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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,

We have some great things coming up this month.

First, Joanne Voordeckers, Vice President, Operational Excellence at Creative Testing Solutions, will be speaking to us about Process Excellence: Inventing Your Company's Future on Thursday, October 12th. Many of you will remember Joanne from her time as our section Chair. This presentation promises to be interesting and relevant. Hope to see you there!

Another great opportunity is coming up this month. ASU's annual Career Exploration Night will be held October 17: 4:30-8:00pm, on the Tempe campus. (There is a second session on Oct 25: 4:30 PM - 7:00 PM, Polytechnic Campus in Mesa.) Donna Horton – Chair, ASQ 0704, Valley of the Sun

You are invited to share your knowledge with Fulton School of Engineering freshmen. This event is not a job or internship fair. It is a mixer for freshmen and industry professionals. All that is expected you is to share college experiences, career history, and advice with students. Our section is encouraging volunteers who are willing to share their experiences in quality with the next generation of professionals. This is an informal event -- come when you can, and leave when you must. ASU is even providing free parking.

See this website for more information, and to register in advance: <https://career.engineering.asu.edu/employers/career-exploration-night-employers/>

Welcome to some new leaders! Natalie Wong is our new Scholarship Chair, taking the reins from Gene Dufoe who has held this position for many years. Thanks Natalie for stepping up, and thank you Gene for all the time and effort you have put into the Phoenix section.

Pamela McGuire is taking over as Membership Chair. Thank you Pamela for volunteering, and thank you Gail for making sure our new section members are welcomed.

Finally we would like to thank Edward Jones once more for the use of their beautiful facility for the past several years. This generous loan of the Tempe Training Facility's auditorium and conference rooms has enabled our section to meet in a professional and comfortable setting. Thanks, EJ!

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
October 12, 2017	Process Excellence: A Roadmap for Inventing Your Company's Future Joanne Voordeckers
November 9, 2017	Translating Voice of Customer into Superior Customer Experiences Robert Mitchell

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, October 12, 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

Process Excellence: Inventing for Your Company’s Future

Objectives:

1. Learn why an effort like this should be a top priority for your organization.
2. Learn about a methodology that will help you discover the underserved needs of your customers and employees.
3. Understand the need to invent the future with a process-centric mindset.
4. Hear a real-life case study of the challenges and successes from an organization that’s already done it.

Why do I need to do this? Everything’s going great...or is it? You don’t have time for this because after all, it’s the HERE and NOW that’s your biggest challenge! Sound familiar? Probably, but nothing could be farther from the truth. Sure, getting a handle on today is critical, but if the only timeframe you’re looking at is now or even next year, it may be time to re-think that! Do you really understand what your customers expect from you? How important are their outcome expectations and how well are you doing to satisfy them?

This session shares an approach you can use to invent your company’s future. What do you need to keep doing? Stop doing? Start doing? What processes are broken? How can you re-design them to eliminate the waste and reduce employee and customer frustrations? Learn about ethnography—it’s an approach to understand what your customers really want. Henry Ford is said to have remarked, “If I’d asked them (the customers) what they wanted, they would have said, ‘faster horses!’” Sometimes the customers don’t even know what they really want from you. Next, examine the process through the lens of your customer and employee. This session will help to get you started on your journey to inventing YOUR future.

Speaker

Joanne is the Vice President of Operational Excellence at Creative Testing Solutions. She is an ASQ Certified Six Sigma Black Belt and Lean Leader with experience driving continuous process improvement in the Healthcare, Automotive, IT, Building Materials, Aerospace, and Equipment Rental industries. She has extensive experience as a continuous improvement program deployment strategist and decision maker. Joanne has a Bachelor of Science degree in Mechanical Engineering from the University of Maryland.

Joanne, a prior Phoenix Section Chair, has also served two separate terms as the Treasurer for our Phoenix Section. She is on the Executive Committee of the Valley of the Sun Lean Benchmarking Council and is a co-author of the book "My Six Sigma Workbook".

In January 2018, Creative Testing Solutions, headquartered in Tempe, AZ, will form a new partnership, owned by three nonprofit blood centers: the American Red Cross, Blood Systems, Inc. (BSI) and OneBlood. The new CTS organization will have six high volume donor testing laboratories across the U.S., responsible for testing the majority of our nation’s blood supply – approximately nine million blood donations annually.

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>



San Diego
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](#)



[Webcast: The Case for Integrated Management Systems](#)

Peter Alouche, the quality practice manager of Intellex Technologies, walks us through the process of integrating your quality and compliance management systems.

[Watch Now](#)

[ASQTV: Risk Appetite and ISO 9001:2015](#)

Learn how to identify, categorize and take action on risks—vital skills for organizations transitioning to ISO 9001:2015.

[Watch Now](#)



[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](#)

[Employment Opportunities](#)

Click for Local Opportunities



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EXCELLENCE BEGINS HERE

2017 Baldridge Fall Conference – October 26-27, Tempe AZ

Don't Miss this Powerful Conference!

The need to improve your organization's performance has perhaps never been greater: customers and other stakeholders expect more, competent workers are growing scarce, and competition is intensifying. But – with the complexity of organizations – where does one start? How do you know on which processes to focus? And how to do you achieve – and sustain – high performance over time?

Attend the 2017 Baldridge Fall Conference, October 26-27 in beautiful Tempe, AZ! Learn proven best practices that advance continuous improvement and performance excellence, as 17 speakers share insights to improving areas such as leadership, customer service &

satisfaction, workforce engagement, operational and process performance, financial and marketplace results.

The schedule is now set ([visit here!](#)). www.baldrigeconference.org

- Hear from all four 2016 Baldrige recipient organizations: Memorial Hermann Sugar Land Hospital (CA), Momentum Group (CA), Don Chalmers Ford (NM), and Kindred Nursing & Rehab Mountain Valley (ID).
- *Also hear a powerful, moving closing keynote, From Great to World Class Service, from Bryan Williams of BW Enterprises, LLC (formerly with world-renowned Ritz-Carlton Hotel Company).*
- Choose a mix of other presentations from 12 valuable breakouts. Speakers include Arizona State University, City of Ft. Collins CO, Hill Country Memorial Hospital, Charter School of San Diego, Elevations Credit Union, Israeli-based Systematic Inventive Thinking, CyberSecurity, and many others!
- *Consider attending one of two pre-conference workshops on October 26: Introduction to Excellence: Baldrige 101 and Roadmap to Excellence: Writing Baldrige Applications & Building Your Team*
- Network with hundreds of other leaders and professionals interested in continuous improvement and performance excellence.
- *Enjoy the luxurious Marriott Buttes Resort! Come early, stay late – learn, relax, refresh!*

For more information, visit www.baldrigeconference.org
by visiting the [Conference website.](#)