

AMERICAN SOCIETY FOR QUALITY

CENTRAL ARKANSAS SECTION 1407

October 1, 2008



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

Special Interest Articles below:

- Employment Opportunities
- Welcome New Members
- Leadership Opportunities
- Happy Anniversary
- National Quality Month
- CQE Training
- Cock of the Walk directions and menu

October 2008

Professional Development Meeting

Topic: Quality in Tough Economic Times



On Tuesday, October 14, 2008 at Cock of the Walk restaurant in North Little Rock, Belinda Chavez will talk about "Quality in Tough Economic Times". Ms. Chavez is employed by United Space Alliance (USA) in Houston, Texas as the Safety, Quality, and Mission Assurance Manager. USA is the operating contractor in support of the NASA Space Shuttle, International Space Station and One EVA Programs. Belinda has over 20 years of QA experience with USA, Science Applications International Corporation and Thiokol Corporation.

Belinda is serving her second two-year term as a member of the ASQ Board of Directors and Region 14 Director. She is also the Section Affairs Council Vice Chair and the Student Branch Committee Chair. She is a member of ASQ's Strategic Planning Process Committee, the Section Management Policies task group, the Regional Structure task group, and the Modular Development task group.

Belinda is currently serving as a Quality Texas Examiner. She is an ASQ Certified Quality Manager and Six Sigma Black Belt, a Certified Manager, and a George Group Certified Lean Six Sigma Black Belt. She has received numerous USA and NASA awards including a Safety Quest Award, a Space Flight Awareness Award and the Astronaut Silver Snoopy Award.

Belinda is a graduate of Louisiana Technical University with a Master of Business Administration and Southern Illinois University-Carbondale, with a Bachelor of Science in Industrial Technology.

Please join us on October 14, 2008

Cock of the Walk
7103 Cock of the Walk Lane
North Little Rock, AR 72113
Phone: 501- 758-7182

Date/Time: Tuesday, October 14, 2008
6:00 - 6:30 PM Order Dinner*, Networking/Social
6:30 - 7:15 PM Dinner Orders Submitted, Guest Presentation
7:15 - 8:00 PM Enjoy dinner, conversation
8:00 - 8:30 PM Business meeting (if not already held)

***Note:** Meals at Cock of the Walk will be ordered from the menu and paid by the member.

Speaker: Belinda Chavez
Topic: Quality in Tough Economic Times

Room size is based on reservations, so please make a reservation no later than noon on Monday, October 13, 2008.

For reservations, contact Floyd Washburn, Arrangements Chair,
e-mail at fwashburn@yarnells.com.

2008-2009

Section 1407 Leadership

Board of Directors:

Chair **Richard Taylor**
richmantaylor@sbcglobal.net or
rtaylor@yarnells.com

Vice Chair **Dan Frith**
dan.frith@arkansas.gov

Secretary **Gwen Rowell**
gwen.rowell@arkansas.gov

Treasurer **open**

Leadership Committee:

Immediate Past Chair **Cathy Webb**
cwebb@avaya.com

Program and Arrangements Chair
Floyd Washburn
fwashburn@yarnells.com

Auditing Chair **Ray Crouch**
ray.crouch@wgint.com

Certification & Recertification Chair
Lee Wright
lfwright@avaya.com

Database Chair **John Denney**
john.denney@falconjet.com

Education Chair **Connie Satzler**
connie.satzler@falconjet.com

Internet Liaison **Michael Bentley**
michael.bentley@falconjet.com

Membership Chair **Linda Appleby**
linda.appleby@us.labinal.com

Nominating Committee Chair
Floyd Washburn
fwashburn@yarnells.com

Placement Chair **Robert Long**
LongR@usa.redcross.org

Publicity and Newsletter
Ernie Englehart
eenglehart@gmail.com or
eenglehart@comcast.net

Recognition Chair **Sarah Story**
StorySarahA@uams.edu

Historian **open**

Member-at-Large **open**

Examining Chair **open**

Employment Opportunities

Looking for a new employment opportunity? Need to fill a position?

As a service to our membership, ASQ Section 1407 posts potential employment opportunities as well as the resumes of our members who may be searching for employment on our web site. For more information please contact:

Placement Chair, Robert Long
longr@usa.redcross.org

Welcome New Members!

Thank you for your membership in ASQ!

