



quality matters

WINTER ISSUE

ASQ Section 1301

Volume 7 , Issue 4

JANUARY ASQ 1301 Workshop

QUALITY TOOLS

For the ASQ January Workshop to be held on the 21st of January, Glenda Overstreet of Kansas Healthwave will be presenting a workshop on Quality Tools for continuous Improvement and Effective Planning.

Glenda Overstreet is responsible for managing the quality assurance program, providing effective training delivery and managing the development of policies and procedures for Kansas HealthWave. She has served as Deputy Project Manager for Kansas HealthWave. Ms. Overstreet brings 20 years of management and consulting experience in the areas of healthcare education, quality assurance, legal compliance, human resources, and training. Ms. Overstreet is an Achieve Global certified leadership instructor. She holds a Bachelors in Communications from Washburn University and is currently finishing coursework as an MBA candidate at the University of Phoenix.

Under Ms. Overstreet's guidance, two companies became the recipient of a state award presented by the Kansas Award for Excellence Foundation recognizing its efforts and commitment to quality. The Kansas Award for Excellence patterns its quality improvement process after the world known Malcolm Baldrige Award. Ms Overstreet also served as the Team Leader for the Kansas Reinventing Kansas Government Program. In this position, she was responsible for leading the evaluation team that consisted of state leadership at various levels representing the Kansas Department of Aging, the Kansas Department of Health and Environment, and the Kansas Department of Social and Rehabilitation Services to explore work processes for continued improvement. Ms. Overstreet has served as a Human Resources Consultant, Corporate Quality Administrator, Federal Compliance Manager, Educational Services Coordinator and Assistant Vice President-Securities Compliance.

Interested in getting tools to help you improve daily the procedures, systems, quality, costs and yields related to your job?

This course provides you with tools to help you adhere to four basic principles:

- Develop a strong customer focus
- Continually improve all processes
- Involve employees
- Mobilize both data and team knowledge to improve decision making

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January Workshop Details

You will be introduced to a tool selector chart that will help you determine the correct tool you will need for the situation or project you are facing.

Building your knowledge on the quality process starts with the fundamentals of Quality Tools.

The Business Technology College (BTC) at 6899 Executive Drive in Kansas City, MO (near World's of Fun) is the site of the January 2006 Workshop. The workshop is on Saturday, January 21, 2006 from 8 AM until 12 noon. A continental breakfast is provided. Cost with reservations is \$16, without reservations \$20 and student with valid ID \$10. Please contact Heather McCain for more details.

The meeting room has changed from Room 176 to Room 2003 which is located in the west wing of the building. Come in the south entrance (faces Park Place Hotel) with the address of 1775 Universal, go up the stairs and turn back towards the front of the building. Room 2003 is located to the right of the big window at the front of the building.

Reservations: Heather McCain - (816) 274-8337; e-mail - HeatherMcC@aol.com <<mailto:HeatherMcC@aol.com>> Please make your reservation by January 11, 2005.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MG

ASQ 1301 Calendar of Events– 2006

January 13	Exam Application Deadline
January 21	"Quality Tools" Glenda Overstreet
February 18	"FMEA and Process Mapping" Cliff Cross Basic Quality Tool Application- 8-4 KCKCC
February 23	2006 Engineers' Week Luncheon
March 4	Exam Date CQT/CRE/CM/CHA/CBA/CMQ OE Six Sigma Black Belt
March 11,18,25	Probability and Statistics 8-12 KCKCC
March 18	"Introduction to Probability and Statistics" Doug Wood and Heather McCain
March 20-29	Probability and Statistics Mar 20-29, KCKCC
March 30	ASQ Spring Quality Conference, Parsippany, NJ
April 1 & 8	FMEA, 8AM to 12PM KCKCC
April 3,4	Customer-Supplier Division Road Show
April 15	"Building a Better Workplace" Tom Terez
April 17-24	FMEA 6-9 PM KCKCC
May 1-3	ASQ World Conference on Quality and Improvement Milwaukee
May 20	Annual Business Meeting
June	Garmin Plant Tour

NOVEMBER WORKSHOP WITH Frank Sidorowicz of TÜV America Management Services



ASQ Meeting Minutes, November 10, 2005

Attendees: John Vann, Dana Yarnell, Steve Spangler, Jim Urkevich, Diana Fiddick, Tom Johnson, Heather McCain, Lois Cowden, Doug Wood

