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Section Addresses

Web Site
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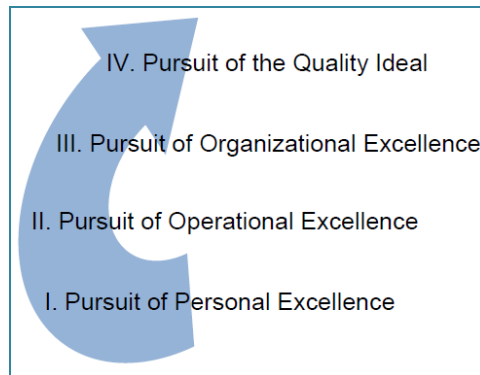
ASQ National:
1-800-248-1946

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,

We often hear about various “bodies of knowledge” within ASQ, but do you know what that encompasses? ASQ groups the many skills and attributes of the quality journey into four broad stages of personal and professional development. This is called the Quality Body of Knowledge (QBOK®)



There are thousands of ways the topics in these four categories combine to form the certification training most of us are familiar with. Consider *Pursuit of Personal Excellence*. According to the QBOK® personal excellence comprises mastering these abilities:

- Personal vision and purpose
- Life planning and fulfilling a specific life purpose
- Personal enjoyment and satisfaction in personal/professional life
- Commitment and accountability
- Self-knowledge and self-assessment
- Prioritizing and time management

No matter what position we hold in our work, or how our personal lives may vary, attaining and polishing these skills help us develop and grow. Whether you are managing a corporate quality program or figuring out how to apply them to teaching a kindergarten class, these quality skills will help you do that job better. So, all of our certification bodies of knowledge build on these conceptual frameworks to help us absorb, process, and retain what we learn.

Whether you just want to learn something to help you do your job better, or whether you are working to achieve a particular certification, the QBOK® can help you focus your efforts. For the complete QBOK® overview, see <http://asq.org/knowledge-center/quality-body-of-knowledge.html>. Another useful resource is the Certification Catalog, <https://asq.org/cert/catalog>.

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
May 11, 2017	Risk Management Jim Dunning
June 8, 2017	Quality Metrics, 'Creating Quality Scorecards to Prevent Surprises and Accelerate Continuous Improvement' Bill Luhrs

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, May 11, 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

What Do You Mean When You Say Risk Management?

- Concept S (capital S is on purpose)
- Common Principals
- Risk Management Tools

Speaker

Jim Dunning Principal, QPC Services LLC began his consulting career began in 2001 and has consulted in quality and regulatory for companies ranging from Fortune 500 medical device companies to start-up medical device companies.

Over his career, he’s acquired a passion for start-up and small companies, especially those in regulatory distress. Jim has amassed significant experience in preparing 510(k) applications, developing complete Quality & Risk Management Systems, providing Quality System Training, and advising on quality, business, and leadership issues. The bottom line is Jim and his company, QPC Services, can help companies get new products to market, fix regulatory noncompliance and maintain compliance, and establish an integrated risk management system. Jim is a Senior Member of the American Society for Quality (ASQ), a member of the Regulatory Affairs Professional Society (RAPS). Jim and his lovely wife Anne are proud parents of two grown daughters, Katherine and Lauren, one granddaughter, Ava Rose and one grandson, Thomas James.



Do You Understand?

Read-and-understand training is a very common training technique that organizations administer to employees, especially in well-regulated sectors. However, a study performed on a pharmaceutical organization's affiliates in Australia, China, Singapore, and Taiwan showed that read-and-understand training is not the most effective way to educate employees on standards that are crucial to their field.

[Read more](#)

Root Cause Analysis

Learn about a new approach to 5 Whys and root cause analysis and get a refresher on the is/is not analysis—plus, the case for asking, "Why not?"

[View the
Video](#)



[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](#)