



AMERICAN SOCIETY FOR QUALITY™

American Society For Quality Arkansas Section 1407

OCTOBER 2005

Special Quote:

"Quality is free."
– Philip B. Crosby

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November 8th Meeting Kristin Case, Our Region 14 Director

Kristin Case is on ASQ's Board of Directors, representing Region 14 (Oklahoma, Texas, New Mexico, Arkansas, Louisiana, and Mexico). She has held several positions for the Tulsa ASQ Section, including newsletter chair, webmaster, and Treasurer. At the national level, she has served on the Technical Programs Committee for the annual World Conference (previously AQC), was a part of the Gen X Summit, and led a task force in member value.

Case is a registered professional engineer in the state of Oklahoma. She is an ASQ certified quality engineer, auditor, manager, and Six Sigma Black Belt. She is a Lead Auditor of quality management systems and an AS9100 aerospace industry experienced auditor, accredited by the RABQSA.

She currently works as a Quality Manager for Nordam PRISM (an aerospace repair station) and as an adjunct instructor for Tulsa Tech teaching ISO 9000-related classes in the evenings. As a consultant, she helps small manufacturing companies design and implement simple, affordable quality management systems.

Unbeknownst to most, Case has seen "Shrek" and "Monsters, Inc." roughly 25 times (each) at the insisting of her toddler daughter, Kaelyn.

Improve Your Internal Audit Program 25 Tips

- Does your top management actively support internal audits?
- Are you granted all of the resources, tools and training you need?
- Are internal audits completed on time and accurately recorded?
- Do corrective actions address and eliminate the root cause?
- Does your internal audit program run like a well-oiled machine?

If so, then this presentation is NOT for you! Designed for audit programs with "room for improvement", this presentation will provide 25 tips to improve your audit program. Some are straightforward (Provide recurrent training); others are counter-intuitive (Don't issue corrective actions). Come figure out which tips are applicable to your audit program.

New Meeting Location:
William F. Laman Library, Room 126
2801 Orange, North Little Rock
See article on page 2.

Make Your Reservations:

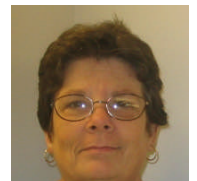
Contact Floyd Washburn by noon Monday, November 7th: 501.268.2414, ext 124 or fwashburn@yarnells.com.

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

Meet Your Treasurer — Linda King

Linda is employed by Conestoga Wood Specialties in the Mountain View facility, where she is the Quality Manager. She oversees all of the Quality functions at that facility. She has been a member of ASQ since 2001, and joined the Central Arkansas Section 1407 in 2002. She is an ASQ certified CQT.

Linda and her husband Fred reside in Mountain View. Linda has 2 grown sons. She has 5 grandchildren, 2 living in the Ward community, and 3 in Michigan. Linda enjoys traveling, antique car shows and oil painting. She views her volunteer opportunity with the Central Arkansas section as a challenge, increasing her knowledge in not only the quality field, but in the related areas as well. Her job as treasurer has presented some areas to improve her knowledge as well.



New Meeting Locations

Results from our survey indicated that you, our members, wanted to meet at different locations in the central Arkansas area. We are accommodating that request by having our November meeting at the William F. Laman Library in North Little Rock. Many of you will be coming from different directions, so Mike Bentley, Chair of the Database Committee, has developed a link to MapQuest at which you can find complete directions. It will open to the destination on the North Little Rock map:

http://www.asq-centralark.org/meeting_schedule.htm.

You can also go to the Section 1407 web site, under meetings, just click on the Library name. Give Mike a pat on the back for this one!

Check the Section 1407 web site often and read the newsletter carefully in the future so you will know where the next meeting will be held!



