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## 1 – October 10 Meeting, Tour Coleman Dairy

We are excited to have the opportunity to tour the Coleman Dairy facility.

Coleman has been serving Arkansas families since 1862. Coleman Dairy became a part of Associated Milk Producers Incorporated (A.M.P.I.) on January 1, 1995. Coleman sales increased to over 60,000 gallons of product a day in 1996. On January 1, 1998 Coleman Dairy became a division of [Turner Holdings, LLC](#). The Coleman Division moved from the old University and Asher plant to its present location in 2003. The processing plant and laboratory are the most modern known to dairy science. With the combination of the very latest in modern equipment and loyal, highly skilled people who have a desire to produce the very highest quality in dairy and ice cream products, Coleman Dairy has received awards of the highest achievement in the dairy industry and is recognized as a dairy leader in the Southwest. **Buddy Coleman** and his four sons **Walt, Bob, Charlie, and Cherb** represent fourth and fifth generations Coleman's to operate Coleman Dairy.

The physical address is 6901 I-30. You must take the Scott Hamilton exit (#134) off I -30 and go down the access road heading back toward town. The plant is between Scott Hamilton and 65<sup>th</sup> streets but the access road is one way. They are located about ½ mile down the access road. There are only 6 parking spots in our visitor parking lot so everyone needs to go to the first drive past the front of the plant and turn in and park in our employee lot. Then you can walk to the front door where you will be met at the front door and move upstairs to the meeting room. Photos are allowed. No special rules other than everyone will be required to wear a hair net, which we will provide.

No Dinner will be served – Tour starts at 7:00 PM – Please plan on arriving around 6:00 to 6:30 so the tour groups can be organized.

Make your Reservations:

Contact Floyd Washburn by noon Monday October 9, 501.268.2414 ext 124 or [fwashburn@yarnells.com](mailto:fwashburn@yarnells.com).



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## 2 – Importance of Changing Password

A recent audit of our password systems informed us that members are not properly securing their ASQ MyASQ accounts by changing the password. When one becomes an ASQ member, the member Web site username and password both default to the member number. This is common practice but it is done so with the expectation that the user will change password accounts regularly to have better online security for the account.

However, a large proportion of members are not changing passwords, which puts these accounts at ASQ at greater risk for a future security breach. Your prompt attention to this concern is greatly appreciated. Log in to ASQ and change your password as soon as possible.

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## 3 – Member Satisfaction Survey – Please Complete

In an effort to continually provide the best products and services, ASQ needs to know how you, our valued member, perceive the ASQ experience.

This year, for the first time, all ASQ members are being asked to provide feedback on how well their ASQ section is serving their needs. We would appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate.

Please take a few moments today to complete this important evaluation. To access the survey, please use this link:  
<http://www.asq.org/mr/2006sectionsatisfactionl.html>

This survey will provide our Section with valuable insights that we cannot collect from our random and focused surveys conducted at Section Meetings or other Section events. We will use this feedback to help improve the services to you the members from your local Section. We will share the findings from this survey in future newsletters and on the section website.

The findings from this survey will also be used to determine the qualification for the SMP Excellence Award. As a quality professional, you realize that the confidence in the summary is a function of the number of responses. Our performance is compared to the ASQ averages and a small response rate seriously degrades the value of the comparison. Please, take the 10 minutes required to complete this survey, especially if you have participated in Section-oriented services or events.

Thank you for your time to contribute.

Sarah Story – Section 1407 Chair

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## 4 – Website Technical difficulties – [WWW.asq-centralark.org](http://WWW.asq-centralark.org)

We have experienced technical difficulties this month with our website. We are in the process of changing providers to improve the service availability for our members. Please bear with us until we get all of the bugs worked out. In the mean time please feel free to contact a member of the leadership committee with your concerns or needs.

Internet Liaison, Michael Bentley – [Michael.Bentley@falconjet.com](mailto:Michael.Bentley@falconjet.com)

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)



## 5 – Valuable Benefits of Certifications

- 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. Members polled by ASQ indicated that certifications correlated to higher wages as compared to individuals without certification.

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

November 14 – Joint meeting with section 1421 South AR – Program "Defense Contracting in East Camden, AR" presentation by General Dynamics Armament at Pine Bluff – meeting at Leon's Catfish & Shrimp Restaurant, 18 Chapel Village, Pine Bluff, Phone (870) 879-3150. The shopping center is at the Hwy. 79 exit off of Interstate 530 South. Take a right off of the exit and Leon's is in a shopping center on your immediate left. Social, 6:30 and Dinner, 7:00.

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

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## 7 – Up Coming Events

How can you demonstrate your dedication to Quality Excellence?

**Showcase Your Team at the 2007 International Team Excellence Competition**

The International Team Excellence Award process and competition is an excellent way to capture national and international recognition for your organization's team-based quality improvement efforts. Apply to join the process today and demonstrate your commitment to quality!

**Top Five Reasons Why Teams Participate:**

5. The Team Excellence Competition is a great learning and benchmarking opportunity for your team.
4. The competition is a good way to showcase and gain recognition for your organization's continuous improvement process.
3. Participation in the Team Excellence Competition promotes employee recognition and motivates staff to embrace quality practices throughout your organization.
2. The Team Excellence Competition is a prestigious event—the only internationally recognized team process of its kind in the United States.

**And the number one reason why teams participate...**

To see how your team measures up against the best processes from around the world!

Submit your application today and become a part of quality's elite. Deadline for team entry materials is **December 15, 2006**. For more information on this event, visit <http://wcqi.asq.org>, or e-mail [gbalagopal@asq.org](mailto:gbalagopal@asq.org).

Applications for preliminary round judging are now being accepted for the 2006-07 International Team Excellence Competition held at the ASQ World Conference on Quality and Improvement, April 30-May 2, 2007, in Orlando, Florida.

**Important Dates for Preliminary Judge Applicants:**

- October 2, 2006—Judges' applications due
- November 3, 2006—Notification to preliminary round judges
- January 2007—Judging of preliminary round team entries

**Submit your Application!**

**Important Dates for Team Entries:**

- December 15, 2006—Video/DVD entries and entry materials due
- January 2007—Judging of preliminary round team entries
- March 2, 2007—Notification to final round teams

