



AMERICAN SOCIETY FOR QUALITY

CENTRAL ARKANSAS SECTION 1407

April 2010

TOUR OF ARKANSAS CHILDREN'S HOSPITAL



Please join us on April 13, 2010, as we will be touring the Arkansas Children's Hospital. We will meet Robin Armstrong in the lobby at 6:00 p.m. and she will give us a brief hospital overview and a tour of the lobby. We will then meet Earl Chambers, who will then give us a tour of the lab.



Arkansas Children's Hospital is the only pediatric medical center in Arkansas and one of the largest in the United States serving children from birth to age 21. The campus spans 29 city blocks and houses 316 beds, a staff of approximately 500 physicians, 80 residents in pediatrics and pediatric specialties and more than 4,200 employees. The private, nonprofit healthcare facility boasts an internationally renowned reputation for medical breakthroughs and intensive treatments, unique surgical procedures and forward-thinking medical research - all dedicated to fulfilling our mission of enhancing, sustaining and restoring children's health and development. **ACH is named one of U.S. News & World Report's best pediatric hospitals and is also ranked No. 85 on the 2008 FORTUNE 100 Best Companies to Work For®.**

NOTE: Arrive Early! Tour will start earlier than our usual guest speaker!

Schedule:

6:00 – Tour begins

7:15 – Tour ends

7:15 – Short Business Meeting if needed

*NOTE: Park in the patient parking lot across from the front entrance
You may need to allow extra time to find a parking space.*

Date/Time: Tuesday, April 13, 2010 @ 6:00 p.m. **Arrive Early!**

Note: This is a tour. There will not be a dinner meal.

See back page for directions to Arkansas Children's Hospital.

There is a limit of 20 people for this tour, so if you plan on attending, please RSVP no later than close of business April 12, 2010 to Floyd Washburn, Arrangements Chair, e-mail at: fwashburn@yarnells.com

2009-2010
Section 1407
Leadership

2009 – 2010 Meeting Schedule

Board of Directors:

Chair - Dan Frith

danfrith@classicnet.net

Vice Chair - Elizabeth Howard

howardb@pginw.com

Secretary - Chris Batdorf

batdorfvaughnc@johndeere.com

Treasurer - Gwen Rowell

gwen.rowell@arkansas.gov

Leadership Committee:

Immediate Past Chair - Richard

Taylor richmantaylor@sbcglobal.net

Auditing Chair - John Layson

laysonj@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 - Fred Ameen

fbameen@centurytel.net

Internet Liaison - Michael Bentley

michael.bentley@falconjet.com

Membership Chair –

Linda Appleby

linda.appleby@us.labinal.com

Newsletter Editor – Sandy King

kings@usa.redcross.org

Nominating Committee Chair -

Cathy Webb

cwebb@avaya.com

Placement Chair - Robert Long

longr@usa.redcross.org

Program Chair - Floyd Washburn

fwashburn@yarnells.com

Voice of the Customer – Ray

Crouch ray.crouch@wgint.com

DATE	TOPIC	SPEAKER	LOCATION
9-15-2009	Quality Metrics in Health Care	Carolyn Yarbrough, Ph.D.	Cock of the Walk - Maumelle
10-11-2009	TOUR	AR Department of Information Services	DIS – Little Rock
11-10-2009	EVOP	Gerald McHenry - Tokusen	Shorty Smalls - NLR
12-08-2009	Quality in the NFL	Walt Coleman, NFL Referee	Michelangelo's Ristorante – Conway Spouse / SO Night
1-12-2010	Process Improvement in the National Guard	Major David Harrison, National Guard	Cock of the Walk - Maumelle
2-09-2010	TOUR CANCELLED	Tony Smith	American Red Cross – Little Rock
3-09-2010	Arkansas Manufacturing Solutions	Sherry Smith, AMS	Grandpa's - Sherwood
4-13-2010	TOUR	Arkansas Children's Hospital	Arkansas Children's Hospital – Little Rock
5-11-2010	Quality tool open discussion	You!	Whole Hog – NLR
6-08-2010	TOUR NEW ADDITION TO SCHEDULE	Tony Smith	American Red Cross – Little Rock

PLEASE JOIN US FOR THESE MEETINGS!

