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## Section Addresses

### Web Site

[www.asqphoenix.org](http://www.asqphoenix.org)

### Section Email

[asqphoenix0704@gmail.com](mailto: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.

Dear ASQ-0704 Members,

It is springtime in Arizona, and is the desert ever beautiful and green! As I write this, it is raining again and I'm sure we will have a bumper crop of wildflowers this year. Reservoirs are filling (Lake Pleasant was at 87.8% capacity as on February 27<sup>th</sup>), and there has even been the need to release some extra water in some locations.

Once again, a successful Lean Six Sigma Conference was held at the Point Tapatio Resort here in Phoenix. Monday and Tuesday, February 27-28, the 2017 conference theme was “Leading the Culture of Excellence.” It was a great conference! If you didn't make it, I hope you will be able to take advantage and attend the conference next year. Thanks to all of our volunteers for doing a great job, and a special thank you to Will LaFollette for organizing the volunteers this year.

Make a note: We have had a change to the schedule. If you have been looking forward to Dr. Linne Bourget talking about Positive Leadership, be sure to join us March 9<sup>th</sup>. We had expected Dr. Bourget next month, and sure do appreciate her flexibility; Chuck Cox will present on Enterprise Value-Stream Mapping in April.

This year's Future Cities Arizona competition winners were the RevivoQuito team from Veritas ( first place) and Sura from Maricopa Wells ( second place). Costa Verde from Billy Lane Lauffer Middle School in Tucson won the ASQ award. Congratulations to all the participants, and thank you to Gene Dufoe for again leading the ASQ-0704 judging effort.



For more info about the National Engineers Week Future City Competition, go to <http://www.futurecityarizona.org>.

One last green thought... In case you didn't know, once again on Friday, March 17, Everyone Is Irish! Have a happy and safe St. Patrick's day!

Donna Horton – Chair, ASQ 0704, Valley of the Sun

**0704 Phoenix Section Program Schedule**

Contact us to recommend a speaker, program, topic or workshop. Meeting topics are subject to change. Check our <a href="#">web site</a> for the most up-to-date information.	
Month	Program 6:00p.m. – 8:00p.m
March 9, 2017	<b>The key to Successful Quality Implementation</b> Dr. Linne Bourget, M.A., M.B.A., Ph.D.
April 13, 2017	<b>Enterprise Value Stream Mapping</b> Chuck Cox

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

**ASQ Phoenix Section 2017 Executive Committee**

<b>Section Chair</b> Donna Horton	<b>Vice Chair</b> Garth Conrad
<b>Secretary</b> Tim Lane	<b>Treasury</b> David Gibson
<b>Arrangement Chair</b> Jennifer Kirsten	<b>Audit Chair</b> Shruti Shyamani
<b>Education Chair</b> Matt Kas	<b>Membership Chair</b> Gail Weart
<b>Newsletter Editor</b> Walter Tighe	<b>Nominating Chair</b> Roger Forsyth
<b>Placement Chair</b> TBD	<b>Web Liaison/Program</b> Judy Herrmann
<b>Program Chair</b> Tonya Pruitt	<b>Publicity Chair</b> Barbara Haney
<b>Voice of Customer Chair</b> Jack Evenson	<b>Recertification Chair</b> Bertha Franco-Willis
<b>Scholarship Chair</b> Gene Dufoe	<b>Immediate Past Chair</b> Roger Forsyth

**ASQ 0704 Phoenix Arizona Section**  
**GENERAL MEMBERSHIP MEETING**

**THURSDAY, March 9, 2017**

**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](http://www.asqphoenix.org) or email  
[asqphoenix0704@gmail.com](mailto:asqphoenix0704@gmail.com)

**MEETING LOCATION:**

**Edward Jones Training Facility**

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

**[VIEW MAP HERE](#)**



## Topic

### The Key to Successful Quality Implementation--Hidden in Plain Sight

- ✓ Have you been frustrated trying to implement Quality Programs in your organization?
- ✓ Have you wondered: “Is there something I could do if I just knew more?”
- ✓ Have you been slowed down by leaders’ or employees’ and not known why?
- ✓ Have you had difficulty navigating the political landscape to get Quality implemented?
- ✓ Have you felt like you were trying to drive with the brakes on trying to get Quality implemented?
- ✓ Would you like a powerful key that would make implementing Quality easier?

In this talk and workshop with practice exercises we will:

1. Discover what is really going on underneath the above issues in organizations.
2. Identify exactly what dynamics cause the above issues.
3. See the relationship between traditional leadership and positive leadership and how it impacts Quality implementation.
4. Understand how and why you have more power than you think you have!!
5. Look at how Old Power and New Power work or can work in your organization and how you can use power more effectively to implement Quality, regardless of your position in the organization.

