



ASQ

AMERICAN SOCIETY
FOR QUALITY™

Quality Matters

KANSAS CITY SECTION 1301

WWW.ASQ1301.ORG

Volume 12, Issue 4

December 2010

ASQ November Workshop Feedback

Here's what participants in the November 18th, workshop had to say about the presentations on Emotional Intelligence:

Strengths:

- Good to have 2 speakers
- Group involvement
- Good presentation development
- Nice lead-in with student presentation
- Great course content – very interesting
- Very knowledgeable

- Good public speaking
- Very relevant in personal and professional lives
- Relates to real world
- Well presented
- Good stories to demonstrate
- Knowledge; humor mix
- Good interaction with audience
- Very practical and thoughtful
- Topic was applied in a manner easy to understand and apply

Sidney (student presenter):

- Good knowledge of the topic
- Presentation very good
- Good warm up for main presenter

Dr. Russo (main presenter):

- Good history/context
- Good knowledge of the topic
- Talks with the audience, not to the audience
- Excellent
- Good presentation—really interesting

Future Workshop Ideas:

- Calibration Programs
- What is Body of Knowledge for Software QA? How are ways to get Qualified?
- Process Auditing Techniques
- Changing the Quality Culture
- Basic Modeling and Simulation
- Supplier Partnerships
- ISO9001:2008

ASQ October Workshop Slides

If you missed the October workshop on Service Quality, you still have an opportunity to view the presentations. Check out the What's New Section of our website, www.asq1301.org, for more information and links to the slides from both John Iverson and David Cole.

ASQ1301 Outreach Project with the Salvation Army

VOLUNTEERS NEEDED!!!

When: Saturday, December 11, 2010

Where: 1110 Truman Rd, Kansas City, MO 64106

Why: The Section has committed to helping the

Salvation Army service our Kansas City area neighbors in need. We are seeking 10 volunteers to build boxes and fill bags of potatoes for distribution to the families prior to the holidays.

Please contact Program Chair, Dan Wiltshire at dan.wiltshire@haldex.com if you are interested in participating in this important and rewarding activity.

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Quality Matters

Project Lead the Way

My Learning @ ASQ

It's all about you. Create your learning plan. Track your progress. Make adjustments. You can do it all from right here.

Track your training history.

Here's your entire history of learning events - including courses taken outside of the Learning Institute.

Work on your learning plan.

Plan your training over an extended period of time. Includes scheduled courses, courses in progress, and future courses you would like to take.

Plan your quality career.

Identify gaps in your knowledge and choose the appropriate training to get from where you are to where you want to be.

Add CEUs you've earned outside of the Learning Institute.

Include additional CEUs and classes you've taken outside of the Learning Institute to create your comprehensive learning profile.

<http://www.asq.org/learninginstitute/mylearning.html>

Project Lead the Way – Kansas City Volunteer Opportunity: eMentoring

Description of Activity

Activity: E-mentoring by Engineering Professionals
Date: January - March
Location: Pilot Schools – Kansas City, KS (Harmon and FL Schlagle)
Time: Students will send interview questions to mentors once a week over an 8 week period. Mentors are encouraged to attend 2 class events to meet the student.
Resources: An Interview Guide is provided for students to help focus their interview.

Background

One of the requirements of the PLTW Principles of Engineering Course is for students to research a specific field of engineering, including an interview with an engineering professional, and write a paper. Some students are able to connect with an engineer through a family connection or friend. However, for those students who do not have a contact, a pilot program is being implemented to help match them with an eMentor.

Pilot Project

PLTW KC has partnered with YouthFriends, a metro wide youth mentoring program, to pilot an eMentoring program through their on-line MentorMail system. This system provides a safe environment for students to interview engineers about their profession.

Mentors are being recruited during Fall 2010 to begin mentoring in January 2011. Teachers will match mentors with students in December based on student interests and establish a schedule for email contacts. This will include a "Meet and Greet" event at the school prior to the project and a get together after the project. If mentors are unable to attend the event, they are encouraged to visit the classroom to meet their student. Students will follow an interview guide and send 5 -6 questions to mentors each week (Thursdays). Mentors are expected to respond by the following Wednesday. All communication happens through MentorMail, and mentors, teachers and students will receive information for how to access and use the system effectively.

