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Section Addresses

Web Site

www.asqphoenix.org

Section Email

asqphoenix0704@gmail.com

ASQ National:

1-800-248-1946

ASQ MISSION

To facilitate continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of Quality Principles, Concepts and Technology.

A Message from Our Chair

Happy New Year to one and all! As we roll in the New Year I would like to highlight some changes upcoming.

ASQ Monthly Meetings:

At our Holiday Party I asked those attending if they would like to have our monthly meetings to include July and August. These two months have in the past had no meetings. An overwhelming response was to have meetings in July and August. The ASQ 704 Leadership agrees. So we will look forward to seeing you this summer.

ASQ 704 Newsletter Advertising:

Do you want to get the word out that you have something exciting to offer?

Do you want to help to raise your target demographics' awareness of issues with which they may be unfamiliar as well as educate them on the related benefits of your product or service?

Do you want to invite your target audience to evaluate how your product or service measures up against your competitors? Do you want to remind your existing customers that you're still around?

The ASQ Phoenix Section Newsletter is sent out each month to over 700 members. If you or your company want a low cost means to advertise please contact Walter Tighe at wtighe@sustainededge.com

Best regards,

Roger Forsyth
ASQ Phoenix 704 Section Chair

0704 Phoenix Section Program Schedule

Contact us to recommend a speaker, program, topic or workshop. Meeting topics are subject to change. Check our web site for the most up-to-date information.	
Month	Program 6:00p.m. – 8:00p.m
January 14, 2016	The Progress Principle - Thomas Ollerman
February 11, 2016	Leadership is the single-most important factor in the success or failure of change efforts Ellen Ermer & Joanne Voordeckers, Blood Systems, Inc.

Executive Committee Meetings are held via teleconference, the first Tuesday of each month, and via quarterly face-to-face meetings.

ASQ Phoenix Section 2016 Executive Committee

Section Chair Roger Forsyth	Vice Chair Stephanie Thomson
Secretary Tim Lane	Treasury Ellen Ermer
Arrangement Chair Jennifer Kirsten	Audit Chair Shruti Shyamani
Education Chair Matt Kas	Membership Chair AJ Day Donna Horton
Newsletter Editor Walter Tighe	Membership /Nominating Chair Donna Horton
Placement Chair Andy Hodges	Web Liaison/Program Judy Herrmann
Program Tim Williams	Publicity Chair Barbara Haney
Voice of Customer Chair Jack Evenson	Recertification Chair Bertha Franco-Willis
Scholarship Chair Gene Dufoe	Student Branch Stephanie Thompson

ASQ 0704 Phoenix Arizona Section
GENERAL MEMBERSHIP MEETING

THURSDAY, January 14, 2016

Meeting Agenda

6:00 – 6:25 Arrival / Networking

6:30 – 6:45 Welcome and Introduction of
Visitors / Executive Committee Update

6:45 – 7:45 Speaker Presentation

7:40 – 8:00 Questions / Wrap-up

8:00 Adjourn

Food, coffee and water are available

Meeting room:

**RSVP NLT Wednesday, January 13th
online @ <http://www.asqphoenix.org/>**

***Direct questions send to
asqphoenix0704@gmail.com***

MEETING LOCATION:

**Edward Jones Training
Facility**

**8333 S. River Parkway
Tempe, AZ 85284**

[VIEW MAP HERE](#)



Topic

The Progress Principle: It is the most important factor necessary to know and pay attention to when trying to motivate teams (and, no, it's not a factor that shows up on any of the lists of the 'top most team motivating factors' that are volunteered by managers when they were polled!!!) Based on the 2011 book by Harvard Business School professor, Teresa Amabile, (and husband, Steven Kramer) her research findings are unprecedented (and she used a unique, unbelievably exhaustive research technique not used before, to do her research).

Key findings from the book will be presented along with research about the effectiveness of having engineers multi-task (just how much does that practice reduce the amount of time technical staff spend doing real engineering tasks). Dr. Juran has said: “In my view, the likely major successor to the Taylor system is the concept of self-directed teams.” If this is so, what is the best way to motivate these teams? World Class organizations and those interested in Best Practices are going to be wrestling with this for some time to come. Do you want to be Leading Edge? Here's a major topic that relates to that.

Presenter

Dr. Thomas Ollerman is President of INNOVA, Inc., an international consulting firm specializing in corporate innovation and creative problem solving. In addition, he founded the Institute for Collaborative Alliances which addresses America's role in global mergers, acquisitions and business alliances.



Most Downloaded Articles of 2015

Over the past year, ASQ has shared countless articles through our magazines, journals, and online communities. We released so much exclusive content that we know many of you likely missed a few in the chaos of your everyday responsibilities and busy inboxes. So we compiled a list of the most popular articles of 2015 for you to review and share wit your members.

[View the articles >](#)



Lean and Six Sigma Conference Registration now Open!

