. Sandy lives in Mabelvale with her husband Travis.

**New Meeting Location:**  
**Loca Luna Restaurant—663-4666**  
**3519 Old Cantrell Road**  
**Little Rock**

#### Directions:

#### From Interstate 30 –

Take the AR Highway 10 exit- Exit 141A toward Cantrell Rd./Markham St. Take the 2nd St. ramp toward AR Highway 10/ Cantrell Rd./Markham St./Convention Center. Keep LEFT at the fork in the ramp. Continue to follow AR Highway 10 West for 3 miles. Turn RIGHT onto Old Cantrell Road. You should see Loca Luna on your right just past Bene Vita.

#### From Interstate 430 –

Take the AR Highway 10 E/Cantrell Rd via Exit 9 toward downtown. Keep following AR Highway 10 East for 5.7 miles. Turn LEFT onto Old Cantrell Road. You should see Loca Luna on your right just past Bene Vita.

#### Make Your Reservations:

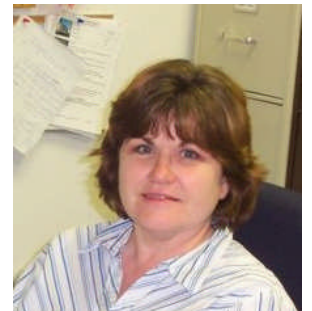
Contact Floyd Washburn by noon Monday, December 12th: 501.268.2414, ext 124 or fwashburn@yarnells.com.

## Meet Your Secretary — Joyce Simmons

Joyce has been an ASQ member since 2/24/98. She has been an active volunteer for the last 3 years, serving Arkansas Quality Conference, Membership Chair, and is currently serving as Secretary. Being part of the ASQ Central Arkansas Section 1407 family has helped her to grow professionally and allowed her to network and learn from the many professional people that attend this chapter.

Joyce has always viewed quality as a continuous improvement process, applying quality tools in all areas of her life. These quality tools have helped her in her 20 years with Conestoga Wood Specialties, where she is currently the Quality Manager of the Jacksonville, Arkansas Finish Mill plant and Conestoga's representative to key customers and suppliers. Her job allows her to travel extensively in the United States and Canada, and has also taken her overseas to areas such as China and Belgium where she provides technical services. In these travels she has also visited Germany and France.

Joyce and her husband, Desmond lives in Scott, Arkansas on Old River Lake. They have a son, daughter and two granddaughters. Her hobbies are fishing, hiking, cooking and doing projects around the house and in the gardens with Desmond. (HGTV is her favorite TV channel).



# ASQ Section 1407 Achieves Quality Milestones

Congratulations to the 2004-05 Leadership Team on receiving the following awards:

## 2004-05 Total Quality Award

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

Total Quality is one the highest levels of achievement in SMP for the 2004-05 fiscal year. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable, quality programs and services to their members and achieving at least 75 percent of these set objectives. There were only 104 sections honored that reached the Total Quality Level for the 2004--005 year!



## 2005-06 SMP Basics Achievers

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members. In the first level, Section Basics, sections demonstrate their viability and commitment to serving ASQ members by meeting the basic requirements for being a section. Sections meeting the Section Basics requirements are eligible for future recognition in the Section Planning Level and Performance Level (Total Quality and/or Section Excellence Awards). There were only 135 sections that met the 2005-06 Level 1 Section Basics Requirements!



## 2005-06 SMP Section Planning

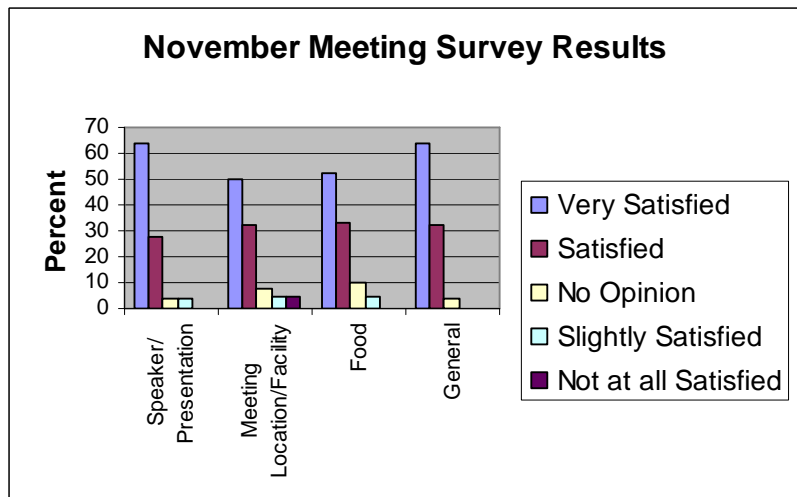
Section Management Planning (SMP) is a voluntary management planning process that is made available to all sections. It requires cooperation and participation from the entire leadership committee to ensure that goals are met. Each committee chair has the responsibility to monitor the process and report on the progress. Your leadership team has done a great job to make section 1407 a success on a national level. Only eighty-two Sections have completed Level 2 business planning of the Section Management Program for 2005-06.