To Volunteer

Volunteers are encouraged to sign up to become an eMentor through YouthFriends! To register, go to: <http://www.youthfriends.org/ementoring/eMentoringPLTW.html>. Upon completion of the online registration, volunteers should print, sign and submit two forms to authorize the screening process. YouthFriends will complete background checks on all volunteers to ensure the safety of students working with eMentors. Once this process has been completed, eMentors will complete a short on-line training program to become familiar with the MentorMail system. Mentors will be matched with students by their teacher during December.

Contacts

Ann Zimmerman, Regional Industry Council Coordinator, PLTW Kansas City
913-961-9444
zimmerinn@everestkc.net
Susan Martinez, Youth Friends
816-268-3348,
martinez@youthfriends.org



Kansas City ASQ Section No. 1301 Class Schedule

Sign up for these highly recommended skill- building classes now!
Upcoming courses:

Quality Courses:

Certified Quality Inspector Exam Preparation (9 hours over 3 days \$149)

Nov 30, Dec 7, Dec 14, 2010: 9:00 AM – 12:00 PM

Certified Manager of Quality/ Organizational Excellence Exam Preparation (9 hours over 3 days \$149)

Dec. 2, Dec. 9, Dec. 16, 2010: 9:00 AM – 12:00 PM

Quality Tools for Data Collection (3 hours \$195)
Jan 5 2011: 9:00 AM – 12:00 PM

Probability and Statistics Refresher (9 hours over 3 days \$299)

Jan 6, Jan 13, Jan 20, 2011: 9:00 AM – 12:00 PM

Certified Quality Auditor Exam Preparation (9 hours over 2 days \$149)

Jan 11, Jan 18, 2011: 9:00 AM – 1:30 PM

Quality Tools for Data Analysis (3 hours \$195)
Jan 12, 2011: 9:00 AM – 12:00 PM

Quality Tools for Managers (3 hours \$195)
Jan 19, 2011: 9:00 AM – 12:00 PM

Inspection and Testing (3 hours \$195)
Jan 26, 2011: 9:00 AM – 12:00 PM

Quality Audit Fundamentals and Application (6 hours over 2 days \$230)

Feb 3, Feb 10, 2011: 9:00 AM – 12:00 PM

Failure Modes and Effects Analysis (3 hours \$195)

Feb 9, 2011: 9:00 AM – 12:00 PM

Test tool Calibration (1 hour \$99)

Mar 24, 2011: 9:00 AM – 10:00 AM

Lean Courses:

Lean Standard Work (3 hours \$195)

Dec 1, 2010: 9:00 AM – 12:00 PM

Jan 23, 2011: 1:30 PM – 4:30 PM

Feb 25, 2011: 5:30 PM – 8:30 PM

Lean Involvement (3 hours \$195)

Dec 8, 2010: 9:00 AM – 12:00 PM

Jan 30, 2011: 1:30 PM – 4:30 PM

Feb 1, 2011: 5:30 PM – 8:30 PM

Lean Total Productive Maintenance (2 hours \$195)

Dec 15, 2010: 9:00 AM – 11:00 AM

Feb 6, 2011: 1:30 PM – 3:30 PM

Feb 8, 2011: 6:00 PM – 8:00 PM

Lean Management Overview (3 hours \$195)

Jan 2, 2011: 1:30 PM – 4:30 PM

Jan 4, 2011: 5:30 PM – 8:30 PM

Feb 15, 2011: 9:00 AM – 12:00 PM

Planning for Lean (2 hours \$195)

Jan 9, 2011: 1:30 PM – 3:30 PM

Jan 11, 2011: 6:00 PM – 8:00 PM

Lean 5s (3 hours \$195)

Jan 16, 2011: 1:30 PM – 4:30 PM

Jan 18, 2011: 5:30 PM – 8:30 PM

Feb 17, 2011: 9:00 AM – 12:00 PM

Human Flow Automation (Jidoka) (2 hours \$195)

Feb 2, 2011: 9:00 AM – 11:00 AM

Feb 20, 2011: 1:30 PM – 3:30 PM

Feb 22, 2011: 6:00 PM – 8:00 PM

Value Stream Mapping (3 hours \$195)

Feb 13, 2011: 1:30 PM – 4:30 PM

Feb 15, 2011: 5:30 PM – 8:30 PM

Mar 8, 2011: 9:00 AM – 12:00 PM

Just in Time (3 hours \$195)

Feb 27, 2011: 1:30 PM – 4:30 PM

Mar 1, 2011: 5:30 PM – 8:30 PM

Mar 10, 2011: 9:00 AM – 12:00 PM

More class information here: <http://www.dcwoodconsulting.com/register>
Check out the new video outlines for the classes on the registration page! Just click on the course names to see the videos.