Name	Month Joined
Kenneth Benson	September '08
Dwayne Craig	August '08
Johnathon Gilliam	August '08
Ronald Lindsey	August '08
Xenia Linsy	September '08
Emile Pugh	September '08
Katrina Scharff	August '08
Greg Scher	September '08
Ronald Sentany	September '08
Michelle Smith	August '08

Leadership Positions Open

Section 1407 has leadership positions open for the 2008 – 2009 fiscal year. Earn Recertification Units (RU). Get involved in section 1407!

The Treasurer oversees section funds, maintains accurate financial records, reports on the financial condition of the section, and performs other duties as assigned by the Chair or Vice Chair.

The Historian takes photos of guest speakers and members during meetings and creates a scrapbook highlighting the meetings and accomplishments of the section.

The Member-at-Large can be assigned various tasks by the leadership committee including introducing new volunteers to the ASQ leadership experience or simply giving feedback at leadership meetings.

The Examining Chair advises section members on the qualifications of advancement in membership grade and makes recommendations to the Society's Examining Committee Chair for advancement to the membership grade of Fellow.

Please contact Richard Taylor or any section leader if you are interested in any of these positions.

2008-2009 Professional Development Meeting Schedule

DATE	TOPIC	SPEAKER	LOCATION
9 Sept 08	A Practitioner's Approach to Successful Lean Six Sigma Projects	Hans Vanhaute, Molex	Grampa's Catfish House, Sherwood (NLR)
14 Oct 08	Quality in Tough Economic Times	Belinda Chavez, Region 14 Director	Cock of the Walk, Maumelle (NLR)
11 Nov 08	Tour of Tokusen, Inc. in Conway	Gerald McHenry, Tokusen	(No Dinner Meeting)
9 Dec 08	Quality in Wildlife Management	Wild Man Wilson, Arkansas Game & Fish	Cock of the Walk, Spouse / SO Night*
13 Jan 09	Governor's Quality Award	Special Guest Speaker	Grampa's
10 Feb 09	Conflict Management	Rebecca Miller, Corter Consulting	American Pie Pizza, Lakewood (NLR)
10 Mar 09	Contract Management Tool and Flow Down Process	Charles Campbell, Labinal	Cock of the Walk
14 Apr 09	Problem Solving	Patrick O'Hearn, General Physics Corporation	Grampa's
12 May 09	Quality Roundtable discussion	You!	American Pie Pizza

* Please invite your spouse or significant other to hear our speaker's presentation

Happy Anniversary

The following members have anniversaries with section 1407 in October. Thank you for your membership in ASQ!

Name	Years	Name	Years
Marcus Babb	11	Tracy Baker	15
Angela Deems	10	Phillip Flake	1
Steve Hester	18	Robert Johnson	18
Terry Jones	5	Jose Lopez	1
Gerald McHenry	12	Larry Parker	2
Rebekah Reinhart	2	Patrick Saveall	6
Leta Thrasher	2	Cathy Webb	18

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.

Ernie Englehart
eenglehart@gmail.com or
eenglehart@comcast.net
 501-353-0742

Michael Bentley
michael.bentley@falconjet.com
 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 or recertification. For more details contact:

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

Your comments and suggestions are always welcome!

October is National Quality Month

National Quality Month Reinforces Critical Role of Quality in Every Industry

ASQ President Encourages Reflection on Current Quality Systems

Milwaukee, Wis., September 25, 2008 –Twenty-four years may have passed since National Quality Month was first proclaimed by President Ronald Reagan in 1984, yet there are still many quality-related issues we face on a daily basis—food safety, toy recalls, the mortgage industry crisis and the subsequent current financial turmoil. As a reminder of the critical role that quality can play in solving many cross-industry problems, it is important to recognize and celebrate the United States' commitment to quality during National Quality Month this October.

"One only needs to read the headlines we've seen over the past year to understand and acknowledge the critical importance that quality concepts and processes can play in today's business landscape," said Roberto Saco, president of ASQ. "I applaud the commitment of companies everywhere that are reaping the rewards of their quality systems, and encourage others to reflect on their current quality strategies to ensure they are optimized for future success."

National Quality Month focuses on the strategic importance of quality and continuous improvement. It also strengthens the commitment to quality and performance excellence by organizations across the country. Many organizations have created their own special events, and recognition programs, in an effort to convey the strategic impact of quality on every industry for National Quality Month.

Started by the American Society for Quality (ASQ) in 1984, October became National Quality Month with a joint resolution by Congress and a proclamation by President Ronald Reagan. In 1989, Congress and President George Bush reaffirmed the original legislation and recognized quality as a national priority. President Bill Clinton continued the tradition of presidential support with yearly letters that applaud ASQ's efforts in promoting quality awareness.

