



# AMERICAN SOCIETY FOR QUALITY

## CENTRAL ARKANSAS SECTION 1407

September 2010

### *Lean Hospital*



Please join us on **Tuesday September 14, 2010**, as we will have Chris Poole speaking on LEAN in the Hospital .



Chris Poole is a Quality Engineer at White River Medical Center in Batesville. Prior to that position, he worked in the manufacturing sector in various capacities including facilities and production management, electrical engineering, and process engineering. Chris holds a Bachelor of Science in Engineering from Arkansas State University in Jonesboro and has been trained as a Six Sigma Black Belt. He will be speaking on the application of process improvement methodologies and principles in a healthcare environment. Process improvement methodologies such as TPS/Lean and Six Sigma might seem to be more applicable to processes in manufacturing industries than to those in service industries such as healthcare, and indeed some of the principles are much easier to visualize and understand from a manufacturing viewpoint than in the more variable and uncertain environment of healthcare. But the reality is that process improvement principles can and should be applied to any business. Chris will discuss some of the insights that he has gained as well as some of the challenges that he has encountered in the improvement of healthcare processes.

**Date/Time:** Tuesday, September 14, 2010 @ 6:00 p.m. **Arrive Early!**

**Note:** Room size for this meeting is based on reservations, so please make reservation by contacting [Floyd Washburn](#), Programs Chair, no later than noon on Monday, September, 13, 2010.

- Meet/Greet and place orders from 6:00PM-6:30
- Business Meeting 6:30-7:00
- Speaker begins at 7:00

#### ***In this edition:***

- Meeting Schedule
- 2010 officers
- October Plant Tour
- CQA Training this Fall

## 2010 – 2011 Meeting Schedule

**Board of Directors:**

**Chair – Elizabeth Howard**

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

**Vice Chair - Chris Batdorf**

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

**Secretary – Stephen Stewart**

[Stephen.stewart@ally.com](mailto:Stephen.stewart@ally.com)

**Treasurer – Ray Crouch**

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

**Leadership Committee:**

Immediate Past Chair – Dan Frith

[dan.frith@arkansas.gov](mailto:dan.frith@arkansas.gov)

Audit Chair – Cathy Webb

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

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)

Nominating Chair - 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 – Jonathan Nunn

[jonathan.nunn@wgint.com](mailto:jonathan.nunn@wgint.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 – OPEN

Examining Chair – OPEN

DATE	TOPIC	SPEAKER	LOCATION
9-14-2010	Lean Hospital	Chris Poole	Grandpa's - NLR
10-12-2010	TOUR	Lennox	Lennox – Stuttgart, AR
11-9-2010	TOUR	Wellspun /Charlie Lamb	Wellspun Facility - Little Rock
12-14-2010	Arkansas State Park	TBA	Cock of the Walk - Maumelle
1-11-2011	Quality in Coffee and Business	Hans	Guillermo's – Little Rock
2-08-2011	Root Cause Analyses	Duke Okes	American Pie Pizza – Maumelle
3-08-2011	TOUR	Cameron Valve/Howard Nunn	Cameron Valve – Little Rock
4-12-2011	Quality Leadership	Steve Clapp	Fu Lins Little Rock
5-10-2011	Quality Roundtable- open discussion	You!	Whole Hog – NLR

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

**WELCOME  
NEW MEMBERS**

**These individuals joined our Section over the Summer. Welcome!**

Name	Company
Jerry Bailey	Student

**HAPPY ANNIVERSARY**

**(Anniversaries are based on when individuals join our Section)**

Norm Cannon	11 yrs
Alice Nelson	11 yrs

# Officers



Position	2010-2011 Slate
Chair	Elizabeth Howard <a href="mailto:howardb@pginw.com">howardb@pginw.com</a>
Vice Chair	Chris Batdorf <a href="mailto:batdorfvaughnc@johndeere.com">batdorfvaughnc@johndeere.com</a>
Secretary	Stephen Stewart <a href="mailto:Stephen.Stewart@gmacfs.com">Stephen.Stewart@gmacfs.com</a>
Treasurer	Ray Crouch <a href="mailto:ray.crouch@wgint.com">ray.crouch@wgint.com</a>
Immediate Past Chair	Dan Frith <a href="mailto:dan.frith@arkansas.gov">dan.frith@arkansas.gov</a>
Historian	Sarah Story <a href="mailto:storysaraha@uams.edu">storysaraha@uams.edu</a>
Newsletter Editor	Jonathan Nunn <a href="mailto:jonathan.nunn@wgint.com">jonathan.nunn@wgint.com</a>
Certification Chair	Lee Wright <a href="mailto:lfwright@avaya.com">lfwright@avaya.com</a>
Examining Chair	OPEN
Nominating Chair	Fred Ameen <a href="mailto:fbameen@centurytel.net">fbameen@centurytel.net</a>
Database Chair	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>
Programs Chair	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>
Education Chair	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>
Voice of the Customer	OPEN
Recognition Chair	John Layson <a href="mailto:laysonj@usa.redcross.org">laysonj@usa.redcross.org</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>

## 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. Please visit [www.asq-centralark.org](http://www.asq-centralark.org) and click on Careers.

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)

## OCTOBER PLANT TOUR

PLEASE JOIN US ON **TUESDAY OCTOBER 12, 2010** AS WE TOUR LENNOX INDUSTRIES STUGGART PLANT!

The Lennox Industries Stuttgart Plant is part of Lennox International. The plant started production in 1975 and has been expanded three times to its present size of 750,000 square feet. We are the only production location for Lennox Industries Commercial products in the United States. We build 2 through 50 ton packaged rooftop heating and air conditioners as well as 6 through 20 ton split systems, blower coils and accessories. Our equipment is primarily used on commercial buildings, typically three stories or less. We provide the largest choice of factory installed and tested configure-to-order (CTO)/build-to-order (BTO) options in the industry. The plant produces the required sheet metal cabinets, copper tubing, copper sub-assemblies, wiring, plate fin and coils/heat exchangers from raw stock. Our facility converts 95 million pounds of steel, 9 million pounds of aluminum and 9 million pounds of copper into finished product. Our facility and has been ISO registered since 1992 and is currently ISO 9001:2008 registered with QMI-SAI.

## Certified Quality Auditor Training – Are You Interested?

**ASQ Section 1407 plans to provide Certified Quality Auditor training in preparation for the CQA exam given on December 4, 2010. The training is based on the Quality Council of Indiana Primer and the ASQ Body of Knowledge. The classes are intended to prepare members to take the exam. Prior knowledge of quality system auditing and methods is recommended.**

**Note: the ASQ deadline for applying for the exam is October 15, 2010**

**Date/Time: Saturdays – October 30 and November 13 & 20, 2010**

**8:00 AM - 5:00 PM**

**Location: TBD – Little Rock / North Little Rock metropolitan area**

**Course Fee: \$375.00 for three days**

**Includes Quality Council Primer and Exam Question CD**

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

**For inquires or to make application for the class, please contact:**

**Education Chair, Connie Satzler**

**Work: 501-301-2065**

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