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Section Addresses

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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

As we begin the new year and maybe even set our personal and professional goals let's not forget we have an opportunity right here in Phoenix to fulfill many of those goals.

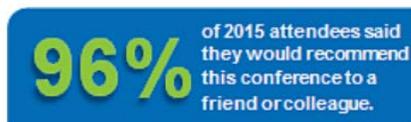
If your goals include training, certification, networking and professional development then **the Lean Six Sigma Conference Feb 29 – Mar 1, 2016 can help you fulfill them all in one location here in Phoenix.**

Feedback from 2015 attendees:

"For total value and quality, this event rates consistently as one of the best conference experiences around! Don't miss it!"

"Hard to find a better grouping of presentations and networking, learning from others."

Register today at: <http://asq.org/conferences/six-sigma/about.html>



I am sometimes asked why should I join ASQ. ASQ is a community of millions, with individuals and organizational members in more than 150 countries. We have added 13 new members to our ASQ Phoenix community. To those new members and to all of us old members, I think it is important to look at what is the ASQ Brand and what drives us all as ASQ professionals.

1. **People passionate about improvement** – We are a membership organization for quality professionals and much more: We are a community for everyone who wants to improve themselves, and the places they work and live.
2. **ASQ is the global knowledge network** – We are not just the American Society for Quality; we are a global community of people who share our ideas and experiences freely because we know that improving quality begins with knowledge.
3. **Ideas, tools, and experts** – While providing certification is important, how ASQ members help people achieve certification and continually improve themselves and their world—through access to ideas, tools, and experts—is what sets ASQ apart.
4. **Transforming our world** – The very concept of “quality” used to focus on reducing mistakes in processes. But in the 21st century, the focus is not just on reducing the negative, the waste, the variation, and the dissatisfaction. Moreover, the focus is on accelerating the positive, putting an emphasis on efficiency, effectiveness, and the best use of time, materials, and resources—to make the world work better, whether in business, nonprofits, government, or communities.

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
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.
March 10, 2016	Southwest Alliance for Excellence Annual Performance Excellence Program

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, February 11, 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, February 10th
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

An Operational Excellence Transformation: The Role of Leadership

“Leadership is the single most important factor in the success or failure of change efforts.”

Objectives:

- What is Operational Excellence?
- Share perspectives on the Role of Leadership in the practice of Operational Excellence
- Practical tips for leaders

Presenters

Joanne Voordeckers

Joanne Voordeckers is the Director of Operational Excellence at Creative Testing Solutions (CTS). Prior to CTS, she was the Director of Performance Improvement at Blood Systems, Inc. She has over 25 years of experience in the continuous improvement field. Prior to working for Blood Systems, Joanne worked in a variety of industries including Automotive, Aerospace, Equipment Rental, and Home Building Supplies. Joanne has been an ASQ-Certified Six Sigma Black Belt since 2004. Joanne has a Bachelor of Science degree in mechanical engineering from the University of Maryland.

Ellen Ermer

Ellen is a Performance Improvement consultant at Blood Systems, Inc. Prior to that she has worked in several large healthcare organizations and a large medical imaging company. She has over 20 years' experience in the healthcare industry, in both a clinical capacity and then a process improvement leadership role, with a master's degree in industrial engineering. She is an ASQ-Certified Six Sigma Black Belt.

Both Joanne and Ellen are long term Phoenix Chapter Members, including roles as Executive Committee Members!



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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 >](#)

January 26, 2016

ASU statistics professor — the first woman ever to win the Shewhart Medal — sees wide-ranging applications for statistics

What do golf balls and the staff of your local pharmacy have in common?

They can both benefit from data analysis.

In the case of golf balls, analyzing data related to product dimensions can result in a better ball, which means a better game on the green. In the case of a pharmacy staff, analyzing data related to things like the hiring process can result in better-equipped workers, which means more pleasant drugstore visits for customers.

The sheer range of fields in which statistical data analysis can be applied is one of the reasons [Connie Borrer](#) has stuck with it so long. Statisticians, said the Arizona State University statistics professor, “get to play in a lot of different playgrounds.”

Recently, Borrer’s work — or “play,” as she thinks of it — in the field has been recognized by the [American Society for Quality](#) with the Walter Shewhart Medal for “outstanding leadership, teaching and research in the development and application of statistical techniques for engineering and industrial needs in the areas of response surface design, robust parameter design, measurement system and quality control.”

Although Borrer is the 67th recipient of the award, she is the first woman ever to receive the distinction.

Her interest in the field began as a graduate student when she received an “A” in a statistics class and decided to pursue it further. In 1998, she received her doctorate in industrial engineering from ASU. After she spent some time away from the Valley of the Sun, an opportunity at the West campus drew her back in 2005.

