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May 1-3, 2017

Section Addresses

Web Site

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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,

There is a lot going on in ASQ right now!

On the local level, I hope you have had the chance to check out our new website. The address is the same -- <https://asqphoenix.org/> -- but the content and organization are all new. See the blog our Placement Chair Stephanie Lopez has started, for example. Thanks so much to Judy Herrmann for the great work, and to the leadership team members who participated in gathering requirements and evaluating the new design!

Chuck Cox will present on Enterprise Value-Stream Mapping at our meeting on April 13th. He will explain how to go about capturing the process through people and their perspective, using an approach which engages multiple process stakeholders to foster a rich, focused discussion of needs. Mr. Cox is a certified Lean Six Sigma Master Black Belt and Lean Master with over 3 decades of performance improvement experience in transactional (financial services, utilities, government, IT, healthcare) and manufacturing (computers and peripherals, automotive, aerospace, polymers, semiconductors, life sciences). One of the early proponents of Quality Function Deployment, he is co-author of [The QFD Handbook](#) and has used QFD for designing LSS Deployments, turbine engines, automotive components, blood fractionation and credit card processing

On the international level, there is so much to do at World Conference! Networking and the conference sessions, opportunities for training and certification exams, and attending Team Excellence sessions at the least. I do hope some of you get the chance to attend. We'd love to hear about your experiences at a future section meeting.

The conference sessions themselves are organized into five categories: Focus on the Customer, Operational Excellence, Quality as a Competitive Advantage, Quality Fundamentals, and Risk and Change. Basic, Intermediate, and Advanced sessions are available within these categories.

Before the conference begins on Monday, there are training and certification opportunities. Training ranges from one-day courses such as *Lean Kaizen: A Simplified Approach to Process Improvement*, and *Corrective and Preventive Action*, to intensive 3-day preparation courses for the Certified Quality Auditor and the Certified Manager of Quality/Organizational Excellence certifications. See the list at <http://asq.org/wcqi/training.aspx#cpa>

On Sunday, April 30, ASQ offers on-site exams for all certifications except Certified Master Black Belt. The application deadline has extended to April 7, 2017

During the conference, ASQ's Team Excellence program enables organizations to share success stories and learn best practices from others around the world. There will be live presentations on benchmarking, learning, and sharing best practices, culminating as the International Team Excellence Award recipients are recognized.

Best regards,

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 web site for the most up-to-date information.	
Month	Program 6:00p.m. – 8:00p.m
April 13, 2017	Enterprise Value Stream Mapping Chuck Cox
May 11, 2017	Risk Management Jim Dunning

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

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

ASQ 0704 Phoenix Arizona Section
GENERAL MEMBERSHIP MEETING

THURSDAY, April 13, 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 or email
asqphoenix0704@gmail.com

MEETING LOCATION:

**Edward Jones Training
Facility**

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

[VIEW MAP HERE](#)



Topic

Capturing the Process through the People and their Perspective

When improving an existing process, one of the first tasks is defining the AS IS process. A Best Practice is getting the persons who work in the process to define the AS IS process for 2 reasons: They know the process best, and they are the ones who will be involved in implementing any changes to the process later. An old tool (1980's) used in a new context is helpful in getting the AS IS correct...the first time. “Chunking” the process and assigning “Teams of Two” to each Chunk; using the IDEFo format for collecting a more complete picture of the process; linking Chunks via Output-Input threads; comparing Output (and VoP) to the VoC/VoB; then working upstream to Lean the Process (starting point for the TO BE). This approach engages multiple process stakeholders to foster a rich, focused discussion of what the process needs to be, at a minimum, to satisfy the VoP, VoC/VoB.

Speaker

Mr. Chuck Cox is a certified Lean Six Sigma Master Black Belt and Lean Master with over 3 decades of performance improvement experience in transactional (financial services, utilities, government, IT, healthcare) and manufacturing (computers and peripherals, automotive, aerospace, polymers, semiconductors, life sciences). He has applied his passion for disciplined, rapid improvement in the Americas, Africa, Asia, Australia and Europe and designed and lead LSS Programs saving clients millions of dollars, often reducing cycle times more than 70%, streamlining processes, increasing the flexibility of processes and staff, and fundamentally changing enterprise operations and the organizations' competitive position in the market.

He's been adjunct staff at multiple US universities and currently teaches the Master Black Belt professional certification courses at University of Texas-Arlington. One of the early proponents of Quality Function Deployment, he is co-author of The QFD Handbook and has used QFD for designing LSS Deployments, turbine engines, automotive components, blood fractionation and credit card processing.



[Coordinate, Collaborate, Consolidate](#)

In many organizations, multiple departments perform various reviews and audits without sufficient coordination and collaboration. Learn how to improve your organization's processes for a more effective total quality management system.

[Read More](#)



The Changing Role of Quality in the Future

Predicting the future of quality in an ever-changing world can be challenging, but ASQ, the American Productivity and Quality Center (APQC), and the International Academy for Quality (IAQ) teamed up to carry out several research studies in 2016 to gauge professional opinions on the future of quality..

[Read more](#)

[The Influence of Human Factors on ISO 9001:2015 Compliance](#)

The 2015 revision of the ISO 9001 standard has introduced many new considerations related to the human aspects of the quality management system (QMS). Understanding how leaders and other members of the organization must support the QMS is critical to its successful, sustainable application.

[Read More](#)

[ASQTV: Integrating Management Systems](#)

In this episode of ASQTV, learn how Annex SL can ease the process of integrating multiple standards. With the revised structure, it is now easier than ever to implement a total quality management system using multiple standards, while remaining cost efficient.

[Watch Now](#)



<p>About “The Sun Dial” Newsletter Editor: Walter Tighe Tel: 602-222-9000 E-mail: wtighe@sustainedge.com</p> <p>Closing date for the newsletter is the 30th 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> <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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