## Speaker

### Dr. Linne Bourget, M.A., M.B.A., Ph.D

- “Quality Fanatic” for 30 years. Long conversation with Dr. W. Edwards Deming.
- First Quality project improved results by 35-40% in a few months.
- Successful turnaround of Quality Dept. for a large organization.
- National pioneer in positive strengths-based leadership systems.
- Expert in integrating Quality with Positive Leadership, adding the “People Skills” to Quality and Change in Science/Tech/Engineering/Health Care.
- Offered webinar on this integration for ASQ in 2014, national and local.
- Fortune 10, 50, 100 Consultant to Senior Executives, 25 years.
- Author, What You Say Is What You Get® Positive Leadership Series of Books, Dr. Linne’s Guides, and From Old Power to New Power, Which Leaders Will Survive?
- M.A., Ph.D., Boston University (with work at Harvard, MIT) Positive Change Leadership, Organizational Change, Group Dynamics, Teams, Communication and How Leaders Use Power.
- B.A., Economics, M.B.A. The University of Chicago
- Raised in the military, multicultural, constant change and adaptation.

## Methods to Improve Your Business Performance



"We highly recommend Sustaining Edge Solutions services. They lead us to formalize our standard processes and procedures and enabled us to become certified within months of our three locations."

**Deb Dendy, Vice President of Operations**  
Anokiwave

We are a full service leading provider:

- ISO 9001:2015 Quality System
- ISO 13485 Medical Devices
- Operational Assessments
- NADCAP Services
- Lean Manufacturing
- IATF 16949 Automotive
- AS9100D Aviation, Space and Defense
- ISO 14001 Environmental
- Quality Systems Training
- Web-Based ELearning
- Performance Measurement Systems
- Conduct Your Internal Audits

**ISO 9001:2015 and AS9100D:2016 Training and Services.** Visit our website for information on transition and development courses. View our ISO 9001:2015 services and further standards assistance for all your company needs. View our years of monthly newsletters, and sign-up for our newsletter content delivered to your in-box (Constant Contact Format) on performance improvement methods.

**ISO 9001:2015 Internal Auditor Training. Date: March 13-14, 2017 Location: Hyatt Place Phoenix/Chandler-Fashion Center 3535 W. Chandler Blvd. Chandler, AZ.**

**SEATS STILL AVAILABLE!**

**[REGISTER and view course objectives HERE.](#) Group Discounts are Available. Contact us with any questions.**

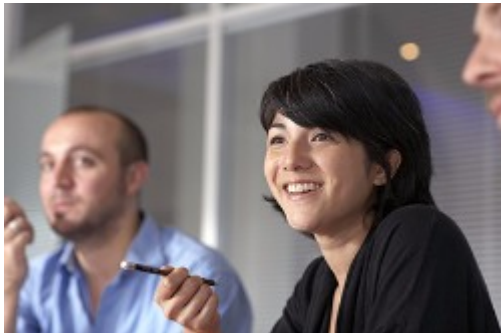
Visit us at <http://www.sustainingedge.com>  
Contact us at 602-222-9000 • Email [admin@sustainingedge.com](mailto:admin@sustainingedge.com)

## SR Offers Opportunities for Quality Professionals

"Sustainability is the goal," says Andrea Hoffmeier in this ASQTV interview. Hoffmeier explains how quality professionals can play a role in helping their organizations and clients reach the goal of sustainability through social responsibility.



[View the video](#)



## Recertification Changes

Based on member feedback, ASQ Certification workgroup has increased the recertification unit (RU) point thresholds significantly, rewarding section and division activities. These changes were approved by the ASQ Certification Board in September 2016, and went into effect on January 1, 2017.

[Read more](#)

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## ASQ and Forbes Insights Is Exploring the "Rising Economic Power of Quality"

This thorough survey will examine the overall impact of quality on driving competitiveness in the 21st century. This survey will take about 20 minutes to complete. We encourage you to participate.

[Take the survey](#)







# 2016 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT

MAY 16 – 18, 2016 | MILWAUKEE, WI

**World Conference 2017**  
 What can you expect from the 2017 World Conference on Quality and Improvement?  
**See for yourself!**  
 GROW YOUR INFLUENCE  
 KNOWLEDGE  
 WATCH THE VIDEO AND REGISTER TODAY!

ABOUT THE CONFERENCE

<p><b>About “The Sun Dial”</b>                  Newsletter Editor: Walter Tighe                  Tel: 602-222-9000                  E-mail: <a href="mailto:wtighe@sustainedge.com">wtighe@sustainedge.com</a></p> <p>Closing date for the newsletter is the <b>30th</b> 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><b>Advertising Rates</b></p> <table border="1"> <thead> <tr> <th>Size</th> <th>Single Issue</th> <th>3 or More Consecutive Issues</th> </tr> </thead> <tbody> <tr> <td>Business Card</td> <td>\$25</td> <td>\$20 per issue</td> </tr> <tr> <td>1/4 Page Advertisement</td> <td>\$50</td> <td>\$45 per issue</td> </tr> <tr> <td>1/2 Page Advertisement</td> <td>\$100</td> <td>\$90 per issue</td> </tr> <tr> <td>Full Page</td> <td>\$200</td> <td>\$175 per issue</td> </tr> </tbody> </table>	Size	Single Issue	3 or More Consecutive Issues	Business Card	\$25	\$20 per issue	1/4 Page Advertisement	\$50	\$45 per issue	1/2 Page Advertisement	\$100	\$90 per issue	Full Page	\$200	\$175 per issue
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