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1 – December Meeting – Marty Knight presents the Birkman Method®

Please bring your spouse or significant other and join us on December 12, 2006 to hear Marty Knight of Kappa Learning Center present behavioral, motivational and interest assessment information using the Birkman Method. Marty Knight is the CEO of Kappa Learning Center, a provider of project management and business training. He also leads the IT Project Management Office for Acxiom Corporation based in Little Rock, Arkansas. He is a six-time recipient of the Acxiom Excellence Award, the company's highest honor. Knight is a Certified Independent Consultant with Birkman International, Inc. and uses the industry-leading Birkman Method® to generate information that facilitates individual growth, organizational change, and organizational effectiveness.

Knight has successfully applied his leadership, public speaking, and team-building skills in diverse ways. He served as the Arkansas AAU Athletics Chairman from 2001-2003 and was recognized as the organization's Volunteer of the Year in 2003 for his work with youth. He works extensively in church missions and devotes substantial time to leading teams of short-term workers to foreign locations throughout each year. He and his family live in a Little Rock suburb.

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



2 – Meet John Denney – Section 1407 Database Chair



John has been an ASQ member since 2001. He has been an active volunteer since July of this year as the section's Database Chair. John also has been an active volunteer for the American Red Cross since 2002 where he regularly donates whole blood and platelets and also by assisting in disaster relief efforts such as when hurricane Katrina hit the Gulf Coast.

From 1998 to 2000 John worked at Foamex LP in Cape Girardeau, MO where he gained experience in Shipping / Receiving, several production areas related to the manufacture of carpet cushion products and as a secondary duty, he was a reserve Quality Auditor. John has been with Dassault Falcon Jet Corp. in Little Rock since 2000 as a Quality System Auditor, where he conducts Internal and Supplier Quality System Audits. John lives in North Little Rock where he spends as much time as possible with his two sons Auggie and Landon.

3 – 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](#).



4 – 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

5 – Section 1407 meeting schedule for 2006-2007

December 12 – Birkman Method – Behavioral, Motivational, Interest, Assessment – Flight Deck in Little Rock 6:00 PM Social and 6:30 Dinner - this is a spouse night; please invite your significant other.

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



6 – Certification Training and Exam Schedule

Get Knowledge - Get Noticed - Get Certified - MAKE THE COMMITMENT TODAY

- Gain new skills and upgrade proficiency - Certification increases your value to the organization
- Source of professional and personal pride - Certification helps you gain confidence and recognition
- Contribute to the organization - Certification contributes to organizational activities through leadership
- Investment in Career - Certification improves potential for higher earnings over other individuals

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



7. News from ASQ HQ

A. Case Studies Reveal Economic Benefits of Six Sigma Program

Three new case studies from diesel engine company Cummins Inc. show how the company's organization-wide Six Sigma program has saved nearly \$1 billion:

- [Six Sigma Saves Nearly \\$1 Billion, Key Customers, and a Company](#)
- [Cummins Six Sigma Project Results in a Smoother Ride for Dodge Ram Pickup](#)
- [Cummins Capitalizes on Six Sigma to Minimize Long-Term Interest Rate Risk](#)

B. ASQ Quarterly Quality Report: Pepsi Uncaps Lead Over Coca-Cola; Nike Stumbles in Race with Reebok

Milwaukee, Wisconsin, November 14, 2006 – Rivalries abound in the non-durable category as food and beverage giants vie to gain the quality edge, according to the [Quarterly Quality Report](#) released today by the American Society for Quality. In food and beverage, Sara Lee rises to the top ranks for the first time and Pepsi jumps ahead of Coca-Cola. In the athletic footwear category Reebok gains the quality lead over its arch-rival Nike.

"From food to footwear, this diverse non-durable category received the highest perceived quality marks from customers of any segment tracked by ACSI," said Jack West, spokesperson for the American Society for Quality and author of the Quarterly Quality Report. "The research indicates that these high marks may be the result of the intense competition for these industries in both price and innovation. These companies understand that the cost to the consumer for switching is low."

The ASQ Quarterly Quality Report examines one of the most critical components of the American Customer Satisfaction Index (ACSI), also released today: perceived quality of the goods and services measured by the ACSI. This quarter's Quality Report focuses on customers' perceived quality of the goods and services provided in manufacturing non-durables: food and beverage, pet food and cigarettes as well as apparel, athletic shoes and personal care/cleaning products. The ACSI reports on different sectors each quarter. The ACSI is produced by the University of Michigan's Ross School of Business in partnership with the American Society for Quality and CFI Group, with e-commerce sponsor ForeSee Results.

