



quality matters

ASQ Section 1301 April 2006

Volume 7 , Issue 7

THE APRIL 22nd WORKSHOP FEATURES TOM TEREZ

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.



**BetterWorkplaceNow.
Com**

TomTerez.com

22
KEYS TO
CREATING A
MEANINGFUL
WORKPLACE

TOM TEREZ

Purpose • Direction
Relevance • Dialogue
Relationship Building
Respect • Invention
Ownership • Service
Acknowledgment
Challenge • Validation
Support • Worth • Fit
Personal Development
Informality • Flexibility
Balance • Equality
Oneness • Self-Identity

Continued from page 1

April Workshop Details

The MCC Business Technology College (BTC) at 6899 Executive Drive in Kansas City, MO (near World's of Fun) is the site of the April 2006 Workshop. The workshop is on Saturday, April 22, 2006 from 8 AM until 12 noon. A continental breakfast is provided. Cost with reservations is \$35, without reservations \$45 . Please contact Heather McCain for more details.

For this special event please go to Room 248 which is located in the southwest 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 right. The room is down the hall and on the left.

Reservations: Heather McCain - (816) 274-8337: e-mail - HeatherMcC@aol.com <<mailto:HeatherMcC@aol.com>> Please make your reservation by April 17, 2006.

Link to directions to the BTC:

http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MGBbYQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WPZdTU0nyG3QJf7ScSTV_u_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=

Certified Six Sigma Black Belt – Study Group

(ASQ Section 1301 Kansas City)

Meeting Location

PT's Coffee (inside Jayhawk Central, next to KU Edwards Regent Center)
12520 Quivira
Overland Park, KS 66213
913-897-5208

Study Materials

CSSBB Primer
Quality Council of Indiana

Time

7:00 pm to 9:00 pm

<u>Date</u>	<u>Chapter</u>	<u>Topic</u>	<u># Pages</u>	<u># questions</u>
2/7/06		Kick-off study group meeting		
3/7/06	1	Certification Overview	18	0
	2	Enterprise-Wide Deployment	54	24
	3	Business Process Management	72	24
4/4/06	4	Project Management	110	40
	5	Define Six Sigma	22	24
5/7/06	6	Measure Six Sigma	140	80
6/6/06	7	Analyze Six Sigma	94	61
7/11/06	8	Improve Six Sigma	72	59
8/1/06	9	Control Six Sigma	68	40
9/12/06	10	Lean Enterprise	62	24
	11	Design for Six Sigma	60	24
10/3/06		Review		
10/21/06		CSSBB Exam (note: Aug 18 deadline for Exam application)		

Study group contacts

Diana Fiddick Diana.L.Fiddick@sprint.com work# 913-791-7793
Greg McKain Greg_McKain@colpal.com work# 913-573-6559

April

CSD Roadshow

Previously scheduled for April 3 and 4 has been cancelled due to low registration

Next ASQ 1301 Regional

Staff Meeting

April 13, 2006

6 pm Don Chilito's,
Johnson Drive

KCKCC-

FMEA COURSES

DATE: Saturday, April 1 & 8

TIME: 8 am—12 noon

INSTRUCTOR: Doug Wood

Or

DATE: Mon/Wed, April 17-24

Time: 6-9 PM

Instructor: Heather McCain

HOW TO REGISTER

1. CC or Company P.O.

913-288-7660

2. Mail Check or CC

3. In Person

Community Education
Building

7250 State Avenue

KC, KS

Kansas Center for Performance Excellence

Now is the time for organizations to apply for the

Kansas Award for Excellence Recognition Program

Registration Forms are on the KCPE Website: "KansasExcellence.org"

The following dates are scheduled for Application Seminars for those wishing to learn more about the process, All take place in Topeka:

March 16, April 19, June 1, August 9, September 21, Nov 14

Applications for the Recognition Program can be submitted for the Spring Round (deadline April 21) or the Summer Round (deadline July 11)

Earn RU credits while you learn about the Baldrige Criteria

Volunteer to serve on the 2006 Board of Examiners, 3 Days of training provided

Spring Round:

May 3 – 5, Saint Luke's South Hospital, Overland Park May 8 – 10, Tabor College, Wichita

May 11, Topeka (TL Training), KAE Office

Summer Round:

July 12 - 14, Univ. of Saint Mary, Leavenworth

July 18 - 20, Friends University, Wichita

July 21, Topeka (TL Training), KAE Office

For questions about either the application process for the recognition program or the examiner training, **contact the Kansas Center for Performance Excellence at 800-743-6767**

Section 1301 Elections

Elections to be held at April Workshop, only full members may vote.

