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## 1 – January Meeting – Arkansas Institute for Performance Excellence

Please join us on January 9, 2007 to explore avenues for improving your company or organization.

Barbara Harvel of the Arkansas Institute for Performance Excellence Asks.....

- Is your company a high-performing, innovative organization? How do you know?
- Is your organization achieving world-class performance? How do you know?
- Does your organization have clear strategic objectives that address your most important challenges? How do you know?
- Are your customers satisfied with your products and services? Will they stay loyal to you? How do you know?
- Is your organization ethical and well governed? Do your customers, employees, and the community think so? How do you know?

Barbara Harvel is the Executive Director of Arkansas Institute for Performance Excellence, a statewide, not-for-profit organization that promotes using quality principles to attain performance excellence. She reports to the AIPE Board of Directors and has held this position since the inception of AIPE in 1995. Most of her career has been in association management - working for Chambers of Commerce in Abilene, Texas and Enid, Oklahoma, and the United States Chamber Commerce Regional Office in Dallas. Before taking the Arkansas Institute for Performance Excellence position of Executive Director, Barbara was President of the Better Business Bureau of Arkansas. She lives in Little Rock and holds a Bachelor of Business Administration from West Texas A&M University. Barbara is a member of the American Society for Quality, Association for Quality and Participation, Downtown Rotary Club, and serves as the Chair of the Civil Service Commission in Little Rock.



## Meeting Location: The Flight Deck Restaurant

Social & Dinner - 6:00 P.M.

Program - 7:00 P.M.

Make Your Reservations: Contact [Floyd Washburn](#) by noon the day before the meeting to make your reservations. (501) 268-2414 Ext. 124

### Directions to the Flight Deck Restaurant:

**From I-30:** Take the 9th Street Exit and go east for .6 miles.  
Turn right onto Bond Ave. and go .4 miles and turn right onto Crisp Dr.  
Stay straight on Crisp Dr. for .4 miles and you are there.

For additional details, directions and map see [www.asq-centralark.org](http://www.asq-centralark.org)

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## 2 – Meeting Attendance Report for Certified Members

As a service to our members, our Database Chair will be sending a Meeting Attendance Report to members who are due to re-certify. This means that you will no longer have to keep track of your meeting attendance for RUs. The Meeting Attendance Report can be submitted with your [Recertification Journal/Application](#) to claim RUs for section meetings that you have attended since your last certification / re-certification.

Members who are due to re-certify in June will receive their Attendance Report in May and members who are due to re-certify in December will receive their Attendance Report in November. If you find that there is an error on your report please contact the [Database Chair](#)



### 3 –List of 2006-2007 Officers

Chairperson, Sarah Story – [storysaraha@uams.edu](mailto:storysaraha@uams.edu)  
Vice Chair, Cathy Webb – [ccwebb@avaya.com](mailto:ccwebb@avaya.com)  
Secretary, Richard Taylor – [richmantaylor@sbcglobal.net](mailto:richmantaylor@sbcglobal.net)  
Treasurer, Dan Frith – [dan.frith@arkansas.gov](mailto:dan.frith@arkansas.gov)  
Internet Liaison, Michael Bentley – [Michael.Bentley@falconjet.com](mailto:Michael.Bentley@falconjet.com)  
Audit Chair, Linda Appleby - [linda\\_appleby@volexna.com](mailto:linda_appleby@volexna.com)  
Publicity & Newsletter, Barbara Harvel - [bharvel@arkansas-quality.org](mailto:bharvel@arkansas-quality.org)  
Meeting Arrangements, Floyd Washburn - [fwashburn@yarnells.com](mailto:fwashburn@yarnells.com)  
Education Chair, Scott Follett - [arkansasquality@hotmail.com](mailto:arkansasquality@hotmail.com)  
Database Chair, John Denney - [john.denney@falconjet.com](mailto:john.denney@falconjet.com)  
Historian, John Layson - [jlayson@yahoo.com](mailto:jlayson@yahoo.com)  
Membership Chair, Gwen Rowell - [gwen.rowell@arkansas.gov](mailto:gwen.rowell@arkansas.gov)  
Placement Chair, Robert Long - [longr@usa.redcross.org](mailto:longr@usa.redcross.org)  
Certification Chair, Lee Wright - [lfwright@avaya.com](mailto:lfwright@avaya.com)  
Recognition Chair, Bonnie Connelly - [bonnie.connelly@deluxemedia.com](mailto:bonnie.connelly@deluxemedia.com)  
Arkansas Quality Conference Liaison - [connie.satzler@falconjet.com](mailto:connie.satzler@falconjet.com)  
Member at Large, B.J. Tolbert - [tolbertbj@usa.redcross.org](mailto:tolbertbj@usa.redcross.org)



## 4 – Certification Training and Exam Schedule

Get Knowledge. Get Noticed. Get Certified.