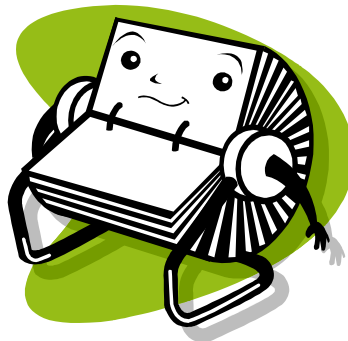
Welcome to our New Members.

When you see them at the meetings, please make a special effort to say Hello.

Rhonda Edwards, Conway
Ahmad Ali Sarjahani, Russellville
Deborah Simpson, Pine Bluff

Update Your Information at ASQ

To make sure that you receive the newsletter and any emails that are sent to you as a member, please go to the ASQ web site and check the accuracy of your membership information. It's quick and easy...just log in, go to Manage Your Membership, and update your information.



Conferences

Visit www.asq.org for information on the following conferences.

13th National Quality Education Conference
November 13-15, 2005 • Miami, FL

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.

November 8, 2005

How To Improve Auditing—Kristin Case
Our Regional Director for ASQ

**William F. Laman Library, Room 126
North Little Rock**

**See article to the right for directions
Dinner/Meeting Cost: \$10 per person**

December 13, 2005

Quality at the Regional Red Cross System

January 10, 2006

Arkansas Institute for Performance Excellence

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.

Job Hunting?

Don't forget to check our Section's web site for new job listings! Go www.asq-centralark.org. Also take a look ASQ's Career Center at <http://www.asq.org/career/index.html>



From Our Chair...

A very sincere THANK YOU goes to Lennox Industries in Stuttgart, Arkansas for permitting Central Arkansas Section 1407 to tour the facility. Patrick Zaczyk, Director of Quality and his team are fabulous hosts! We enjoyed sandwiches, chips, drinks and OH SO GOOOOOOOD YARNELLS ICE CREAM!

Highlights of the tour included:

- 70 million pounds of steel, 8 million pounds of copper and 8 million pounds of aluminum consumed each year in the manufacturing process
- very thin aluminum fins are stamped and stacked very carefully
- parts are identified and staged by product line – organized and very efficient
- enormous copper brazing process lines complete the refrigerant cooling coils
- units start from basic framework and finish quickly, one line we observed produced 15 units per hour
- each unit receives diagnostic and operational testing using computerized test equipment
- each unit has it's own unique identity including complete traceability of all parts
- very cool or shall we say very hot gas fired unit heaters that all the guys really wanted for their garage

Then there were the goody bags stuffed of very nice items for everyone and as if that wasn't enough there was a drawing for very cool Lennox shirts and hats. Thanks again to everyone at Lennox!

As you can see we are trying a different format for the November Meeting. The meeting will be held at the Laman Library in North Little Rock. We plan to combine networking, social and eating into one and then have our speaker and presentation. We will be anxious to hear your opinions of this new adventure!

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

Quality Is Free...

While having your morning coffee, pick up a few "calorie free" morsels from Philip B. Crosby's book Quality Is Free.



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Certification Exam Dates



CQE/CQA/CSQE/CQIA/CCT—2005

Application Deadline: October 7
Exam Date: December 3



Mail recertification packets to:
Lee Wright
41 Daniel Drive
Sherwood, AR 72120

Looking for *MORE* recertification credits?

A reminder...

When you attend an ASQ Section 1407 meeting, you can pick up a signed copy of the Newsletter to include in your recertification packages to add to your credits. When you sign in, just ask for one!

ASQ Member Value Summit

ASQ conducted a Member Value Summit recently in Milwaukee to discuss what members consider valuable in conjunction with their ASQ membership. The top three items are listed below:

- #1 EDUCATION – TRAINING – PROFESSIONAL DEVELOPMENT
- #2 NETWORKING OPPORTUNITIES
- #3 EFFECTIVE COMMUNICATIONS – WEBSITE ACCESS, NEWSLETTERS, MAILINGS AND E-MAILS

Do you agree?

Please let us know because we are very interested in what is valuable to you!

Contact any of the Section 1407 Leadership Committee with your input.