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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

Even if you are on the right track, you'll get run over if you just sit there.

--Will Rogers

October brings a season of change. Baseball to football, cooler weather (I hope), and the changing of color in the trees. It also brings on a change in our ASQ Section leadership. Elections for officers for the 2017 year will occur in our October Monthly meeting.

I know we all have many other things going on in our lives, work, kids, family, watching the Cardinals win. And sometimes we feel like, the only one who likes change is a wet baby! But there is always an opportunity to do more for yourself and your community.

"Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop..."

Dr. Dorothy I. Height

Although we have most of the Committee Chairs we need additional members to help. Many hands make for easier work. We need your help to achieve our goals and be a part of the ASQ 704 Phoenix team.

- Award scholarships to deserving students
- Provide clinic, seminars, and education programs that meet the needs of the section members
- Open Sun Dial to opportunities to advertise and share information
- Market/promote ASQ benefits to local business & organizations
- Establish a process to ensure that all section members are aware of the QBOK and utilize the information in the roles
- Develop a process for ensuring leadership transitions are conducted efficiently and effectively
- Explore opportunity for a partnership with the other non-profits with similar goals to promote excellence and quality
- Provide section leaders to learn and develop through participation in conferences and training events

Don't ever question the value of volunteers. Noah's Ark was built by volunteers; the Titanic was built by professionals.

If you have an interest in serving as an officer or just being on a committee this is the time. Please let me know at rforsyth1950@hotmail.com or Donna Horton at dahorton1@cox.net

Roger Forsyth ASQ Phoenix 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
November 11, 2016	What does it mean to work in software quality? Donna Horton
December 8, 2016	Annual Holiday Party

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 David Gibson
Arrangement Chair Jennifer Kirsten	Audit Chair Shruti Shyamani
Education Chair Matt Kas	Membership Chair Open
Newsletter Editor Walter Tighe	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, October 13, 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:

No RSVP needed, all meetings are free and open to the public.

For questions visit
www.asqphoenix.org or email
asqphoenix0704@gmail.com

MEETING LOCATION:

Edward Jones Training Facility

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

[VIEW MAP HERE](#)



Topic

Lean Deployment and Culture shift at Northern Arizona Healthcare

This presentation will cover the journey experienced at Northern Arizona Healthcare (NAH) through the different phases of their transformation towards a culture of excellence using lean and six sigma principles as their primary methodologies. The presenter will cover the importance of engaging and empowering staff to actual problem solving at the gemba by aligning their work to the organization’s goals and objectives. Some of the key aspects of this transformation is how NAH adopted Kaizen thinking into its daily management process for all employees. Results of this 5-year journey will be presented at the end of the presentation.

Speaker

Ricardo Castillo is currently the performance program Director for Banner Healthcare. Mr. Castillo has over 10 years of process improvement experience in healthcare processes, manufacturing, supply chain management, laboratory process and design. He has held executive roles at Northern Arizona Healthcare, Norchem Drug testing, and Commemorative Brands, Inc.

Mr. Castillo holds a B.S. in Industrial Engineering from the University of Texas at El Paso and is a Lean Six Sigma Black Belt Ricardo developed and led Lean Six Sigma operations at Northern Arizona’s Center for Process Excellence. His accomplishments include:

- Led over 30 kaizen events between multiple departments to optimize flow of patients
- Trained and coached 165 Black/Green Belt candidates in Lean Six Sigma tools (savings of \$6.6M hard/soft savings)
- Coached 1550 front line staff to deliver Kaizen/A3 projects improving their own value streams through lean training



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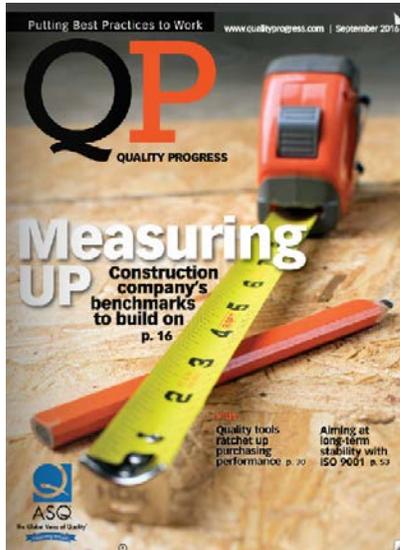
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ISO 9001 Check-In

Standards experts explain key changes to ISO 9001:2015, such as the role of leadership and the emphasis on risk-based thinking. Learn why using some quality tools to demonstrate risk-based thinking might not meet the standard’s requirements. [View the video.](#)



Measuring Maturity

Process capability is fundamental to quality, but q practitioners often must rely on lagging measures of product and service acceptability. Certification standard that measures process maturity can support sustainability of quality efforts in all organizations.

[Read the article.](#)