“They were developing a bachelor’s degree in statistics, and it was the only statistics degree available in the state at the time,” Borrer said.

She applied to be an instructor in the program and is still teaching there today. One of her more notable courses is the senior statistics capstone class, in which students get the chance to apply their statistics knowledge in the real world. In fall 2014, one group of [students worked with PING](#), a Phoenix-based golf equipment company, using statistical analysis to ensure its products met quality standards.

“The project gave us valuable experience in how to apply statistics in real life,” said then-student Tom Dameron.

Read on to learn more about the practical applications of statistical data analysis, as well as Borrer’s thoughts on women in STEM today.

Question: What’s it like to be the first woman recipient of the Walter Shewhart Medal?

Answer: I’m honored. I think that there were probably many women who came before me who were deserving of it and for whatever reason it just didn’t happen at that time. So it’s an honor and it’s very humbling to be the first.

You don’t do these things alone. You have people supporting you along the way, and I’ve had some great opportunities at ASU that have let me do the things necessary to be considered for something like the Walter Shewhart Medal. I owe a lot to my college and to my colleagues.

Q: How do you feel about the current environment for women in STEM? Is it improving?

A: I’d like to think so, but at the high school and junior high level we’re still not seeing a large percentage of women participating in [STEM clubs or groups]. There was a robotics competition held last year in the Phoenix area, and of about 60 high school students participating, only four were women. So we still have a long way to go. But overall, it’s better than it has been.

When I was working on my PhD in industrial engineering, there was a handful of [women] who worked together and supported each other. It would be nice to see that happen more.

Q: Besides golf equipment, what are some other practical applications for statistics that people may not know about?

A: We’re doing another capstone class this semester, with three different projects. Two are at PING again but one is with Banner Health, where the students are looking at pharmacy staffing, how to

best staff pharmacies. It’s a little bit out of the realm of what they’ve done before, but that’s what these projects are about, going into these industries and learning new things and applying statistics in those fields.

A lot of times people may not think statisticians would be working in the health-care area, but there’s a lot of room for data analysis there, especially with some of the new regulations coming up. We’ve also worked with other companies, including nonprofits and thrift stores, to help them arrange and structure their stores so that they function more efficiently. There are lots of things you wouldn’t think you’d be able to apply statistics to. There are companies that have to write grants, and statisticians can help them streamline the process of writing grants. So I’m hoping my students will have the opportunity to work with projects like that in the future, too.

Q: What do you like most about statistics?

A: I like the fact that you get to work in a lot of different problem areas. Manufacturing companies, government entities, hospitals. You get to play in a lot of different playgrounds; everybody else’s backyard. Statistics are needed to do analysis in a lot of different fields. That’s really attractive to me, that it has a lot of different applications.



ASQ® TV: Lean Risk Management

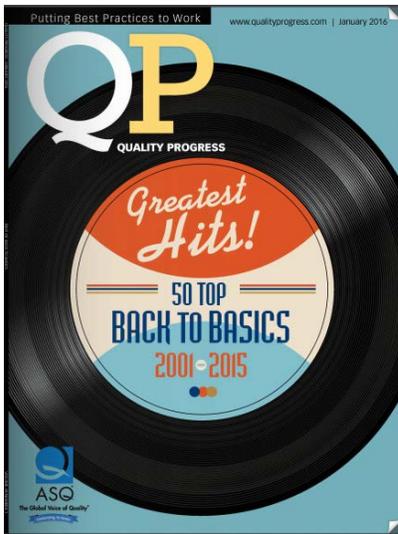
Lance Coleman, **PHX CHAPTER MEMBER** senior quality engineer and lean leader, The Tech Group, was approached with an organizational challenge: How will the company's lean program work within ISO 9001:2015? Coleman discusses how this question brought him to what he calls lean risk management.

[View the episode >](#)

ISO 9001:2015 From an Auditor's Perspective



A relational approach to auditing may be needed in ISO 9001:2015 audits, according to standards experts Robert Freeman and Jennifer Drown, members of U.S. TAG 176. If the intent of an audit is to assess the effectiveness of processes in relation to requirements, auditors must audit a process in relation to its inputs, outputs, and other contributing factors. [Read "Relating Evidence to Conclusions."](#)



50 of the Most Popular *Back to Basics* Columns Together in One Collection

For many music lovers, a particular artist's greatest hits album offers everything they need: The must-have No. 1 hits conveniently packaged together to be played on repeat. That's how we saw this special edition of *QP* playing out: [50 of the most popular Back to Basics columns](#) assembled in one spot for all experience levels to discover for the first time or pick up on something they might have missed.

About "The Sun Dial"

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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.

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