



Central Arkansas
Section
The Global Voice of Quality™



WELCOME BACK SECTION 1407 September 2011 Newsletter

PLEASE JOIN US ON **TUESDAY September 13,** 2011
at Cozymel's as Dr. William Oliver speaks on Quality
Communication



Speaker:

Dr. William Oliver, President of Williams Institute

Dr. Oliver received his PH. D. in Juridical Administration from Union Graduate School; he also has a degree in Administrative Sciences from the University of Alabama and a degree from Harding University in Speech Pathology. Dr. Oliver served as Provost and Chief Operating Officer of Northwood University in Texas from 1999 to 2003. Currently he is president of Williams Institute providing management consulting services along with improving communication skills.

6:00 – Welcome and Introductions (***Eat dinner!***)

6:30 – Speaker Begins

7:00 –Short Business Meeting

Please Contact Larry Parker to confirm your attendance LDParker@uams.edu

Detailed Directions can be found on last page of newsletter

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- **New for 2011-12 year**
- **Section LinkedIn page**
- **Meeting Schedule**
- **Membership Survey 2011 Published**
- **Jobs/misc**

Position	2011-2012 Slate	Phone Number
Chair	Stephen Stewart Stephen.Stewart@ally.com	501-231-2697
Vice Chair	Larry Parker ldparker@uams.edu	501-951-1449
Secretary	Cathy Webb cwwebb@avaya.com	501-663-2225
Treasurer	Ray Crouch ray.crouch@wgint.com	870-850-1474
Immediate Past Chair	Elizabeth Howard howardb@pginw.com	870-203-0819
Historian	Fred Ameen fbameen@centurytel.net	501-940-0085
Newsletter Editor	Jonathan Nunn jonathan.nunn@wgint.com	870-543-4702
Certification Chair	Lee Wright lfwright@avaya.com	501-663-2225
Education Chair * Support Committee	OPEN	
Nominating Chair	Dan Frith danfrith@arkansas.gov	501-682-5421
Database Chair	John Denney john.denney@falconjet.com	501-301-2146
Audit Chair	Sarah Story storysaraha@uams.edu	501-686-6041
Programs Chair	Floyd Washburn floyd@yarnells.com	501-281-7493
Internet Liaison	Michael Bentley michael.bentley@falconjet.com	501-301-2155
Membership Chair	Linda Appleby linda.appleby@uslabinal.com	501-372-9991
Voice of the Customer	Mike Schackel mike.schackel@lennoxind.com	870-672-8410
Recognition Chair	John Layson laysonj@usa.redcross.org	501-614-4485
Quality Conference Chair	Gwen Rowell gwen.rowell@arkansas.gov	501-683-0485
Placement Chair	Robert Long longr@usa.redcross.org	870-245-7360

WELCOME NEW MEMBERS

These individuals joined our Section Last month.
Welcome!

Name	Company
Michael Moore	Bosch Security Systems, Inc.

HAPPY ANNIVERSARY

(Anniversaries are based on when individuals join our Section)

Name	Number of Years
Larry D. Williams PhD	21
Lee F. Wright	18
Darren R. Green	16
Andrew B. Knight	15
Carl E. Boston	14
Grady Fagan	7
John H. Breckline	4
John Kelly	4
Xenia S. Linsy	3
Ronald M. Sentany	3
Kristin Lemons	1

ARE YOU LINKEDIN?

In an effort to reach more of our membership our section will be taking advantage of LinkedIn professional networking site. With the registration of over 100 Million professionals Worldwide it has garnered the attention as the premier networking website. There is an excellent article in the Quality Press (July 2011) detailing more benefits of using the site.

Please accept our invitation going out this week as we utilize the LinkedIn group to expand the awareness of our chapter activities, while reaching a wider base of Central Arkansas Quality professionals.

If you do not have a Linked In account, please follow the link and create one. There are numerous privacy settings to tailor the account to your preference.

Thanks,
Jonathan Nunn
Newsletter Chair

2011 – 2012 Meeting Schedule

DATE	TOPIC	SPEAKER	LOCATION
9/13/11	Quality Communication	Dr. Bill Oliver	Cozymel's – Little Rock
10/11/11	Quality in HealthCare	Dr. Jayant Deshpande	Shorty Smalls - North Little Rock
11/8/11	Brandon's Distillery	Phil Brandon	Tour – Little Rock
12/6/11	Quality in Sports	Walt Coleman	Cock of the Walk - Maumelle
1/10/12	Lean Six Sigma	<i>Hanz VanHaute</i>	Fu Lins – Little Rock
2/14/12	Round Table Topics	All Topics	Whole Hog – Sherwood
3/13/12	Root Cause Analysis	<i>TBA</i>	Grandpas Catfish – North Little Rock
4/10/12	Molex	<i>Hanz VanHaute</i>	Tour - Maumelle
5/8/12	ASQ Certifications	Lee Wright	Oyster Bar – Little Rock

PLEASE JOIN US FOR THESE MEETINGS!

ASQ Section 1407
2011 Annual Membership Survey

Summary:

Membership was asked to complete a survey aimed at assisting section leadership in a review of section business. Essentially, how satisfied are you, the membership, with how the section is being operated and what section activities provide membership with the most value? The following general categories all received mean satisfaction and value responses between 4 and 5 on a scale of 1-5 where 1 is the lowest rating and 5 is the highest:

- Section Newsletter
- Newsletter Importance
- Section Website
- Section Website Importance
- Chapter Courses Importance
- Recertification Units Importance

Categories of satisfaction and value that received responses between 3 and 4 are as follows:

- Value of Dinner Meetings
- Dinner Meeting Importance
- Value of Courses presented by the section
- Opportunities to gain recertification units through the section
- Opportunities to volunteer within the section
- Volunteer Opportunity Importance
- Input into the section strategic plans by membership
- Input into section strategic plan importance

No responses rated below 3 and the lowest mean response was for volunteer opportunity importance.

The vast majority of members (76.9) taking the survey said that they would definitely recommend the section to someone else. In fact, no respondents stated that they would not recommend the section and over 97% stated that they would at least probably recommend the section.

Overall satisfaction with the section is also very high with over 92% of survey respondents stating that they were at least satisfied with the section.

The 2011-2012 section leadership has been reviewing the results of the survey and is planning to improve section operations based on the results. Please contact any of the 2011-2012 section leaders if you have specific recommendations that would improve your satisfaction with the section.

Full results of the annual membership survey are currently posted on the section website at www.asq-centralark.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. Please visit www.asq-centralark.org and click on Careers. For more information please contact:

Placement Chair, Robert Long
longr@usa.redcross.org

Additionally at least 1 Job posted from LinkedIn will be listed in our newsletter monthly.

- **Supplier Quality Assurance Engineer.**

The ideal candidate will have experience developing and implementing supplier quality control systems with a manufacturing background. The company is offering excellent base salary + bonus 401K with 9% company match excellent relocation package and a lot more. You will be on the ground floor of a new and emerging technology and has a lot of advancement opportunities in the future. Please send a resume to lisa@klaindustries.com

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

Directions to Cozymel's Mexican Grill

10 Shackleford Dr, Little Rock, AR 72211

From I-630 East turn North on Shackleford Road from the intersection of S Shackleford Road and I-630.

Then Turn Left on Shackleford Drive one block north of Markham/Shackleford Road intersection); Cozymel's is on the left

