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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,

This repeat of the *Software Division 2017 Business Plan*, by Rick Neighbarger, applies both to our section and to the various technical communities we belong to. We discussed the QBOK last month, and Rick explains that is only one of five ASQ-wide means for meeting vital goals.

Have you ever wondered if the individual member units in ASQ are tied to any kind of a larger plan? What are our ultimate goals? Each ASQ member unit (section or division) has an annual business plan that is mapped to the key strategic objectives of the global society. The five strategies of the global society are Global Expansion, Membership Transformation, Growing Organizations, QBOK Leadership, Operational Excellence, and Gift of Quality (to make the world a better place). The Software Division’s 2017 business plan supports those strategies with the following activities:

- Continue to support development of International Standards in software
- Gather and respond to Voice of the Customer data from our members
- Increase global outreach, in part by piloting online conferences
- Support cross-division collaboration by participating in conferences with the Audit Division
- Provide value to members by participating at regional conferences such as BosCon
- Improve CRM (Customer Relationship Management) capabilities to division members to support timely communications
- Support the greater ASQ Quality Body of Knowledge (QBOK) by updating the Certified Software Quality Engineer BOK
- Provide software quality webinars to division members to improve awareness and knowledge
- Continue to publish Software Quality Professional journal
- Identify and nominate a candidate for ASQ Fellow or an ASQ Award
- Generate revenue to support continued member value by increasing the Software Division membership base and paid training

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
June 8, 2017	"Selling Quality" Bill Luhrs, Executive Scorecard Partners
July 13, 2017	Conflict Resolution & Improved Collaboration Using Quality Tools Vic Nanda

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, June 8, 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

Selling Quality

Quality in most organizations is an influence versus control function. We don't write the engineering change orders, don't cut purchase orders to suppliers, and the production/service employees delivering products don't report to us. To be successful, we must effectively sell our ideas (improvements) to the responsible functions and assure they follow through and execute them.

In this session I will present several approaches to greatly improve the acceptance (win rate) of quality improvement actions while driving accountability into the responsible organization/functions. This will greatly improve the effectiveness of your quality team and create a culture of continuous improvement throughout your company.

Speaker

Bill Luhrs is the President and CEO of Executive Scorecard Partners, a quality and performance excellence consulting firm. Prior to ESP he held executive level quality and operations roles at Fortune 500 companies including Dell, Raytheon, ABB, Ford, General Motors, and Emerson. He has successfully established and executed measurement programs resulting in step-function improvements in Quality, Supply Chain, Operations, Service and New Product Development deliverables.

Upcoming Events: Around the Region

ASQ San Diego 2017 Conference – Quality and Culture Change

November 3-4 -, 2017 in San Diego, California

A regional annual quality conference hosted by ASQ San Diego Section 0703 bringing member value to local quality professionals and organizations focused on Quality Improvement, Culture Change, and increasing Effectiveness and Efficiency..

- Friday: Four half day workshops
- Saturday: Keynote and 3 Session Tracks

Call for Speakers is now Open. For Registration and Sponsorship information, contact: Mark Claywell, San Diego 0703 Conference Chair, mclaywell.mc@gmail.com or visit the [ASQ San Diego 0703](http://www.asqsandiego.org) web site.



ASQ San Diego 2017 Conference

Quality and Culture Change

November 3rd & 4th in Beautiful San Diego



Friday: Four half day workshops (all day)
Networking Event Friday Evening
Saturday: Keynote and 3 Session Tracks
Call for Speakers OPEN
Send in your proposal topics today

For Registration and Sponsorship information, contact:

Mark Claywell, San Diego 0703 Conference Chair, mclaywell.mc@gmail.com

OR Visit the ASQ San Diego 0703 web site at <http://www.asqsandiego.org/index.html>



San Diego
Section
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[Lean, Culture, and Invaluable People](#)

Scott McAllister, Vice President of Growth, Prosci, describes research detailing the direct correlation between change management effectiveness and business results improvement. The research also shows sponsorship to be the most important factor. McAllister shares a method to get the most out of sponsors.



[View the Video](#)



[A Regional Look at ISO 9001:2015 Implementation](#)

Govind Ramu, senior director of global quality management systems at SunPower Corp., visits Malaysia to get a global perspective on the transition to ISO 9001:2015 as the 2018 deadline approaches.

[Read More](#)

[The Expanding Role of Quality Professionals Under ISO 9001:2015](#)

When contemplating improvement of an organization's ISO 9001-compliant quality management system, quality professionals should consider expanding their roles to tackle two of the more philosophical aspects of the field—closing the communication gap and planning for the future.

Source: [Journal for Quality and Participation](#)

[Read More](#)

About “The Sun Dial”

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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.

Advertising Rates

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