



AMERICAN SOCIETY FOR QUALITY

CENTRAL ARKANSAS SECTION 1407

March 31, 2008



Check out the Section
1407 website at
www.asq-centralark.org

Special Interest Articles

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- Welcome New Members
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- Customer Satisfaction Training offered in Houston, TX in April
- Six Sigma Green Belt Training – Little Rock

April Meeting - Tour Arkansas Heart Hospital Tour

Please join us on April 8, 2008 for an informative tour of Arkansas Heart Hospital. Arkansas Heart Hospital is a nationally recognized and award winning hospital dedicated to the prevention, diagnosis and treatment of cardiovascular disease. AHH offers advanced technology teamed with highly trained support staff and Arkansas' leading cardiologists and cardiovascular surgeons. The hospital operates a 24-hour full service Emergency Center, six catheterization labs and three heart operating suites. AHH is a cardiac training center for the American Heart Association. Arkansas Heart Hospital and area heart specialist have joined together with the goal of assembling the finest facilities, most advanced equipment and highest skilled health care professionals at one site. From its inception, physicians have been active in planning our specialized care facility.

**Arkansas Heart Hospital
1701 South Shackleford Road
Little Rock, Arkansas 72211**

Date/Time: Tuesday, April 8, 2008 @ 6:30 P.M.

NOTE: AR Heart Hospital is a tour only – there will be no dinner meeting on April 8, 2008.

Announcing 2008-2009 Officers

ASQ Central Arkansas Section 1407 is pleased to announce the 2008-2009 Board of Directors who were elected at the March meeting.

Richard Taylor – Chair

Dan Frith – Vice Chair

Gwen Rowell – Secretary

Fred Ameen - Treasurer

Congratulations and thank you for contributing to the success of ASQ Section 1407

2007-2008

Section 1407 Leadership

Board of Directors:

Chair Cathy Webb
cwebb@avaya.com

Vice Chair Richard Taylor
richmantaylor@sbcglobal.net

Secretary Linda Appleby
lnd_appleby@yahoo.com

Treasurer Dan Frith
Dan.frith@arkansas.gov

Leadership Committee:

Program and Arrangements Chair
Floyd Washburn
fwashburn@yarnells.com

Auditing Chair B. J. Tolbert
tolbertbj@usa.redcross.org

Certification & Recertification
Lee Wright
lfwright@avaya.com

Database Chair John Denney
john.denney@falconjet.com

Education Chair Connie Satzler
connie.satzler@falconjet.com

Historian Sarah Story
sastory@peoplepc.com

Internet Liaison
Michael Bentley
michael.bentley@falconjet.com

Membership Chair
Gwen Rowell
gwen.rowell@arkansas.gov

Nominating Committee Chair
John Layson
laysonj@usa.redcross.org

Placement Chair Robert Long
longr@usa.redcross.org

Welcome New Members

ASQ Central Arkansas Section 1407 extends a very warm welcome to the following new member:

Name	Company
Janie Boatright	George Fischer Sloane, Inc.
Veronica Shepherd	American Red Cross
Garry Upton	GAST
Bill Weis	George Fischer Sloane, Inc.
Carlton White	URS Division of EG&G

Happy Anniversary!

**Thank you for your membership in ASQ!
Anniversaries in April**

Name	Years as a Member
Donald Leavens	51
Floyd Washburn	31
Patsy Ball Brown	29
David Dare	24
William Wylie	20
Linda Appleby	13
Patrick Hutton	13
Mickey Mayland	8
Serge Vincent Gallant	4
Mike Schackel	4
Colleen Cafferty	3
Daniel Frith	3
Gwen Rowell	3
Scott Utley	3
Justin Chimka	2
Renae Snowden	2
Barbara Anderson	1
Theresa Baxley	1
Sharon Bishop	1
Mary Brooks-Gibson	1
Debbie Cloe	1
Rhonda Cordon	1
Sharon Crosby	1
Joan Davis	1
Laura Lee	1
Linda McCollum	1
Petronella Nichols	1
Matthew Propst	1
Stacy Lynn Roetzel	1
Settha Sophabmixay	1
Dolores Steiger	1
Terri White	1

