



AMERICAN SOCIETY FOR QUALITY

CENTRAL ARKANSAS SECTION 1407

January 2010

Process Improvement in the National Guard *Major David Harrison*



Please join us on January 12, 2010, at Cock of the Walk restaurant in North Little Rock as we listen to Major David Harrison, who will speak to us on Process Improvement in the National Guard.

Major David Harrison is the Chief of the Organizational Readiness Training Center (ORTC) of the Army National Guard which provides training to the leadership of the Army National Guard in 54 States and Territories. The ORTC provides training in Leadership, Lean Six Sigma, the Malcolm Baldrige Criteria, Strategic Planning, the Balanced Scorecard, Organization Development, Project Management, and Facilitation. Major Harrison has been an examiner and team leader for the National Guard equivalent of the Baldrige award for seven years and an examiner for the Governor's Quality Award for three years

Cock of the Walk

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

Date/Time: Tuesday, January 12, 2010 @ 6:00 P.M.

6:00 – 6:30 Order Dinner*, Networking/Social

6:30 – 7:15 Dinner Orders Submitted, Guest Presentation

7:15 – 8:00 Enjoy dinner and conversation

8:00 – 8:30 Business meeting (if not already held)

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

Speaker: Major David Harrison

Topic: Process Improvement in the National Guard

Room size is based on reservations, so please make a reservation no later than noon on Monday, January 11, 2010.

**For reservations, contact 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	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

PLEASE JOIN US FOR THESE MEETINGS!

WELCOME NEW MEMBERS

If you are a new member we apologize for not including your name in this newsletter. However, due to difficulties with the ASQ web site, we were unable to determine if there were any new members in December or January.

HAPPY ANNIVERSARY

Name	Years In Service
Roger Adamson	24
James Komara	19
James Phelps	14
Lydia Carson	13
Scott Selph	13
Ronnie Harper	12
Sarah Story	12
Keith Franklin	11
Yongcang Zhang	9
Ken McCray	8
Raymond Reed	5
Phyllis Pearce	3
James Gollwitzer	3
Steve Yoder	2
Val Pushkarev	1

Training Opportunity – Are you interested?
Certified Manger of Quality / Organizational Excellence

ASQ Section 1407 is soliciting your feedback with regard to providing Certified Manager of Quality / Organizational Excellence training in preparation for the CMQ/OE exam given on March 6, 2010.

Date/Time: **Three** Saturday sessions in January – February, 2010

Location: Exact location to be determined
(Will be in the Little Rock/North Little Rock area)

Course Fee: **\$400.00**
Includes Quality Council Primer and Exam Question CD

In order to effectively conduct the class we must have a minimum class size of 5.

Please provide your feedback or interest to:

Education Chair, Connie Satzler
Connie.satzler@falconjet.com

Section 1407 Chairperson, Dan Frith
dan.frith@arkansas.gov

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

Cock of the Walk

7103 Cock of the Walk Ln.

N Little Rock, AR 72113

(501) 758-7182

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.