Discussion Topics:

- Update contact list. Section Management Program
- Financial document approved for 2004/2005 – Submitted and approved by ASQ HQ.
- Revenue and expenses for ASQ 1301, October workshop: Cost - \$356.00, Expenses - \$183.00. Net – \$173.00. Annual budget update for last 3 years: Budget balance \$29,426.27
- Proposed that Treasurer's Report be placed in ASQ News letter at least twice a year
- Suggested that ASQ minutes be placed in News Letter
- Doug Wood motioned with Heather McCain second that ASQ 1301 donate \$500.00 during the 2005 Holidays to the Mid-America Assistant Coalition.
- Tom Johnson (Program Chair) will contact Garmin for feasibility of plant tour in June 2006. Other tour suggestions included Densco, Sunshine Biscuits, PPG Glass (Winter tour only) and Walmart Distribution Center
- Need to contact Gilbert Snedden to arrange a room for 2006 Café Meeting.
- Kansas Award for Excellence (KAE) Attendance problems, need ASQ donation. KAE looking for membership. KAE provides Quality Examiner's for Malcolm Baldrige Awards.
- ASQ Certification Examinations: Anybody interested in proctoring exam(s). Exams normally given at Kansas City Kansas Community College (KCKCC). Contact: Examiner, Dana Yarnell, Kenedyne dyarnell@kinedyne.com
- Education: October Joint Engineering Council Banquet attended by Heather McCain
- ASQ Website needs updating, suggest send reminder to board
- Archive of ASQ records sent to University of Illinois

Preview of April Workshop Featuring Tom Terez

The Section Board is excited to have Tom a featured speaker for the April Workshop. We will be putting extra effort into publicizing the event and getting as many attendees as possible.

Building a Better Workplace: Ideas, Tools, and You!

When people come to work, they bring more brainpower than the world's biggest computer. They also bring a tremendous potential for enthusiasm and commitment. That's the good part. The tough part is figuring out exactly HOW to make the most of all that brainpower and heartpower. How can we engage hearts and minds (including our own!) each and every workday? How can we create a workplace that truly brings out the best in everyone?

With questions like these, Tom Terez spent two years interviewing people from all walks of life. He wanted to go far beyond the buzzwords and preconceived notions - to find out from the source what truly engages people at work. In this special workshop, he'll share the biggest discoveries, bringing them to life with stories, workplace examples, and his trademark good humor. And he'll get us actively involved in making our own discoveries and uncovering the best ways to put the information to work.

Tom is known for his real-world practicality and straight-talking style. Expect to be informed and inspired - and to leave with specific actions you'll want to implement when you return to your workplace.

- We'll get details on 22 factors that have the biggest impact on morale and motivation in the workplace.
- Through a quick-take assessment, we'll use these factors to evaluate our own work environments - and pinpoint the greatest strengths and biggest improvement opportunities.
- Every workplace has its share of great practices. We'll devote some time to describing the best of these, so people can learn from each other.
- When it comes to workplace improvement, good intentions often seem to get blocked by ever-shrinking budgets. We'll address this fact of life - while looking at improvement steps that are more about common sense than dollars and cents.

TOM TEREZ is the author of 22 Keys to Creating a Meaningful Workplace, founder of BetterWorkplaceNow.com, instigator-in-chief of the "Awesome & Awful Boss Hall of Fame," and a passionate advocate for building better workplaces. His presentations and projects have taken him to Mongolia, Jamaica, Canada, South Africa, and all across the United States - with organizations like LensCrafters, the U.S. Postal Service, SouthTrust Bank, Providence Health System, ten state governments, and many others. He has also presented at ASQ's national conference and at various ASQ chapter meetings. Tom has an MBA from Duke University and a journalism degree from Northwestern University. He lives in Columbus, Ohio, with his wife Angela, two daughters (ages 7 and 10), one dog, one hamster, and one goldfish.