The American Society for Quality, www.asq.org, has been the world's leading authority on quality for more than 60 years. With more than 90,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. As a champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers, encouraging all to Make Good Great®. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

Upcoming CQE Training

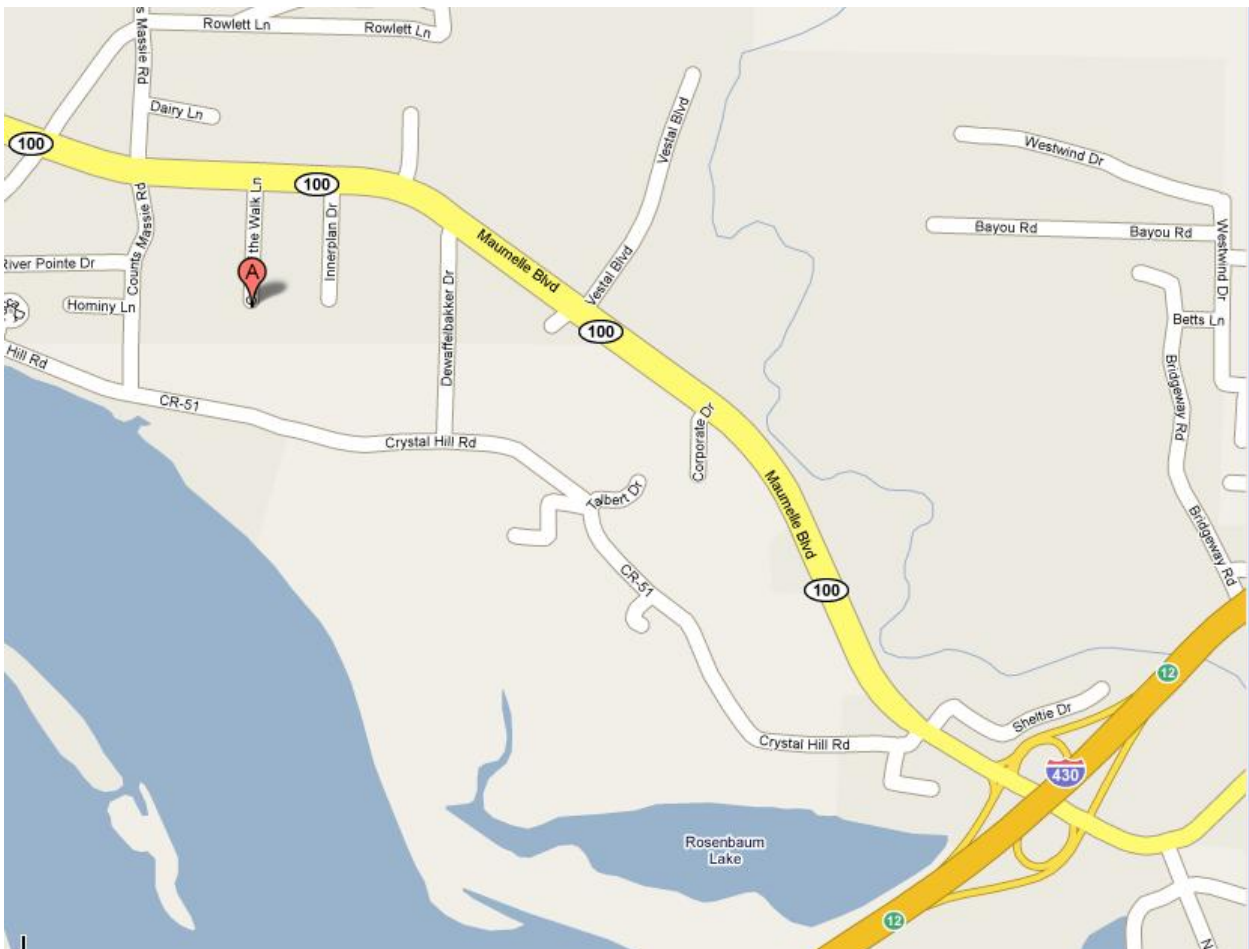
Plans are being made to conduct Certified Quality Engineer (CQE) training beginning in January 2009 through May 2009. If interested, please contact Education Chair Connie Satzler at 501-301-2065 or connie.satzler@falconjet.com.

