



# AMERICAN SOCIETY FOR QUALITY

## CENTRAL ARKANSAS SECTION 1407

June 2010

### *American Red Cross*



Please join us on June 8, 2010, as we will be touring the main facility of the Greater Ozarks-Arkansas Region, American Red Cross.

You can park in the visitors' section. Come in the front doors and you will be greeted by Sandy King, Quality Director, or B J Tolbert, Quality Associate.



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

Schedule:

6:00 – Welcome and Introductions

6:15 – Tour

7:15 – Tour ends

7:15 – Short Business Meeting if needed

**Date/Time:** Tuesday, June 8, 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 American Red Cross.**

**If you plan on attending, please RSVP no later than close of business June 7, 2010 to:**

**Floyd Washburn, Arrangements Chair, e-mail at: [fwashburn@yarnells.com](mailto:fwashburn@yarnells.com)**

2009-2010  
Section 1407  
Leadership

## 2009 – 2010 Meeting Schedule

### Board of Directors:

**Chair - Dan Frith**

[danfrith@classicnet.net](mailto:danfrith@classicnet.net)

**Vice Chair - Elizabeth Howard**

[howardb@pginw.com](mailto:howardb@pginw.com)

**Secretary - Chris Batdorf**

[batdorfvaughnc@johndeere.com](mailto:batdorfvaughnc@johndeere.com)

**Treasurer - Gwen Rowell**

[gwen.rowell@arkansas.gov](mailto:gwen.rowell@arkansas.gov)

### Leadership Committee:

Immediate Past Chair - Richard

Taylor [richmantaylor@sbcglobal.net](mailto:richmantaylor@sbcglobal.net)

Auditing Chair - John Layson

[laysonj@usa.redcross.org](mailto:laysonj@usa.redcross.org)

Certification & Recertification –

Lee Wright [lfwright@avaya.com](mailto:lfwright@avaya.com)

Database Chair - John Denney

[john.denney@falconjet.com](mailto:john.denney@falconjet.com)

Education Chair - Connie Satzler

[connie.satzler@falconjet.com](mailto:connie.satzler@falconjet.com)

Historian - Fred Ameen

[fbameen@centurytel.net](mailto:fbameen@centurytel.net)

Internet Liaison - Michael Bentley

[michael.bentley@falconjet.com](mailto:michael.bentley@falconjet.com)

Membership Chair –

Linda Appleby

[linda.appleby@us.labinal.com](mailto:linda.appleby@us.labinal.com)

Newsletter Editor – Sandy King

[kings@usa.redcross.org](mailto:kings@usa.redcross.org)

Nominating Committee Chair -

Cathy Webb

[cwebb@avaya.com](mailto:cwebb@avaya.com)

Placement Chair - Robert Long

[longr@usa.redcross.org](mailto:longr@usa.redcross.org)

Program Chair - Floyd Washburn

[fwashburn@yarnells.com](mailto:fwashburn@yarnells.com)

Voice of the Customer – Ray

Crouch [ray.crouch@wgint.com](mailto: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 <b>CANCELLED</b>	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 <b>NEW ADDITION TO SCHEDULE</b>	B J Tolbert or Sandy King	American Red Cross – Little Rock

***PLEASE JOIN US FOR THESE MEETINGS!***

# WELCOME

## NEW MEMBERS

These individuals joined our Section in April. Welcome!

Name	Company
Ragesh Sheth	
Virlene Sims	Lennox, Inc.

## HAPPY ANNIVERSARY

(Anniversaries are based on when individuals join our Section)

Richard Adcock	11 yrs	Derwin Bert Harrell	5 yrs
Dean Holt	7 yrs	Darlene Brooks	4 yrs
Kenneth Metcalf	7 yrs	Glenn Bean	3 yrs
William Hiers	6 yrs	Tracie Hale	1 yr
Douglas Anglin	5 yrs		



