



# AMERICAN SOCIETY FOR QUALITY

## CENTRAL ARKANSAS SECTION 1407

November 2009

### EVOP - The Under-utilized Process Improvement Tool Gerald McHenry

Please join us on November 10, 2009, as we listen to Gerald McHenry who will speak to us on *EVOP – The Under-utilized Process Improvement Tool*.



Gerald is the Quality Manager for Tokusen USA in Conway. He has 24 years of quality experience in the automotive and electronics industries. He is an ASQ Certified Quality Engineer and a Six Sigma Black Belt from Ohio State University. He has also completed programs in Engineering Statistics at the University of Arkansas, Computer Science at the University of Louisiana at Monroe, and most recently was awarded his Masters Degree in Quality Management from Eastern Michigan University.



**Shorty Small's**  
**4317 Warden Rd.**  
**North Little Rock, Arkansas 72116**  
**(501) 753-8111**

**Date/Time:** Tuesday, November 10, 2009 @ 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 Shorty Small's will be ordered from the menu and paid by the member

**Speaker:** Gerald McHenry  
**Topic:** EVOP – The Under-utilized Process Improvement Tool

**Room size is based on reservations, so please make a reservation no later than noon on Monday, November 9, 2009.**

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

2009-2010  
Section 1407  
Leadership

## Welcome New Members

ASQ Central Arkansas Section 1407 extends a very warm welcome to our new members:

### 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)

Name	Company
Stephanie Coleman	Lennox Industries
Sangeeta Parida	Satyam Computers
Sanjiv Kumar Raghojiwar	Satyam Computers
Tim G. Richards	Price Machine & Tool Company
Brian E. Riddle	US Air Force
Vamsi Krishna Venhannagari	Satyam Computers

## Happy Anniversary!

Thank you for your membership in ASQ!

Name	# of Years
Jeff Cunningham	1
Ronald Sentany	1
Paul B. Daily	3
Patrick H. Vest	5
Elizabeth A. Howard	29

## 2009 – 2010 Meeting Schedule

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 - Tokkuson	Shorty Smalls - NLR
12-08-2009	Quality in the NFL	Walt Coleman, NFL Referee	Michelangelo's Ristorante – Conway Spouse / SO Night
1-12-2010	Arkansas National Guard Learning Facility	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!***

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](mailto:Connie.satzler@falconjet.com)

Section 1407 Chairperson, Dan Frith  
[dan.frith@arkansas.gov](mailto: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](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)

# Shorty Small's

4317 Warden Rd

North Little Rock, AR 72116

Phone: 501- 753-8111

**From I-40 take 67/167 North. Take the Frontage Rd / Landers Rd exit and stay in the left hand lane. Go under the freeway toward Warden Rd. Follow Warden Rd .7 miles and Shorty Smalls will be on your right.**

