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Section Addresses

Web Site

www.asqphoenix.org

Section Email

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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,

Once again, the Executive Committee has completed the Mid-Year Review.

ASQ headquarters sets a bold and aggressive strategy for the organization. There are six organization-wide strategy categories, and in this section we have plans in place to do our part.

1. **Global Expansion:**
Leverage the ASQ brand to increase market share worldwide, emphasizing growth in current and new ASQ markets.
2. **Membership Transformation:**
Serve the needs of individuals around the world to ensure their professional success through membership, products, and services.
3. **Growing Organizations:**
Serve the needs of organizations around the world providing quality solutions to increase impact through membership, products, and services.
4. **QBOK Leadership:**
Design and develop relevant, innovative offerings that directly influence how our customers practice quality.
5. **Operational Excellence:**
Empower employees, collaborate with member leaders and design and deploy reliable systems with technology that provide an exceptional customer experience.
6. **Gift of Quality:**
Enhance the ASQ brand by supporting the use of quality to make the world a better place.

For each category, we determine objectives, metrics, and targets at the beginning of the year, then measure our progress toward them.

- Objectives: What the section needs to do to accomplish its strategy;
- Metrics: Actionable and tangible measurements which support achieving objectives;
- Targets: Performance level expectations set against the strategic plan.

The quarterly audit was conducted successfully, also. Our section finances are in order, and I would like to thank Shruti Shyamani, our Auditor, along with the leaders and other members who participated, for this valuable service to our section.

I would like to remind you that we are at that time of the year when you can nominate candidate for section offices. Please, if you would like more information about this process, contact me!

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
September 14, 2017	Auditing - The Good, The Bad, The Ugly Andrew Feinberg
October 12, 2017	Process Excellence: A Roadmap for Inventing Your Company's Future Joanne Voordeckers

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, September 14, 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

Auditing - The Good, The Bad, The Ugly

The U.S. Manufacturing Quality movement is now several generations old. This presentation will look specifically at the current state of auditing and how it fits in the structure of a total Quality System. It will examine auditing as it is typically practiced and address the questions: What are we accomplishing by auditing? Are we gaining all that we can from the audit process? How might that process be improved? What are the roadblocks to audit improvement?

Speaker

Andrew Feinburg, Senior Supplier Quality Engineer Composite Structures (Orbital ATK Year 2009 – Present)

Former positions :

Quality Manager (Kulicke & Soffa Cerprobe Division)

Senior Process Engineer (Rogers Corporation)

US Army Veteran served in the Army Security Agency

ASQ Certified Quality Engineer (expired L)

Regional Toastmaster Speech winner

Longtime Valley Resident Tempe / Chandler since 1984 (4 children all grown!)

Education: BS and MS Ceramic Engineering / Post Graduate work in Composite Structures, Design of Experiments, and Six Sigma Black Belt training

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

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>



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Section
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[Audit Conference Preview](#)



Five ASQ divisions are joining with the Audit Division for the 26th [Annual ASQ Audit Division Conference](#) in Dallas, TX, on October 12 – 13, 2017. "Blueprint for a Successful Audit Program: Acknowledge the Past, Embrace the Present, Prepare for the Future" will offer dozens of presentations for all quality professionals, beginner to seasoned pro. Audit Division past chair Nancy Boudreau has prepared a preview for member leaders.

[Read details](#)



Smart Manufacturing and the Future of Technology in Manufacturing

In this episode of ASQTV, we explain what smart manufacturing is and see what role data plays in it.

[View the video](#)



[Improving Your QMS While Certifying to ISO 9001 Webcast](#)

Learn how organizations can go beyond ISO 9001:2015 compliance to substantially improve their quality management systems and affect their bottom line.

[Watch Now](#)

Voice of the Customer: Connecting Through Emotion and Quality

In this episode, Lisa Custer, principal, Firefly Consulting, explains the multiple uses of a customer journey map. Alexander Edwards, president, Strategic Vision, informs quality professionals how they can use surveys to identify customer loyalty.

[View the video](#)



Baldrige Fall Conference October 26-27 in Tempe, AZ

The Baldrige community will gather October 26-27, 2017, in Tempe, Arizona for the [Baldrige Fall Conference](#). Hundreds of Baldrige practitioners, supporters and Quality Award recipients will meet to share best practices and continue the intellectual development of the Baldrige Excellence Framework.

The 2017 Baldrige Fall Conference provides an in-depth opportunity to learn about the best practices and results of both the 2016 Baldrige Award recipients and former Award recipients in addition to industry experts.

Attendees—CEOs, senior managers, executives, directors, heads of operating units, or quality/performance improvement leaders and practitioners—represent the business, education, government, health care, and nonprofit sectors. Regardless of their affiliations, attendees have demonstrated their interests in organizational improvement and personal learning. Approximately 300 attendees will participate in this conference.

There are several great opportunities to get involved with the conference, from adding your name to the list of attendees, to your organizations aligning their brands with the Baldrige brand by sponsoring the conference.

You may find out more about the Fall Conference and these opportunities to become involved by visiting the [Conference website](#).

About “The Sun Dial” Newsletter Editor: Walter Tighe Tel: 602-222-9000 E-mail: wtighe@sustainedge.com	Advertising Rates		
	Size	Single Issue	3 or More Consecutive Issues
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.	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