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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

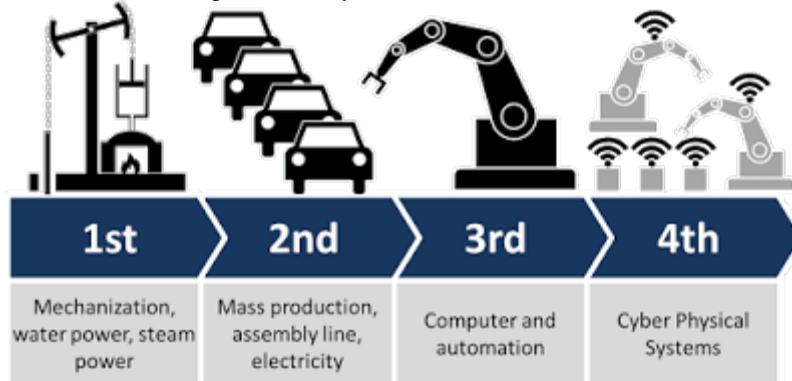
To facilitate continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of Quality Principles, Concepts and Technology.

Dear ASQ-0704 Members,

Have you noticed the feeds from ASQ Influential Voices bloggers on our website? As part of its continuing series of Roundtable discussions among the “Influential Voices of Quality” participants, ASQ asks, “As Industry 4.0 continues to evolve, what can quality professionals do to ensure they will be an integral asset throughout this industrial revolution?” ‘Quality Bob’ Mitchell, who will be presenting at the November 2017 section meeting, has a new post: [The Role of Quality in the Fourth Industrial Revolution](#).

Wikipedia defines Industry 4.0 as “the current trend of automation and data exchange in manufacturing technologies. It includes cyber-physical systems, the Internet of things and cloud computing.

This topic is of great interest to many of us as we head into what Bob calls the age of cyber physical systems. He assures us that “Opportunities exist for the Quality professional to make significant, innovative contributions in areas of software quality assurance, reliability, process validation, environmental life testing and accelerated stress testing, Real Time Process Monitoring, multivariate statistics, 1st Principles and transfer functions, advanced calibration and big data analytics.”



<http://roberthmitchell.blogspot.com/2017/06/the-role-of-quality-in-fourth.html>

Learn more about the ASQ Influential Voices at <http://asq.org/voice-of-quality/>

**Section news:** We are heading into 2018, and it is time to think about joining the Section Leadership Team.

We will have openings for elected officers -- Chair, Vice Chair, Treasurer, and Secretary -- and you will earn 2.0 RUs per year of service as an elected officer. Also, there will be many vital committees to join or lead in the coming year. Consider how ASQ Phoenix Programs Chair would look on your resume... and how 1.5 RU per year/per committee would contribute to your Recertification plans. Taking on Ad Hoc responsibilities is another way to contribute, plus earn 0.2 RU per event/activity, for total of 0.6 RU per year; 1.8 RUs is MAX for ad hoc service.

Here's wishing you a great July, and hoping to see you at the July 13 meeting when Vic Nanda presents a case study on Conflict Resolution & Improved Collaboration Using Quality Tools.

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
<b>July 13, 2017</b>	<b>Conflict Resolution &amp; Improved Collaboration Using Quality Tools Vic Nanda</b>
<b>August 10, 2017</b>	<b>Using Data Visualization to Inspire Action Garth Conrad</b>

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, July 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](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

Conflict Resolution & Improved Collaboration Using Quality Tools

## Speaker

Vic Nanda is a Certified Master Black Belt, and ASQ certified CMQ/OE, CQA, CSQE, certified ISO9000 Lead Auditor, and ITIL-F certified

Vic has extensive experience in several IT/telecom companies leading Lean Six Sigma champions workshops and leadership jumpstarts, managing global Lean Six Sigma programs, and conducting training and mentoring for Green Belts, Black Belts, Master Black Belts, Lean belts, and Yellow Belts. His experience includes QMS definition, deployment and assessment to ISO 9000, TL 9000, and CMMI requirements.

He is the author of three books on quality:

1. Six Sigma Software Quality Improvement, McGraw Hill, March 2011
2. Quality Management System Handbook for Product Development Companies (CRC Press, 2005)
3. ISO 9001—Achieving Compliance and Continuous Improvement in Software Development Companies (Quality Press, 2003; translated in Spanish by Spain's National Quality Standard's body - AENOR, 2005).

In recognition of his professional achievements and contributions to the field of quality and process improvement, he was awarded the prestigious American Society for Quality Feigenbaum Medal in 2006.

He was awarded the Golden Quill Award by ASQ for his writing in 2004.

## 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](mailto: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](mailto:mclaywell.mc@gmail.com)

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



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Section  
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## [Competitor Guidelines](#)

To improve ASQ's marketplace position, we will no longer allow direct competitors to advertise, promote, or sponsor ASQ-related activities. Read more details about the future changes in the message ASQ CEO Bill Troy has prepared for member leaders.

[Read the message](#)



## [Feigenbaum Medal](#)

Has someone in your member unit displayed leadership, professionalism, and potential? If so, nominations are being accepted for the [ASQ Feigenbaum Medal](#), which is presented to an individual 35 years old or younger (as of October 1, 2017). The recipient will be honored at the 2018 World Conference on Quality and Improvement (WCQI) Awards Reception in Seattle, WA.

[Nominate today](#)





## [Quality Management Forum](#)

Member leader Denis Leonard is the Feigenbaum Medal Committee chair and a 2004 Feigenbaum Medalist. His article is featured in the spring 2017 Quality Management Forum, Feigenbaum Medal Edition. It also includes personal stories from [previous medal recipients](#). It is a good example of peer sharing.

[Read the issue](#)

### About “The Sun Dial”

Newsletter Editor: Walter Tighe

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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
<b>Business Card</b>	\$25	\$20 per issue
<b>1/4 Page Advertisement</b>	\$50	\$45 per issue
<b>1/2 Page Advertisement</b>	\$100	\$90 per issue
<b>Full Page</b>	\$200	\$175 per issue