Position	Name	Position	Name	Position	Name	Position	Name
Chair	Diania Fiddick	Arrangements Chair	Gilbert Snedden	Database Chair	Heather McCain	Nominating Chair	Jim Urkevich
Chair Elect/ SMP Chair	Gene Kelley	Auditing Chair	Jerry Parker	Education Chair	Doug Wood	Placement Chair	Mark Krebs
Vice Chair	Stephen Spangler	Authorized CQMgr Trainer	Heather McCain	Historian/ Librarian	Vacant	Program Chair	Tom Johnson
Secretary	John Vann	Certification Chair	Dana Yarnell	Immediate Past Chair	Jim Urkevich	Recertification Chair	Bobbi Fiedler-Prinslow
Treasurer	Stephen Spangler	Contact Person	Tim Snyder	Membership Chair	Lois Cowden		



Customer Satisfaction Course from CSD

Customer-Focused Satisfaction Measurement is a 2-day course offered at the Doubletree Hotel Overland Park, April 24-25. This class is designed for leaders and managers looking to energize their customer-focus and satisfaction measurement (CSM) initiatives. The subject matter is relevant for quality, customer-care and marketing professionals. Discounts available for 3 or more from same company. Taught by Jeff Israel for ASQ's Customer-Supplier Division. For more info or to register, please visit: <http://www.asq.org/cs/courses>.

Garmin Plant Tour

Thursday, June 15

8:30 am until 11 am

Watch for more information next month

Certification Exam

CQE/CQA/CSQE/CQIA/CCT/
CQPA June 3, 2006

Application Due April 6

Recertification Tips (borrowed from ASQ Section 1304)

- Support material will not be returned so only send COPIES of your data, DO NOT send originals
- Support material should be organized by Recertification Category.
- You must fill out the page covering any category which you are claiming credit. Only submit pages for categories you are claiming, not blank pages.
- Do not submit excess credits, they will not be looked at. You may submit a few extra. Please adhere to the maximum credits allowed in each category.
- Do Provide sufficient evidence of points for the recertification.
- SIGN the application and provide both work and home phone numbers in the areas provided. Also provide a fax number to expedite response time.
- If TEACHING is part of your regular job, you cannot take credit for that activity in both Instructor and Employment Recertification categories. Double dipping NOT allowed! If teaching is NOT part of your job, you must submit a letter from your employer stating that it is over & above your normal function. It must state number of hours teaching.
- When you have multiple employers in your recertification period, a letter from each is required. Please fill out an employment form giving dates of employment, full/part time and job functions. Indicate months/years of employment and credit claimed. Job function must relate to quality.
- Professional development credits are given for seminars, short courses, conferences and workshops. (Even if these are sponsored by colleges). Only the CU or RU designated on a Certificate of Completion will be honored.
- Please note the special requirements under Electronic Media Credits and that 1 hour of viewing is 0.1 RU not 1.0.
- If you are synchronizing certifications, make sure that you have enough RUs to cover the current certification. If you have more than one certification, synchronization is strongly encouraged.
- Preferred method of payment is Credit Card to expedite the process. Make sure to sign the Credit Card Section. If you write a check, make it payable to ASQ (this goes to National, NOT Section 1301).

Do remember that the recertification chair is a volunteer providing a service for you out of the kindness of his or her heart.

Do send your materials well in advance of your deadline - lack of planning on your part does not constitute an emergency on the volunteer's part.

Check out the ASQ website if you have questions on the process.

Thank you to Dianna Fiddick and Bobbi Fiedler-Prinslow for the information!

Kansas Award for Excellence Foundation

March 17, 2006

Dear Fellow Baldrige Associate:

The Board of Directors for the Kansas Award for Excellence (KAE) would like to invite you to the second annual **KAE Golf Classic**, to be held at the prestigious Alvamar Country Club in Lawrence on the afternoon of June 5th.

The KAE is a non-profit 501(c)(3) organization, whose mission is to promote a more prosperous and stronger Kansas through quality improvement utilizing the nationally recognized Baldrige Criteria for Performance Excellence. In addition to KAE's recognition program, the organization offers training and consulting services to assist organizations in their quest for performance excellence. The Baldrige Criteria for Performance Excellence is a time proven, results-oriented framework that drives performance improvement in large and small organizations in all sectors of the Kansas economy. This event directly supports the important work of KAE in support of this mission.

The KAE hopes to see you in Lawrence to partake in an afternoon of fun, meet some new people and learn more about the KAE and other Kansas organizations. If you are unable to attend in person, we encourage your support through sponsorship of the event, driving range, lunch, golf hole or golf cart.