# Officers



Position	2010-2011 Slate	2009-2010 Officers
Chair	Elizabeth Howard <a href="mailto:howardb@pginw.com">howardb@pginw.com</a>	Dan Frith <a href="mailto:dan.frith@arkansas.gov">dan.frith@arkansas.gov</a>
Vice Chair	Chris Batdorf <a href="mailto:batdorfvaughnc@johndeere.com">batdorfvaughnc@johndeere.com</a>	Elizabeth Howard <a href="mailto:howardb@pginw.com">howardb@pginw.com</a>
Secretary	Stephen Stewart <a href="mailto:Stephen.Stewart@gmacfs.com">Stephen.Stewart@gmacfs.com</a>	Chris Batdorf <a href="mailto:batdorfvaughnc@johndeere.com">batdorfvaughnc@johndeere.com</a>
Treasurer	Ray Crouch <a href="mailto:ray.crouch@wgint.com">ray.crouch@wgint.com</a>	Gwen Rowell <a href="mailto:gwen.rowell@arkansas.gov">gwen.rowell@arkansas.gov</a>
Immediate Past Chair	Dan Frith <a href="mailto:dan.frith@arkansas.gov">dan.frith@arkansas.gov</a>	Richard Taylor <a href="mailto:richmantaylor@sbcglobal.net">richmantaylor@sbcglobal.net</a>
Historian	Sarah Story <a href="mailto:storysaraha@uams.edu">storysaraha@uams.edu</a>	Fred Ameen <a href="mailto:fbameen@centurytel.net">fbameen@centurytel.net</a>
Newsletter Editor	Jonathan Nunn <a href="mailto:jonathan.nunn@wgint.com">jonathan.nunn@wgint.com</a>	Sandra King <a href="mailto:kings@usa.redcross.org">kings@usa.redcross.org</a>
Certification Chair	Lee Wright <a href="mailto:lfwright@avaya.com">lfwright@avaya.com</a>	Lee Wright <a href="mailto:lfwright@avaya.com">lfwright@avaya.com</a>
Examining Chair	OPEN	Carlton White <a href="mailto:cwhite1906@gmail.com">cwhite1906@gmail.com</a>
Nominating Chair	Fred Ameen <a href="mailto:fbameen@centurytel.net">fbameen@centurytel.net</a>	Cathy Webb <a href="mailto:cwebb@avaya.com">cwebb@avaya.com</a>
Database Chair	John Denney <a href="mailto:john.denney@falconjet.com">john.denney@falconjet.com</a>	John Denney <a href="mailto:john.denney@falconjet.com">john.denney@falconjet.com</a>
Audit Chair	Cathy Webb <a href="mailto:cwebb@avaya.com">cwebb@avaya.com</a>	John Layson <a href="mailto:laysonj@usa.redcross.org">laysonj@usa.redcross.org</a>
Programs Chair	Floyd Washburn <a href="mailto:fwashburn@yarnells.com">fwashburn@yarnells.com</a>	Floyd Washburn <a href="mailto:fwashburn@yarnells.com">fwashburn@yarnells.com</a>
Internet Liaison	Michael Bentley <a href="mailto:michael.bentley@falconjet.com">michael.bentley@falconjet.com</a>	Michael Bentley <a href="mailto:michael.bentley@falconjet.com">michael.bentley@falconjet.com</a>
Education Chair	Connie Satzler <a href="mailto:connie.satzler@falconjet.com">connie.satzler@falconjet.com</a>	Connie Satzler <a href="mailto:connie.satzler@falconjet.com">connie.satzler@falconjet.com</a>
Membership Chair	Linda Appleby <a href="mailto:linda.appleby@uslabinal.com">linda.appleby@uslabinal.com</a>	Linda Appleby <a href="mailto:linda.appleby@uslabinal.com">linda.appleby@uslabinal.com</a>
Voice of the Customer	OPEN	Ray Crouch <a href="mailto:ray.crouch@wgint.com">ray.crouch@wgint.com</a>
Recognition Chair	John Layson <a href="mailto:laysonj@usa.redcross.org">laysonj@usa.redcross.org</a>	Sarah Story <a href="mailto:storysaraha@uams.edu">storysaraha@uams.edu</a>
Quality Conference Chair	Gwen Rowell <a href="mailto:gwen.rowell@arkansas.gov">gwen.rowell@arkansas.gov</a>	
Placement Chair	Robert Long <a href="mailto:longr@usa.redcross.org">longr@usa.redcross.org</a>	Robert Long <a href="mailto:longr@usa.redcross.org">longr@usa.redcross.org</a>

## 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](mailto: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](mailto:john.denney@falconjet.com)

## American Red Cross

401 South Monroe Street.

Little Rock, AR 72205

(501) 614-4456

From Little Rock or North Little Rock, take I-630 to the Fair Park (Zoo) exit. Turn north onto Fair Park Blvd and go just past the LR Zoo. Turn east onto Zoo Drive. Travel to the stop sign and turn right. You will see the Red Cross on the left.