Before the workshop, visit Tom's Web sites: BetterWorkplaceNow.com and TomTerez.com

Quality Training Series — Spring 2006 — KCKCC

Course Info

Basic Quality Tool Application

.8 CEU (8 contact hours)

Location: CEB Conference Room B

Date: Saturday, February 18, 2006

Time: 8:00 AM – 4:00 PM

Cost: \$79.00

Instructor: Glenda Overstreet

Course No. CE-1236-01 06/1T

This course is for anyone new to the quality field or for someone wanting to know more about quality tools. Participants will learn about process improvement and problem solving tools. Participants will gain a practical how-to understanding of applying basic quality tools in their workplace. The course material includes part of the body of knowledge to prepare for any ASQ certification: CQA, CQE,

Probability and Statistics

1.2 CEU's (12 contact hours)

Location: CEB Conference Room B

Date: Saturdays, March 11-25, 2006

Time: 8:00 AM – 12 Noon

Cost: \$149

Instructor: Doug Wood

Course No. CE-1237-01 06/1T

Probability and Statistics

1.2 CEU's (12 contact hours)

Location: Flint Building, Room 3632

Date: Monday/Wednesday, March 20 - 29, 2006

Time: 6:00 – 9:00 PM

Cost: \$149

Instructor: Heather McCain

Course No. CE-1237-02-06/2T

This course will cover descriptive statistics, probability concepts, distribution types, confidence intervals and statistical inference. The course material includes part of the body of knowledge needed to prepare for the CQE and CSSBB ASQ certifications.

Failure Mode and Effects Analysis

.8 CEU (8 contact hours)

Location: CEB Conference Room A

Date: Saturday, April 1 & 8, 2006

Time: 8:00 AM – 12:00 PM

Cost: \$125

Instructor: Doug Wood

Failure Mode and Effects Analysis

.8 CEU (8 contact hours)

Location: CEB Conference Room A

Date: Monday/Wednesday, April 17-24, 2006

Time: 6:00 – 9:00 PM

Cost: \$125

Instructor: Heather McCain

This course covers the basics of Failure Mode and Effects Analysis (FMEA). Participants will be introduced to process, product and systems FMEA. They will analyze potential failures and assess failure effects. The course material includes part of the body of knowledge

Three ways to register:

1. Register by phone with a credit card number or company purchase order number at 913-288-7660.
2. Register by mail. Be sure to include your name, complete address, day and evening phone numbers along with the name of the class you are registering in and your payment. Checks and credit card payments (VISA, MasterCard, and Discover) are accepted by mail.
3. Register in person at the Community Education Building on our main campus at 7250 State Avenue, Kansas City, Kansas. Our office hours are 8:00 AM to 8:00 PM Monday – Thursday and 8:00 AM – 4:00 PM Friday.

More Upcoming Events

Customer-Supplier Division RoadShow

Kansas City April 3 & 4

Supplier Auditing
Dennis Arter

Supplier Certification
Dick Gould

**More Information as it
becomes available**

VOLUNTEERS WANTED

KAE BOARD OF EXAMINERS

2006

*Small Business,
Manufacturing, Education,
Health care or Senior
Management Experience*

*Free Training covering the
Baldrige Criteria, Scoring
and Evaluation*

Download the Application
Form at

[www.kae.bluestep.net/
shared/files/files.jsp?
_event=view&_id=530000_U
128161__157449](http://www.kae.bluestep.net/shared/files/files.jsp?_event=view&_id=530000_U128161__157449)



**Kansas Award for
Excellence Foundation**

VOLUNTEERS WANTED

BALDRIGE BOARD OF EXAMINERS

2006

Download the
Application Form at

[http://www.baldrige.
nist.gov/
Examiner_Booklet.htm](http://www.baldrige.nist.gov/Examiner_Booklet.htm)


**Baldrige National
Quality Award Program**

CERTIFICATION EXAM DATES

2006

EXAM DATES APPLICATION DEADLINE

CQT/CRE/CMI/CHA
CBA/CMQ OE
Six Sigma Black Belt March 4 January 13

CQE/CQA/CSQE
CQIA/CCT/CQPA June 3 April 7

CQT/CRE/CMI/CHA
CBA/CMQ OE
Six Sigma Black Belt October 21 August 18

CQE/CQA/CSQE/CQIA
CCT/CQPA December 2 October 6

2005-06 Section Officer & Committee List

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American Society for Quality

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2006 ENGINEERS' WEEK LUNCHEON

Thursday, February 23rd

Kansas City Marriott Downtown, Muehlebach Tower Imperial Ballroom

Exhibits from 11:00 am to 12:00 pm

Luncheon from 12:00 pm to 2:00 pm

For more information contact Kim Jackson, MSPE Western Chapter Eweek Chair

Phone (903) 626-5737

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