The advantages of webinars from your Kansas city ASQ chapter:

- Live instruction
- Zero travel
- No class over 3 hours
- Certified skilled instructors
- Flexible certification program
 - take classes as your need them
- Group/multiple class/
 - unemployed discounts available

Is there a class you would like to see us add? Drop us a note!

DC Wood Consulting offers these as public classes and as closed sessions for your firm. Future offerings are planned as demand permits. Call us to plan a special session, either virtual or face-to-face. (913) 669-4173

doug@dcwoodconsulting.com

UPCOMING ASQ EVENTS

2011 Lean and Six Sigma Conference
Feb 28—Mar 01, 2011
Phoenix, AZ
www.asq.org/conferences/six-sigma

19th Annual International Conference on ISO9000 & QMS
Mar 13-15, 2011
San Antonio, TX
<http://asq.org/conferences/iso-9000/>

23rd Annual Quality Management Conference
Mar 17-18, 2011
Orlando, FL
<http://asq.org/conferences/quality-management/>



Quality Matters

Lean Management Overview

What is Lean and why would you do it?

First of all, Lean is not an acronym for ‘Less Employees Are Needed.’ To do Lean in this way is the fastest way to do the proverbial ‘crash and burn.’ Some firms have had large layoffs and implemented Lean, but the Lean implementation *followed* the layoffs, and was not the *cause* of the layoffs. These firms were in deep trouble, and their Lean journey was the way to growth in employment, not more layoffs.

Lean is a means of making things a few at a time, without large batches. Getting this done means many things. It means less waste, faster change over’s, a reliable system of materials and labor flow, standard work and team flexibility, production leveling, a more orderly workplace, flexible and reliable equipment, better customer and supplier relationships, engaged and creative employees secure in their work, managers skilled in coaching and guiding others, and so on. This describes both what Lean is and why you would want to be Lean.

To get to this ideal world from where we are now is a mighty leap, and will take many changes in our practices. Industry will get there, of that there is no doubt. Lean traces its roots back to the early 20th century, and the progress of the most successful industrial enterprises have followed a clear path. From Peter Drucker’s *Concept of the Corporation* in 1946, to Alfred Sloan’s *My Years with General Motors* in 1965, to James Womack’s *The Machine that Changed the World* in 1990, there is a clear arc of process quality growth. Lean is but the latest step, and not a revolution, but spiraling back to the roots of what industry has been about all along. To keep to the path requires a seasoned and consistent vision by leaders.

To cover Lean well, there are many subjects to learn. Based on a consolidation of several Lean bodies of knowledge, this is our outline:

- Planning
- Five S
- Standard Work
- Involvement
- Total Productive Maintenance
- Value stream mapping
- Human Flow Automation
- Just- in- time

Going along with this body of knowledge, we have broken Lean into interrelated courses, each one two to three hours in length. Besides the eight courses listed above, we have added a Management Overview course. These nine courses are closely tied together. If you try to do Lean and leave out any of the key parts, you will fail to gain full benefits. Indeed, you may fail to gain any benefits, and your cost, quality, and/or service may become worse than before.

Course outline for the 3 hour Lean Management Overview course:

Unit one: Introduction

What is Lean
Culture
PDCA- DMAIC- SDCA
Juran's quality trilogy

Unit two: Components of Lean

Lean planning
Five S
Standard work
Lean involvement
Total Productive Maintenance
Value Stream Mapping
Human Flow Automation
Just in Time

Unit three: Lean leadership

Lessons learned
Systems thinking

In unit one, we discuss people and process, culture and human resources. After a bit on the plan- do- check- act improvement wheel and Joseph Juran’s classic comparison of process quality to financial systems, the course moves into unit two and a rapid look at the materials in the other eight courses. The bulk of the course is here, over an hour and 20 minutes.