2007-2008 Meeting Schedule

DATE	TOPIC	SPEAKER	LOCATION
11 Sept 07	Value Stream Mapping	Jim Lilly	Julie's
9 Oct 07	After Value Stream Mapping?	Sherry Smith	Cozymel's
13 Nov 07	Certifications & Recert Journal Prep	Lee Wright	Grandpa's Catfish, NLR
11 Dec 07	NFL Officiating	Walt Coleman	Grandpa's Catfish, NLR *Spouse / SO Night
8 Jan 08	Lean / Six Sigma	Ellen Aistrup, Molex	Julie's
12 Feb 08	Quality at the Arkansas Children's Hospital	Sherryl Ray	Cozymel's *Spouse / SO Night
11 Mar 08	Data Quality - UALR's Master of Science in Information Quality Program	Dr. John Talburt	Grandpa's Catfish, NLR
8 Apr 08	Medical Center Tour	Mary Willis	AR Heart Hospital ** <u>Tour Only</u> – No Dinner
13 May 08	Quality Issues Roundtable	YOU!	Julie's

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ASQ Section 1407 Strategic Business Plan

The Board of Directors of ASQ Section 1407 would like to encourage membership to review the Section Management Plan (SMP) describing the current business plan for the 2007-2008 year. The Leadership Committee solicits your comments and will be happy to answer any questions. Please go to our website at www.asq-centralark.org and go to the SMP button to view the plan.

Our Mission: To be a champion for quality in Arkansas by providing a local forum for information exchange, professional development, and continuous learning in the science of quality.



Southern
Illinois University
Carbondale

Southern Illinois University – LRAFB, currently has an opening for an instructor in Geometric Dimensioning and Tolerancing for the Spring 2008 Semester. For more information, Contact Linda Eubanks siuclafb@centurytel.net (501) 988-1391

Advertise in the Newsletter....

The ASQ Section 1407 newsletter is a great way to spread the word. You will reach over 200 quality professionals and support the continued growth of our section. Contact the newsletter committee for more information.

Connie Satzler

connie.satzler@falconjet.com or 501-301-2065

Michael Bentley

michael.bentley@falconjet.com or 501-301-2155

John Denney

john.denney@falconjet.com 501-301-2147

Recertification News

Please send your recertification packages to:

Lee Wright

lfwright@avaya.com

100 South University Ave. Suite 313
Little Rock, AR 72205
Phone: (501) 663-2225
Fax: (501) 663-2220

Don't forget to sign it and send a copy of your current certificate!