### MAKE YOUR COMMITMENT TO YOUR QUEST FOR CERTIFICATION

- Gain new skills and upgrade proficiency: Certification increases your value to the organization
- Source of professional and personal pride: Certification helps you gain self-confidence and recognition as an authority on quality.
- Contribute to the organization: Certification recognition to contribute more to organizational activities through leadership roles in implementing quality-oriented initiatives.
- Investment in Career: Certification improves potential for higher earnings over the individual career.

Our section is currently offering the following preparation courses for ASQ certifications. The cost of each of these courses is **\$250.00 plus materials**. Please contact our Education Chair, [Scott Follett](#) at (501) 305-4579 for more details on these classes.

Certification	Exam Date	Registration Date	Prep Class Date
Calibration Technician	12/2/2006	10/06/06	09/24/2006
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07
Manager of Quality / Organizational Excellence	03/03/07	01/12/07	12/31/06
	10/20/07	08/17/07	08/05/07
Quality Inspector	03/03/07	01/12/07	12/31/06
	10/20/07	08/17/07	08/05/07
Quality Auditor	12/02/06	10/06/06	09/24/06
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07
Quality Engineer	12/02/06	10/06/06	09/24/06
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07
Quality Improvement Associate	12/02/06	10/06/06	09/24/06
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07
Quality Process Analyst	12/02/06	10/06/06	09/24/06
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07
Quality Technician	03/03/07	01/12/07	12/31/06
	10/20/07	08/17/07	08/05/07
Reliability Engineer	03/03/07	01/12/07	12/31/06
	10/20/07	08/17/07	08/05/07
Six Sigma Black Belt	03/03/07	01/12/07	12/31/06
	10/20/07	08/17/07	08/05/07
Six Sigma Green Belt	12/02/06	10/06/06	09/24/06
	06/02/07	04/06/07	03/25/07
	12/01/07	10/05/07	09/23/07



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## 5 – Looking forward to an exciting meeting schedule for 2006-2007

January 9 – AIPE – AR Quality Award – Flight Deck in Little Rock 6:00 PM Social and 6:30 Dinner

February 13 – Magic Springs, Jackie Arrison – did you know that Magic Springs & Crystal Falls theme park was named by Better Homes & Gardens Magazine in its July 2005 issue as one of the **Top 3 “Family Friendly” amusement parks in the United States.** – Flight Deck in Little Rock 6:00 PM Social and 6:30 Dinner – This is a spouse night please invite your significant other.

March 13 – Design of Experiment by Scott Follet – Flight Deck in Little Rock 6:00 PM Social and 6:30 Dinner

April 10 – Balanced Scorecard by Mickey Mayland – Flight Deck in Little Rock 6:00 PM Social and 6:30 Dinner

May 8 – Tour of Molex in Maumelle - 6:00 PM Social and 6:30 Dinner

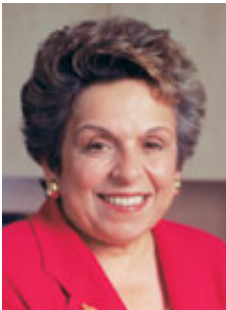
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## 6 - News from ASQ HQ - ASQ Fuels Innovation through Quality

Internationally respected business leader and former U.S. Secretary of Health and Human Services, Donna Shalala will describe how leadership connects to quality at the American Society for Quality's (ASQ) 2007 [World Conference on Quality and Improvement](#) April 30-May 2, 2007, at the Orange County Convention Center, Orlando, Florida.

Shalala's keynote address is scheduled for 10:30 a.m., Wednesday, May 2. She will also present the 2007 International Team Excellence Awards during the session.



Shalala, current president of the University of Miami, was named in 2005 as one of “America's Top 25 Leaders” by *US News & World Report*. During the past 25 years, Shalala has successfully spurred the growth of large government and educational organizations as an accomplished scholar, teacher, and administrator.

Shalala served in President Bill Clinton's cabinet for eight years, becoming the longest-serving Health and Human Services secretary in U.S. history, and was the first woman appointed to head a Big Ten school as chancellor of the University of Wisconsin, Madison. In the 1970s she was director and treasurer of New York City's Municipal Assistance Corp., and helped to lift the city out of near financial collapse.

### Carroll Highlights Innovation

The theme for the ASQ 2007 World Conference is: *Fueling Innovation Through People and Quality*. During his keynote address, 8:00 a.m., Tuesday, May 1, futurist and innovation expert Jim Carroll will emphasize this theme by sharing his perspective on how organizations can better understand and cope with trends in a world that continues to witness constant, dramatic change.

A prolific author, speaker, and award-winning columnist, Carroll is recognized for his critical thinking and business-oriented view of issues related to social, consumer, and workplace trends. He has been listed as “*One of 50 International Names to Know*” by *Online Journalism Review*. Carroll's blog, [jimcarroll.com/weblog](http://jimcarroll.com/weblog), was cited in *BusinessWeek's* September “Inside Innovation” report.