Registration for the ASQ Lean and Six Sigma Conference is now open with early-bird pricing available. This year's theme is "Leadership at Every Level," and focuses on how leadership is critical to achieving and sustaining positive results. The Lean and Six Sigma Conference will be held February 29 – March 1, 2016, at the Pointe Hilton Tapatio Cliffs Resort in Phoenix, AZ. Register now to ensure best pricing. [Visit the conference website here >](#)

Healthcare Professionals - look below to see NINE highlighted Healthcare presentations and a one-day workshop at

[Lean and Six Sigma Conference](#)

February 29 - March 1, 2016, Phoenix, AZ - Pointe Hilton Tapatio Cliffs Resort

M13 - Quality Leadership in Medical Education

By [Patrice Griffith](#) - Director, Quality, Safety and Outcomes Education, University of Texas Southwestern Medical Center, Flower Mound, Texas

M22 - Manage Human Aspects to Sustain Lean Six Sigma Gains in Hospitals

[Anita Murthy, MD](#) - Manager of Clinical Quality Improvement, Universal Health Services Inc., King of Prussia, Pennsylvania

[Andrew R. Ganti, LSS MBB,](#) - Senior Management Engineer, Universal Health Services Inc., San Ramon, California

T02 - Injecting the Fundamentals of Change into Healthcare

[Patricia W. Morrill, PMP, EDAC](#) - *President, PM Healthcare Consulting, LLC, Caledonia, Wisconsin*

T10 - Lean Laboratory Leadership Standard Work

[Otelah M. Perry, MS, MT\(ASCP\), ASQ CMOOE, LSSBB](#) - *Senior Value Performance Specialist, Dartmouth Hitchcock Medical Center, Windsor, Vermont*

T12 - Publicly Reported Healthcare Measures and Six Sigma

[Barb Cash, MHA, ASQCSSBB](#) - *Quality Systems Manager, Deaconess Hospital, Evansville, Indiana*
&

[Beth Kroft](#) - *Lean Six Sigma Black Belt, Deaconess Hospital, Evansville, Indiana*

T16-OpX Walk: A Lean Approach to Working Smart, Wasting Less

[Nidia Williams, PhD, MBB, CPHQ](#) - *Administrative Director, Operational Excellence (OpX), Lifespan, Providence, Rhode Island &*

Cathy Duquette- Executive Vice President, Nursing Affairs, Lifespan, Providence, Rhode Island

T19 - Leading Lean Six Sigma in Complex Healthcare Systems

[Kathryn Summers, CAPT, USN, Ret](#) - *Director Lean Six Sigma, Sharp HealthCare, Coronado, California*

T20 - Lessons Learned Beyond Process Improvement Training

[Jarvis Gray, MHA, ASQ CMQ/OE](#) - *Director of Performance Improvement, Piedmont Healthcare, Tucker, Georgia*

T25 - Improving Patient Throughput and Experience in Primary Care

[Sarah J. Skeeters, MBA](#) - *Director of Clinical Services, Central Illinois Division, HSHS Medical Group, Pleasant Plains, Illinois &*

[Katie L. Castree, MHA, CSSBB](#) - *Senior Performance Improvement Specialist, Hospital Sisters Health System, Belleville, Illinois*

Creating a Lean Management System

One Day Workshop - March 2, 2016

Co-sponsored by the Healthcare Division Lean Enterprise Division

Is your organization struggling to sustain improvement gained through the application of lean principles? Are you facing challenges to implementing daily improvement and aligning work to strategic goals?

Managing a lean organization requires a different type of leadership and a shift from management-by-objectives to management-by-process. This education experience describes how leaders can become thoughtful problem solvers who engage frontline staff in continuous daily improvement, while focusing and aligning their team’s efforts toward true north.

Learning Objectives:

- Apply concepts from the ten interconnected components of a lean management system as practiced by ThedaCare.
- Describe the purpose of calendar and daily leader standard work.
- Learn how to cascade information effectively throughout the organization to create and sustain a system of continuous improvement.
- Articulate how lean tools can be integrated into the daily work of teams.
- Describe how the organization can maximize the skills and capabilities of employees.
- Understand how employee coaching and mentoring can occur on a daily basis.

Maryjeanne Schaffmeyer

MaryJeanne Schaffmeyer recently retired as the COO of the hospital division of ThedaCare and has served ThedaCare for 20 years in several leadership positions. In 2005, as a Business Unit Manager for Obstetrics, she piloted the current Business Performance System (BPS) and worked with the BPS design team to develop and pilot the leadership standard work. In this role she was able to see clearly the importance of a system to support leaders to understand their business and see and improve their performance.

Later, as VP of Operations for Appleton Medical Center, MaryJeanne had the opportunity to build a team of managers using the Business Performance System as a model for leadership development. In this system, leaders were able to develop teams that would drive performance improvement on a daily basis.

As the Chief Operating Officer for the Hospital, Care Transitions and Homecare Division at ThedaCare, MaryJeanne lead the spread of BPS throughout the expanded division and is currently working with a development team to improve and expand the current BPS standard work.



The Human Element

Operational excellence and client satisfaction are unsustainable without employee satisfaction. This *Six Sigma Forum Magazine* (SSFM) article details the fundamental building blocks for gaining employee engagement through lessons from the Toyota Production System’s cell structure, single-piece flow and stop-correct-proceed concepts. The author also explains how psychological and production theories can be applied within a lean Six Sigma framework.

Did you know ...

... this year’s annual QP Salary Survey found that those with any level of Six Sigma training earned \$17,705 more than those without? QP’s 2015 Salary Survey also looked at the variables that can affect quality professionals’ outlooks about their jobs, and how an employer’s culture of quality (or lack thereof) intertwines into the satisfaction equation. [Read details on the survey data](#), check out [QP’s salary calculator](#) and [watch a webcast featuring commentary and analysis about the survey’s results](#) from author Max Christian Hansen.

Assessing the Landscape

Successfully leading performance improvement initiatives in any organization requires an approach or method that captures the imagination and interest of the organization’s entire workforce. One such approach is the lean Six Sigma rapid improvement method, which emphasizes analyzing the business environment as the first step of the organizational improvement process.

<p>About “The Sun Dial”</p> <p>Newsletter Editor: Walter Tighe Tel: 888-572-9642 E-mail: wtighe@sustainingedge.com</p> <hr/> <p>Closing date for the newsletter is the 28th of each month for the next month’s issue. Information and advertising must be submitted in a timely manner to ensure timely delivery.</p>	<p>Advertising Rates</p>		
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