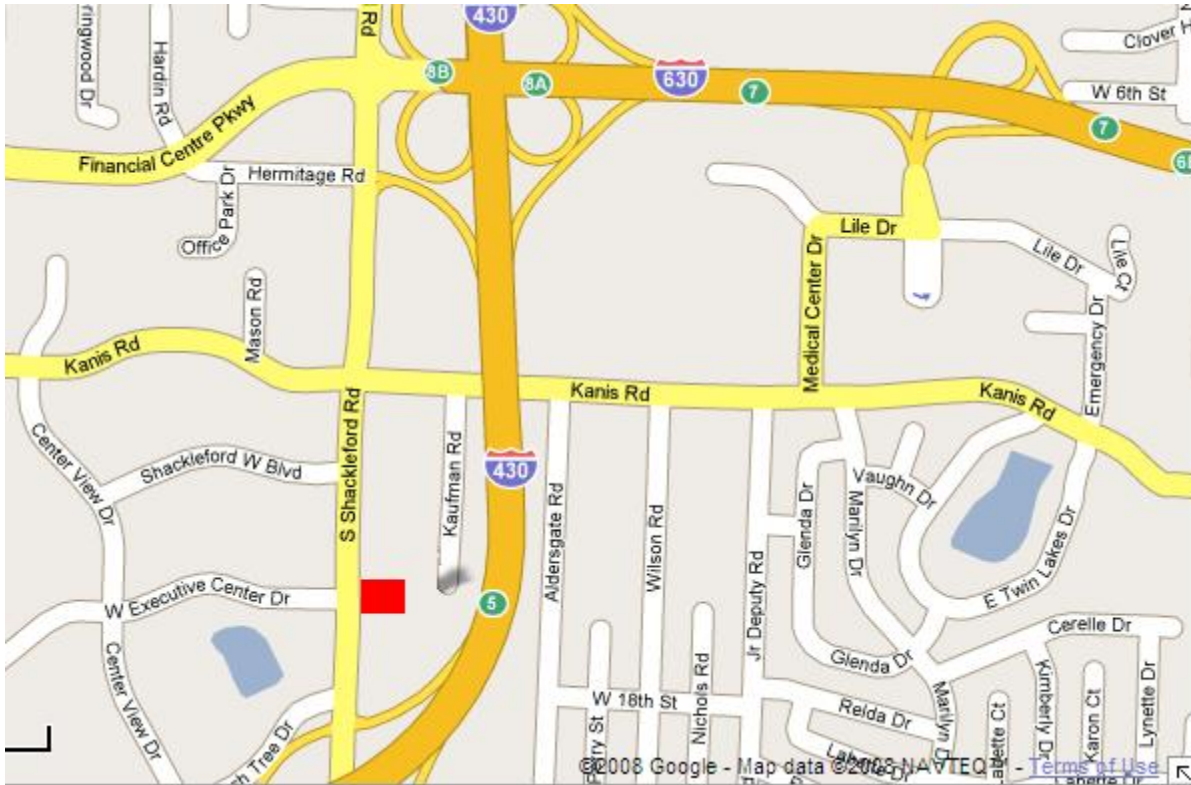
Meeting Attendance Reports

As a service to our members, our Database Chair will be sending a Meeting Attendance Report to members who are due to recertify. 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 / recertification. For more details contact:

John Denney

john.denney@falconjet.com 501-301-2147

Your comments and suggestions are always welcome!



Arkansas Heart Hospital
 1701 S Shackleford Rd
 Little Rock, AR 72211

News from ASQ Headquarters –

Customer Satisfaction & Transformation Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bring its two newest courses to the Houston and Dallas / Ft. Worth areas May 19th – 22nd. **Leading Transformative Change** and **Customer – Focused Satisfaction Measurement** are both 2-day courses, which will be offered concurrently in two different cities (Houston area May 19-20; and the Dallas / Ft. Worth area May 21-22). Significant discounts for early registration (by April 18th); or sending three or more from the same company to one or both courses. For more information; to download a brochure; or to register for the course, please visit www.asq.org/cs/courses.

Arkansas Manufacturing Solutions presents Six Sigma Green Belt Training and Certification

A Disciplined Proven Approach for Improving Business Performance

Green Belts are your company's problem-solvers. They play an important role in your Six Sigma implementation strategy. Learn how to apply the right tools at the right time to maximize efficiency in measuring, analyzing, improving, and controlling critical processes to increase cost savings.

Six Sigma focuses on projects that produce measurable business results. Six Sigma is based upon improving processes by understanding and controlling variation, thus improving predictability of business processes. Six Sigma is not just training. Each participant, called a "Belt" (either Black or Green) is required to have a leadership approved project prior to training.

Sign up today and choose between: Two week Certification, First day overview, or Jumpstart- one week no certification.

** This course is approved by IACET for 6.5 CEU's and PMI for 60 PDU's.*

Date & Time
 April 14 - 18, 2008
 May 12 - 15, 2008
 8:00 a.m. - 5:00 p.m.

Location
 Crowne Plaza
 201 Shackleford
 Little Rock, AR 72211

Registration
 2 week certification \$3700
 First day overview \$450
 Jumpstart-one week no certification \$2200
 Payment is required prior to course. Contact Tovia Chan at 501.683.4410