WELCOME NEW MEMBERS

Name	Company
Mickey Mayland	Expected End Performance Group
Pankaj Mittal	Welspun Tubular, LLC
Joyce Simmons	Conestoga Wood Specialities

HAPPY ANNIVERSARY

(Anniversaries are based on when individuals join our Section)

Donald Leavens	53 yrs	Juaniki Baker	3 yrs
Floyd Washburn	33 yrs	Debbie Cloe	3 yrs
Patsy Ball Brown	31 yrs	Terri White	3 yrs
Milton Yeager, Jr.	30 yrs	Michael McCoy	2 yrs
Steve Wylie	22 yrs	Shannon Rice	2 yrs
Russell Reddoch	18 yrs	Thomas Schichti	2 yrs
Linda Appleby	15 yrs	Chris Batdorf	2 yrs
Patrick Hutton	15 yrs	Brittani Dearmond	1 yr
Sandra King	12 yrs	Lawrence Lagman	1 yr
Alice Scott	6 yrs	Dee Marshall	1 yr
Serge Gallant	6 yrs	Jonathan Nunn	1 yr
Mike Schackel	6 yrs	Tawana Ogeto	1 yr
Cecil McNutt	5 yrs	Richard Whittington	1 yr
Colleen Cafferty	5 yrs	Mike Dupas	1 yr
Dan Frith	5 yrs	Heather Hawk	1 yr
Gwen Rowell	5 yrs	Patrick Mahoney	1 yr
Justin Chimka	4 yrs	Robert Poe	1 yr

ASQ Library – The Quality Information Center (QIC)

What is the ASQ Library?

ASQ has its own library, the Quality Information Center (QIC), at its Milwaukee headquarters.

The library's holdings include most of the books published by ASQ's book-publishing division, [Quality Press](#), the [archives for all the journals](#) that ASQ publishes and co-publishes, and proceedings from ASQ [conferences](#). The library also collects books from other publishers, such as those that are listed as study resources for ASQ's [certification exams](#).

Though the QIC is not a lending library, it does offer a wealth of knowledge and information resources for [full or associate ASQ members](#). The staff can help you locate ASQ content on specific issues and also answer any specific questions. (Many of the [Questions of the Week](#) featured in the Knowledge Center begin as member queries.)

Members can access many articles for free, and also receive discounts on articles and other materials we sell. Our staff also can help you connect with members in ASQ's [Divisions or Forums](#) who are invaluable resources in answering industry-specific questions.

Our Door Is Open

Many member-leaders who travel to Milwaukee to attend certification workshops and other ASQ events drop by the QIC to say hello, peruse the archives, and maybe ask a question or two.

We love it when members visit. In fact, here's an open invitation for members: If you're in Milwaukee, please visit ASQ and the Quality Information Center:

600 North Plankinton Avenue
Milwaukee, WI 53203

ASQ's offices are usually open Monday-Friday from 8 a.m. to 5 p.m. The QIC is usually staffed from 7:30 a.m. to 4 p.m. on those days.

And if you can't stop by, remember that we're never more than a phone call or an email away:

Voice: 800-248-1946 (United States and Canada only), x8693

Fax: 414-765-8660

E-mail: qic@asq.org

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

Meeting Attendance Reports

Our Section 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

Arkansas Children's Hospital 1 Children's Way Little Rock, AR 72202

From I-40 Westbound (Coming from Memphis): From I-40 Westbound, take I-30 West to I-630. Take I-630 West for about two miles to Exit 2B (Martin Luther King Jr. Drive) and follow the signs to ACH (approximately four blocks from where you turn off I-630).

From I-40 Eastbound (Coming from Conway): From I-40 Eastbound, take I-430 South (Exit 147) to I-630 East (Exit 6). Stay in the left lane as you get onto the exit for I-630 and follow the sign for University Avenue. Continue on I-630 East to Exit 2B (Martin Luther King Jr. Drive) and follow the signs to ACH (immediately off I-630 on the right).

From I-30 Eastbound (Coming from Texarkana): From Texarkana, take I-30 East into Little Rock until you reach I-630. Take I-630 West for approximately two miles to Exit 2B. Take Exit 2B (Martin Luther King Jr. Drive) and follow the signs to the hospital (approximately four blocks from where you turn off I-630.) The hospital is almost directly across from the State Capitol, which you can see on the right-hand side of I-630.