Unit three spends some time on lessons learned by other practitioners, so you can learn from other’s mistakes. A final discussion of systems thinking sets the stage (and finishes the management overview) by looking at the various areas of Lean in connection with each other.

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Lean Management Overview (continued from page 4)

Who should take these courses?

General Managers will learn to reduce cost and increase capacity, increase capability and agility, improve customer satisfaction, increase team motivation, improve product/service quality permanently, and reduce costly supplier issues.

Functional managers will learn to apply Lean tools for improvements, eliminate bottlenecks in production, decrease work cycle time, reduce rework, scrap, and service issues, reduce the loss of good employees, and to smooth the workflow.

Engineering managers will gain insight into obtaining top leadership support for process change, increasing team motivation, and build maintenance into a proactive function.

Quality Managers will see how to motivate employees to own the quality system, reduce the cost of quality without losing control, and find the quickest permanent way to improve product quality.

Woven into each course are exercises to help internalize the materials. Lecture learning is limiting. Although these are taught as live internet classes, we have included exercises in all the courses. Taking the best of our experiences from teaching on the internet, we have created these courses with adult learning in mind. You will not find these courses boring and uninvolved.

Because these courses are taught over the internet, you may try to teach a group with a projector and a conference room. Do not be fooled! Students only learn by doing. To try to take a team through these courses will seriously degrade the learning experience for everyone, a waste we can all avoid. The courses are reasonably priced due to the lack of travel, bricks and infrastructure compared to a regular classroom.

Endorsements:

Doug teaches internet and classroom-based courses for ASQ. Participants in these classes rate Doug's experiences, teaching and subject areas at very high levels. He teaches with a high degree of energy and expertise. His presentations

are clear and concise. Doug demonstrates very good class management skills, which can be challenging to a facilitator in a virtual environment. Doug prepares for every class he teaches and this preparation shows through his work as a highly rated instructor. Participants have indicated the skills and knowledge that they learn in his classes are easily implementable. I certainly would recommend him.

Brian LeHouillier, Managing Director at ASQ

Instructor background:

Certifications: Doug Wood holds three ASQ Certifications: Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence, and Certified Six Sigma Black Belt. He also holds a Lean Bronze level certification from the Society of Manufacturing Engineers.

Instructional experience: He has taught: Lean Six Sigma, Cost of Quality, Workers as Inspectors, Performance Metrics, Statistics using Excel, ASQ certification preparatory, and basic quality approaches.

Published books and articles include: "The Executive Guide to Understanding and Implementing Quality Cost Programs" (Book) 2007 ASQ Quality Press; "Using Finance for Improvement to Demonstrate the Economic Value of Improvement, Excellence and Quality" Article in the Journal for Quality and Participation; "Blurred Vision: Many business leaders still don't have a clear picture of quality" article in the July 2008 issue of ASQ Quality Progress

Doug has worked for the Kellogg Company and Hallmark Cards as well as running a consulting practice. He has over 32 years of experience in industrial engineering and quality. He holds a degree in Industrial Engineering from Western Michigan University.

Join us to start a Lean learning journey! For our email flyer with links to overview videos of each course, send your email address to: info@dcwoodconsulting.com.

Our course registration page is at www.dcwoodconsulting.com/register.

Courses are offered publicly, but call us for pricing for private classes or face-to-face on site classes. Call 913-669-4173.

Free Reliability Training Opportunities:

Sponsored by the ASQ Reliability Division, the following are free training events:

Title: Fundamentals of Reliability Engineering and Applications
This is a three parts lecture series. The parts will cover the basics and fundamentals of reliability engineering.

