



February 28, 2007

Contents

- 1 – March 13 Meeting DOE
- 2 – Officer nominations
- 3 – News members can use
- 4 – New Job Listing
- 5 – List of 2006 –2007 officers
- 6 – Meeting Attendance Report Re-certification
- 7 – Upcoming meetings for spring of 2007
- 8 – Up Coming Event – [Best Practices in Service Quality Measurement Virtual Course](#)
- 9 – Opt out instructions

1 – March 13, DOE with Tenaris Manufacturing

Craig Wargo is the Integrated Process Control (IPC) Manager for the Tenaris Manufacturing Facility in Hickman, Arkansas. His whole career has been spent in the steel industry and he comes to Arkansas via Pittsburgh. IPC is a unique Total Quality Management system conceived in the early 1980s for the steel making industry. Craig and his team use statistical methods to reduce variability in operations, and then institutionalize corrective actions and ensure continual improvement.

Joining Craig will be three members of his team, Tri Wood, Brian Gunnels, and Dave Perfect. Using Six Sigma and other quality tools, they have literally saved their organization millions of dollars.

During the March ASQ Meeting, Craig and his team will conduct an actual Design-Of-Experiments and then analyze the results. Members of the section will have an opportunity to participate throughout the entire process and to ask questions during the hands-on demonstration. Everyone will gain a better understanding of how DOE's help organizations in driving continuous improvement.

Direct further inquiries to Scott Follet - arkansasquality@hotmail.com

Meeting Location: The Flight Deck Restaurant
Social & Dinner - 6:00 PM
Program - 7:00 PM

This is a spouse night; please invite your significant other.

Make Your Reservations: Contact [Floyd Washburn](#) by noon March 12 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

2 – Nominations for elected officers

The current officers would like to suggest the following nominees for the elected officers for 2007 – 2008

Cathy Webb for Chairperson, currently Vice Chair
Richard Taylor for Vice Chair, currently Secretary
Dan Frith for Treasurer, currently Treasurer
Linda Appleby for Secretary, currently Auditing Chair

If you would like to nominate someone for these positions, please do so by February 28 by contacting:
Chairperson, Sarah Story – storysaraha@uams.edu
Vice Chair, Cathy Webb – ccwebb@avaya.com
Secretary, Richard Taylor – richmantaylor@sbcglobal.net
Treasurer, Dan Frith – dan.frith@arkansas.gov

The election will be held during the March 13 meeting.

3 – NEWS YOUR MEMBERS CAN USE

Siemens VDO Optimizes Processes Using Six Sigma

A case study from Siemens VDO focuses on Six Sigma as one of five pillars supporting the Guadalajara-based company's quality strategy. Siemens VDO earned global recognition when one Six Sigma project team earned the Bronze Award in the 2006 [International Team Excellence Award](#) competition.

If you would like to submit your case study for publication by ASQ, contact [Noel Wilson](#) .

4 – Hot New Job Listing

Check out the job listings on our website. This website is for your convenience, we welcome ways to improve, please contact our Internet Liaison, Michael Bentley – Michael.Bentley@falconjet.com

5 – List of 2006-2007 Officers

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

6 – Meeting Attendance Report Re-certification

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 [Re-certification 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](#)

7 – Upcoming meetings for spring of 2007

Only two meetings left, hope to see you there.

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

8 – Up Coming Event

[Best Practices in Service Quality Measurement Virtual Course](#)

When: March 20, 2007 & March 27, 2007 (2 day course)

Time: 8:00 a.m. – 3:30 p.m. (Central Time both days)

Course number: 300927

Many organizations struggle to balance the demands of providing excellent customer service with improving financial results. To be competitive in today's economy and high customer expectations, it is increasingly important for you to know how to assess your organization, engage employees, implement a measurement system and set service standards. ASQ's virtual course, Best Practices in Service Quality Measurement will provide an extensive overview of service quality measurement to help you deploy customer-focused initiatives in your organization.

This course is limited to 15 attendees—[Register today!](#)

Why should you take this ASQ Virtual Course?

ASQ's virtual courses provide the same expert instructors, course materials, interaction with other students, and the ability to earn CEUs (and ASQ RUs) as our traditional classroom training, all without the hassle and expenses of travel. All you need is a computer with Internet access and a telephone. In addition, this virtual course will provide you with information you can start to use immediately, including:

- How to generate a business case for a service quality measurement system.
- Which tools and techniques to use to improve customer listening posts.
- How to turn metrics into actions.

Have a question about his course? Contact our Customer Care Center at 800-248-1946, or via e-mail at help@asq.org.

9. Opt out information

Opt Out Information:

To opt out of future ASQ product and service related e-mails, please visit the [Product and Services Opt Out Page](#).

Member Services:

To Update Your E-mail Address:

- Visit www.asq.org
- Enter your member number and password in the "Log In Now" section.
- Select the "Manage Your Membership" blue box in the upper right-hand corner of the page.
- Update your e-mail address under "Change Contact Information".
- If you need additional help, e-mail ASQ Customer Care at help@asq.org or call us at 800-248-1946 (United States and Canada only).