Kansas Award for Excellence Foundation GOLF TOURNAMENT Monday, June 5, 2006

Name: _____
 Organization: _____
 Telephone: () _____
 Fax: () _____ E-mail: _____



General Information

Alvamar Country Club Golf Course – Private Side
 1809 Crossgate Dr.
 Lawrence, KS 66044
www.alvamar.com

Check-in begins at 11:00 a.m. with a 12:30 p.m. shotgun start
 Registration includes green fees, lunch and great prizes.
 (Beverages will be on the course)
 Format: 4-person scramble (flighted)
 No Jeans or collarless shirts please
 Phone number for inclement weather – Alvamar Pro Shop
 (785) 842-2929

Essential Information

Player Name	Phone	E-Mail
1) _____	() _____	_____
2) _____	() _____	_____
3) _____	() _____	_____
4) _____	() _____	_____

Please pair me with a team

Tournament Fees:

-Teams with Hole Sponsorship: \$750
 -Teams without sponsorship: \$600
 -Individual Players: \$150

Send form and check to Kansas Award for Excellence
 112 SW 6th Ave., Suite 509, Topeka, KS 66603-3811.
 Call KAE @ 800-743-6767 for Credit Card Transactions

If you should have any questions contact any of the listed individuals:

- Stew Koesten, Koesten Hirschmann & Crabtree, Overland Park (913) 345-1881
- Mike Fleck, Sprint North Supply, New Century (913) 791-7253
- Doug Reece, Spirit AeroSystems, Wichita, (316) 523-2999
- Tom Wealand, Nicholson Kovac Advertising, (816) 842-888
- John or Tina Shoemaker, KAE staff, Topeka: (800) 743-6767
- Mike Wallace, (316) 806-5034

Many thanks for considering the **KAE Golf Classic** as one of your community activities in 2006.

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**Kansas Award for Excellence Foundation
KAE Golf Classic - Tournament Sponsorships**

**All Requests for Sponsorship or Advertising must be submitted to KAE BY May 12, 2006
for appropriate signage recognition. Please provide exact wording for signage.**

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Name: _____
Organization: _____
Address: _____
City: _____ Zip: _____
Phone: _____ e-mail _____ Fax: _____

Select One

- \$2,500 Event Sponsor Includes prominent recognition @ registration; Name inclusion on event publications & Carts; Recognition in tournament announcements
- \$1,500 Lunch Sponsor Includes prominent recognition @ lunch; Name inclusion on event publications & tournament announcement
- \$1,250 Goodie Cart Signage attached to goodie cart
- \$1,000 Driving Range Prominent signage at driving range
- \$150 Hole Sponsor Name recognition at a golf hole tee or green
- \$100 Golf Cart Sponsor Organization Name on Golf Cart

Total Donation: _____ Contributions are tax-deductible in accordance with the law.
Copies of KAE's 501(c)(3) designation are available upon request.

Method of Payment:

Check enclosed (make payable to Kansas Award for Excellence (FEIN 48-1225078)
Mail to 112 SW 6th Avenue, Suite 509, Topeka KS 66603-3811

Charge to my credit card: VISA MasterCard

Card Number Expiration Date

Print Cardholder's Name Cardholder's Signature

Call the KAE office if you prefer to give credit card information over the phone 800-743-6767

Invoice my Company (Purchase Order Number) _____

Please return this form with payment to:

*Kansas Award for Excellence Foundation
112 SW 6th Avenue STE 509
Topeka KS 66603-3811*

*800-743-6767
Fax: 785-234-8777*

2005-06 Section Officer & Committee List

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Student Branch Counselor		Vacant			
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Other: MQA (MO Qual Award)		Paul Orton	289233	the5ortons@earthlink.net	
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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

Kansas City Section 1301
 Quality Matters Newsletter
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 Kansas City, Missouri 64141-4693

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Schedule of Events

- April 1, 8–FMEA, 8AM to 12PM
KCKCC
- April 13— Regional Staff Meeting 6PM, Don Chillito's, Johnson Drive
- April 17,19,24—FMEA course at KCKCC
- April 19—KCPE application Seminar, Topeka
- April 22-ASQ Workshop– Tom Terez
- April 24,25—Customer Focused Satisfaction Measurement

Annual Business Meeting

Saturday, May 20th
 Metropolitan Community
 College Business and
 Technology Center

Special Guest Speaker will be
 Grace Duffy, Vice President ASQ
 Board of Directors

April 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1FMEA
2	3	4	5	6	7	8FMEA
9	10	11	12	13 staff meeting	14	15
16	17FMEA	18	19FMEA KCPE	20	21	22ASQ workshop
23	24FMEA CFSM	25 CFSM	26	27	28	29
30						