Part 1: Reliability Definitions Reliability---Time dependent characteristic
Failure rate
Mean Time to Failure
Availability
Mean residual life
Date: November 30, 2010, 11am-12Noon Eastern Time
To Register: <https://www1.gotomeeting.com/register/678781545>

Part 2: Reliability Calculations
Use of failure data
Density functions
Reliability function
Hazard and failure rates
Date: December 7, 2010, 11am-12Noon Eastern Time
To Register: <https://www1.gotomeeting.com/register/645750448>

Part 3: Failure Time Distributions
Constant failure rate distributions
Increasing failure rate distributions
Decreasing failure rate distributions
Weibull Analysis – Why use Weibull?
Date: December 14, 2010, 11am-12Noon Eastern Time
To Register: <https://www1.gotomeeting.com/register/863827953>

Quality Matters

Jobs Listed at ASQ1301.org

Continuous Improvement Change Agent—Sara Lee Talent Acquisition
Compensation Manager—HNTB
Director—H&R Block Tax Services
QA Associate Chemist—Smith Hanley Consulting Group
Quality Control Inspector—A&E Custom Manufacturing Technologies
Supplier Quality Specialist—Burns & McDonnell
Quality Engineer—PAS Technologies Inc
Process Engineer—GAF Materials Corporation
Sr. Supplier Quality Engineer—Nextaff
Quality Assurance Tester—Midwest Consulting Group

Quality Assurance Manager—Gems of Fruit Company
Quality Analyst—Wright Memorial Hospital
Quality Assurance Engineer—iModules
Maintenance Technician—Advanced Technology Services, Inc
Quality Eng III—ATK Alliant Techsystems
Director IT Services Mgmt—DineEquity
Technical Communications Manager—Boehringer Ingelheim
Food Process Manager—Kellogg Company
QA Tester—Modis
Skilled and Entry Level Manufacturing—Blount Kansas City
Director of Tunneling—Black & Veatch

Human Resources Generalist—DeVry Inc
Clinical Applications Manager—Baystate Health
Purchasing Manager—Dairy Farmers of America
Food—Production Supervisor—Hostess Brands
Employee Service Center Rep—Hostess Brands
Supv—Production I—Georgia-Pacific LLC
Maintenance Supervisor—Unilever
Packaging Materials Engineer—Ralcorp Holdings
Quality Control Technician—First Biomedical Inc
Operations Coordinator—Unilever
Environmental Account Supervisor—Stericycle Inc.



2011 Examination Dates

Your application must be postmarked, faxed, or e-mailed by the extended application deadline. Applications sent after the extended deadline will automatically incur an additional, non-refundable, \$50 late registration fee. Applications received after the late application deadline will automatically be processed for the next examination date.

Examination Dates	Extended Application Deadline	Late Application Fee Deadline
Mar 5, 2011	Jan 14, 2011	Jan 19, 2011
Jun 4, 2011	Apr 15, 2011	Apr 20, 2011
Oct 1, 2011	Aug 12, 2011	Aug 17, 2011
Dec 3, 2011	Oct 14, 2011	Oct 19, 2011

OCT/MAR EXAMS:
Biomedical, CQI (Inspector), CQT, CRE, CSSBB, HACCP, and Mgr.

JUN/DEC EXAMS:
CCT, SSGB, CQA, CQE, CQIA, CQPA, CSQE, and CPGP.

2010-11 Section Officer & Committee List

10/25/10 website

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Quality Matters is published monthly (except for the summer months) by ASQ Section 1301, American Society for Quality, 611 E. Wisconsin Ave., P.O. Box 3005, Milwaukee, WI 53201-3005 Issue No. 4, Volume 12 ASQ Section 1301 Members receive this newsletter free of charge. ASQ, a professional nonprofit association, is the worldwide leader in the development, promotion and application of quality-related information and technology for the quality profession, private sector, government and academia. ASQ, headquartered in Milwaukee, serves more than 133,000 individual and 1,100 sustaining members.

American Society for Quality

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BUSINESS NAME

We are on the Web !
www.asq1301.org

December 2010

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4 <i>Certification Exams</i>
5	6	7	8	9 <i>Reliability Webinar</i>	10	11 <i>Service Opportunity</i>
				<i>ASQ1301 Board Mtg</i>		
12	13	14	15	16	17	18
19	20	21	22	23	24	25 <i>Christmas</i>
26	27	28	29	30	31	

Schedule of Events

December 4th—Certification Exams for CCT, SSGB, CQA, CQE, CQIA, CQPA, CSQE, and CPGP

December 9th—ASQ Reliability Division Webinar. See www.asq1301.org for more information.

December 9th—ASQ1301 Board Meeting via Teleconference

December 11th—Outreach Project with Salvation Army. See www.asq1301.org for more information.