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Section Addresses

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ASQ MISSION

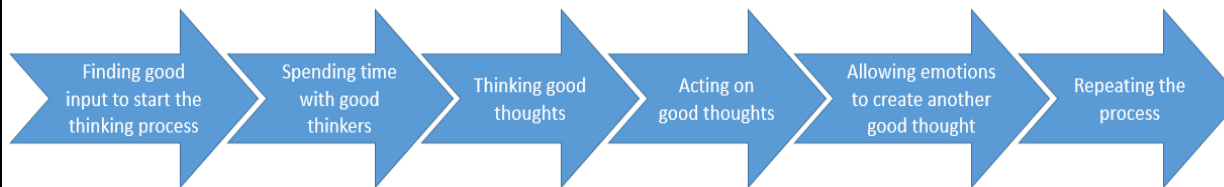
To facilitate continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of Quality Principles, Concepts and Technology.

A Message from Our Chair

ASQ Phoenix Members,

I am a big fan of John Maxwell’s writings and so I thought I would share some of his thoughts on “How Successful People Think, Change Your Thinking, Change Your Life”. He has concluded that the way successful people approach the thought process is a key differentiator. In his book, Maxwell discusses the 11 skills and six on-going steps.

Six Steps:



He outlines the 11 types of thinking and the important skills attributed to each. People succeed by:

1. Seeing the wisdom of the big-picture thinking
2. Unleashing the potential of focused thinking
3. Discovering the joy of creative thinking
4. Recognizing the importance of realistic thinking
5. Releasing the power of strategic thinking
6. Feeling the energy of possibility thinking
7. Embracing the lessons of reflective thinking
8. Questioning the acceptance of popular thinking
9. Encouraging the participation of shared thinking
10. Experiencing the satisfaction of unselfish thinking
11. Enjoying the returns associated with bottom-line thinking

We are all leaders of change whether in our business or personal life. The key difference in perhaps how well we succeed is our thinking process. I hope this was of value. For more information I highly recommend John Maxwell’s book.

As we continue this year’s meetings and activities, I would welcome your “thinking” on ways to enhance our value to you our ASQ Members.

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
April 14, 2016	I'm a Quality Geek! Why Should I Care About Social Responsibility? Dick Gould
May 12, 2016	Quality Management System Auditing Amrish Patel, GE Healthcare

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
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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, April 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:

**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

I'm a Quality Geek! Why Should I Care About Social Responsibility? Presentation points include the relevance of Social Responsibility (SR) to quality, SR standard, tools, techniques and more.

Speaker

Richard (Dick) Gould provides training in various aspects of supply chain management. Prior to retirement from corporate life, Dick served organizations in defense contract radar and ordnance systems; magnetic recording media; surgical instruments, sterile disposable medical products, medical devices and implants; electronic components, and data storage media and devices.

Dick is a Fellow of the American Society for Quality (ASQ) and a past member of the Society's Board of Directors as well as a charter member and past chair of the Customer-Supplier Division, and past chair of Orange Empire Section 0701. He holds ASQ certifications as Manager of Quality/Organizational/Excellence, Quality Engineer, and Quality Auditor. He has degrees in industrial management from Northeastern University and liberal arts from Vanguard University of Southern California.

Dick has presented papers and seminars on the subjects of supplier quality, supply chain management, and auditing at numerous conferences and corporate venues. He is an ASQ Learning Offerings instructor of the courses *Introduction to Supplier Management*; *Auditing for Improved Supplier Performance* and *Handling Supplier Non-conformances*.

Dick has traveled extensively throughout the United States and internationally. He and his wife reside in Surprise, Arizona.



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Contact our local representative today with any questions.

Chris Carson Direct: 480-895-9510 E-Mail: christopher.carson@dekra.com
www.dekra-forms.com

Building a Symphony of Operational Excellence

Full Day Workshop Overview: The current economy demands more value added intangibles such as: better communications, greater leadership, trustworthiness, personal authenticity, loyalty, respect and appreciation. It takes a strong and capable leader to inspire, motivate, guide and synergize a team of individuals to willingly take action and achieve these extraordinary results. Discover how good managers become strong, respected leaders and walk away with all the techniques and strategies needed to lead and build brand loyalty and communities of lifelong customers.

Topics covered:

- How to become a strong leader and powerful coach
- How to determine your strengths and the strengths of your team
- How to build and focus high-performance teams on a shared destiny
- How to deal with conflict and conduct crucial conversations

Note: The seminar earns 1.0 RU Free parking is available at the campus Lunch will be provided

By: Chris Alexander, MA (Org. Psych)

Award winning speaker, author, coach, and business building strategist.

WHERE: Brandman University, 16355 Laguna Canyon Road, Room #111ABC, Irvine, Ca 92618

WHEN: 9:00 AM to 4:30 PM—Saturday, April 9, 2016

Dress Code: Business Attire

Fees: ASQ Section 0701 members - \$225 / Non members - \$275

RSVP: [Click here to register](#)

About our speaker:

Chris Alexander - Award-Winning Business-Building Strategist and Coach, Best-Selling Author, and Professional Speaker Chris Alexander is the founder and president of Synergy Executive Education, a highly effective change management practice specializing in people-centered change. He is an award-winning business-building strategist, professional speaker, and author of 9 business and personal development books. So far, Alexander’s largest audience has been his two PBS TV shows, titled “Creating Extraordinary Joy” and “Joy in the Workplace.” His Synergy Programs have been implemented worldwide by many Fortune 500 companies, government agencies, nonprofit organizations, and educational institutions. He has advanced degrees in Organizational Behavior and is an expert at building high-performance business teams focused on a shared destiny.



<http://asq.org/wcqi/>



[Where Is Preventive Action?](#)

The revised ISO 9001:2015 standard laid out guidelines for preventing potential nonconformity by using risk-based thinking, a departure from the previous versions that had relied on preventive action guidelines. The end goal is the same, so why the change in emphasis, wording and direction?

Two members of the U.S. Technical Advisory Group to the International Organization for Standardization Technical Committee 176 explain.

[READ MORE](#)



[Managing Change in Complex Organizations Webcast](#)

In this new ASQ webcast, author George Strodbeck shares his "transformation management machine", a process leveraging S-curves, the Kano Model, and project management to successfully implement real change. [Access the webcast.](#)

[Faster Lean and Six Sigma Project Completion via TRIZ](#)



Lean Six Sigma (LSS) problem solving consumes a lot of effort in identifying the root cause and involves a trial and error method for confirming significant factors. For any given contradiction, TRIZ has a solution for improving the process by making changes to a process step. Combining TRIZ and LSS through a structured approach can help reduce the effort and duration of LSS projects by nearly 10 times. [Read the case study.](#)