ASQ Certification: An Investment in Your Future

Certified Quality Engineer

One of the more demanding certifications in terms of the experience needed to apply for the exam, the CQE also holds the distinction of having the largest certified group—at more than 34,000 people certified. Certified quality engineers serve their organizations and clients by developing and implementing quality programs.

Directions to Cock of the Walk



From Little Rock or North Little Rock, take the Maumelle Blvd. exit (Ark. Route 100) off of I-430. Go west on Maumelle Blvd to Counts Massie Rd. Do a U-turn at the light and head east on Maumelle Blvd. to Cock of the Walk lane, the 1st street on the right. Turn right. The restaurant is at the end of the street. From Conway, take the Maumelle exit off of I-40 (exit 142) and turn right. Follow Maumelle Blvd to Cock of the Walk lane.

Cock of the Walk menu:

APPETIZERS

Pot-O-Greens (Mustard Greens Seasoned and Simmered for hours)	
Half Pot	\$3.95
Pot (serves 4-6)	\$5.95
Fried Dill Pickles	\$4.95
Fried Onion Rings	\$4.95

KEELBOAT SPECIALS

All dinners served with home-made skillet bread, coleslaw, pickled onions, hush puppies, and choice of potatoes. Substitutes for these items \$1.50. If sharing, a la carte prices are charged for reorders of any of these items.

From the Keelboat

Entries are Lightly Seasoned and Deep Fried in 100% Cholesterol Free Pure Peanut Oil. Some fillets may contain bones.

Tender Farm-Raised Catfish Fillets	\$11.95
Downriver Chicken	\$11.95
Mixed Keelboat (Combination Fish & Chicken)	\$11.95
Flatboat Shrimp (10)	\$12.95
Mixed Flatboat (Combination Shrimp & Catfish) or (Shrimp & Chicken)	\$12.95
Redfeather Special (Catfish, Chicken, & Shrimp)	\$14.95
Family Keeler (10 Catfish Fillets, 2 Skillet Breads, 16 oz. Slaw, 6 Hush Puppies, Potatoes (3 if baked), pickled onions	\$26.95

From the Chargrill

Gently Kissed by the Flame

Chargrilled Catfish Fillets	\$12.95
Chargrilled Chicken	\$12.95
Chargrilled Keelboat (Fish & Chicken)	\$12.95
Chargrilled Shrimp	\$13.95
Chargrilled Mixed Flatboat (Shrimp & Catfish) or (Shrimp & Chicken)	\$13.95
Chargrilled Redfeather Special (Catfish, Chicken & Shrimp)	\$15.95

Bit of Heaven

House special (when available)	\$3.95
Peach of Blackberry Cobbler	\$3.95
with ice cream add \$1.75 per scoop	
Sumpin Sweet	\$1.95
Hot Fudge Brownie	\$3.95
with ice cream add \$1.75 per scoop	

Beverages

Tea, Coffee, Soft Drinks	\$2.29
Milk, Juice, Virgin Bar Drinks	\$2.99

Wine

House / Glass	\$4.00 – 5.00
½ Carafe	\$9.25 – 11.50
Carafe	\$14.50 – 16.00
Fine Wine / Glass	\$5.50 – 7.50
Bottle Wine	\$18.00 – 25.00

From the Sandbar

Maumellrita	\$5.50
Mighty Muddy	\$5.50
Hard Stuff	\$4.00 – 7.50

Beer

Draft Beer 13 Oz.	\$3.25 – 4.50
Bottle	\$3.25 – 4.50
Pitcher	\$8.00 -10.00

If anyone in the party does not order a dinner, reorders will be priced as follows:

Coleslawsm. crock \$2.75	Extra Fried Fish per piece	\$2.00
lg. crock \$4.00 ½ gal. \$11.75 gal. \$23.00	Extra Grilled Fish per piece	\$3.50
(great for special occasions)		
French Fries or extra Potato	Extra Fried Chicken per piece	\$3.00
Hushpuppies 2 for .50	Extra Grilled Chicken per piece	\$3.50
Skillet of Bread	Extra Fried Shrimp per piece	\$1.50
(one bread served for each 4 dinners)	Extra Grilled Shrimp per piece	\$2.00

During the Holidays Cock of the Walk sells fried turkeys and dressing. Ask your server for details.
Ask about our party facilities and catering by calling 501-758-7182 or FAX at 501-758-3418.

Please Pay Server. No Checks Please.
Visa/Mastercard, Diners, Discover and American Express cards are accepted.

A cash bar is available in private party rooms with an added 15% gratuity.