# Your Voice Counts

Thirty-two people attended the November meeting and 22 completed the survey that evening. Additional comments included:

1. Speaker was energetic and enthusiastic. The tips were very helpful because they were based on experience. Effective corrective action/follow up. Effective/meaningful root cause analysis. Speaker did a great job.
2. Location was closer but a new place each time makes it harder to find in the dark. Go back to Flight Deck. I don't like having to hunt for the meeting places. Go back to the Flight Deck. Flight Deck better. Room a bit warm. Drop down Screen was cool.
3. Miss my glass of wine. I like eating as soon as arriving. Appreciate that the food was ready when we arrived. Chips were too salty (X2). Impressed with food and cost.
4. I like to keep things moving vs. having too much dead time.





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

Sincere thanks goes to our Region 14 Director Kristin Case for taking time to attend our meeting and make an outstanding presentation about internal auditing. Some of the tips that Kristin shared were "outside of the box" but they really made me think and consider "why not?"

Kristin is an energetic and dynamic speaker who kept our attention on a subject with her wit and good humor.

Next on our meeting agenda is the December meeting that will feature speakers from the American Red Cross. Sandy King and Tony Smith will speak to us about the quality system in place at their organization. **December is spouse/significant other night and the meeting will be held at Loca Luna in the banquet room.** We are planning a nice buffet with a choice of meat, vegetable medley and roasted potatoes. I will look forward to seeing everyone.

Time has flown by and holidays are upon us. This is an extremely busy time for everyone both personally and professionally, but I would encourage everyone to take time for you, reflect on the past year and plan for the upcoming one.

Wishing you and yours a joyful and peaceful holiday season.

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  
Dassault Falcon Jet  
P.O. Box 967  
Little Rock, AR 72202  
[connie.satzler@falconjet.com](mailto:connie.satzler@falconjet.com)  
501-301-2065 (W)

*Happy Holidays  
to You  
and your family*



## **Section Meeting Dates**

If you have never noticed, our meetings are always held on the second Tuesday of the month...so mark your calendars. One exception this year, Valentine's Day falls on that date, so the meeting has been moved to the Thursday of that week.

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

Program—7:00 P.M.

### **December 13, 2005**

**Quality at the Regional Red Cross System**  
Presented by: **Tony Smith and Sandy King**

**Location: Loca Luna Restaurant**  
**3519 Old Cantrell Road, Little Rock**

Check the ASQ 1407 web site on Meetings for your link to MapQuest, at which you can find complete directions. It will automatically open to the destination:

[http://www.asq-centralark.org/meeting\\_schedule.htm](http://www.asq-centralark.org/meeting_schedule.htm)

### **January 10, 2006**

AR Institute for Performance Excellence Process  
Presented by: Theresa McGaha

Quality Systems Leader

Potlatch Corporation-Cypress Bend Mill, McGhee, AR  
Recipient of the 2004 Governor's Award for Performance Excellence

Location: Maumelle Country Club  
100 Club Manor Drive, Maumelle

### **February 16, 2006 (NOTE this is Thursday)**

Economic Case for Quality

### **March 14, 2006**

Six Sigma & Lean Manufacturing

Pamela Speraw, Arkansas Manufacturing Solutions

### **April 11, 2006**

Tour—Dassault Falcon Jet in Little Rock

Host—John Miller, Director of Quality Assurance

### **May 9, 2006**

The Under-utilized Quality Tool—EVOP  
(Evolutionary Operation)

Presented by Gerald McHenry, Tokusen USA  
at the Fish House in Conway

### **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.

## Training Sponsored By ASQ 1407

**Implementing Statistical Process Control** is an in-depth class covering all of the basic tools and techniques of SPC. Participants receive all the training and materials needed to implement a SPC program. Implementing Statistical Process Control is an intense 8 hour course oriented toward all levels of operations including Shop Floor Personnel, Managers, Supervisors, Engineers, and Quality Professionals. Participants need not have any previous training in SPC.

**Location:** ASU-Searcy Campus in Searcy, Arkansas

**Date and Time:** 8:30-5:00, February 11, 2006  
(pizza lunch is provided)

**Instructor:** Scott Follett

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

**0.8 CEUs issued through ASU-Searcy**

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

**This course is sponsored by ASQ Section 1407.** Regis-

ter on-line or by calling Scott at 501-278-6451.

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

### Additional Courses Forming...

Prep courses for CQT, CQA, and CQE are forming. Please contact Scott if you are interested at 501-278-6451 or at latinainports@hotmail.com. As the class dates get closer, more details will be published.

### Need a New Job?

Have you checked out the ASQ 1407 web site under Careers? You haven't? Well, you have missed out on the last 12 posting for great jobs in the past six weeks! Some with salaries in the \$80-90k range! Visit our web site often to find great info.

If your resume is not up to par, check out the many web sites on the Internet that offers excellent writing advice.

