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Section Addresses

Web Site

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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,

First, congratulations to our 2018 officers!

David Gibson is the incoming section Chair. A senior member of ASQ, Dave has been an active member of the section since moving to Arizona from Wisconsin several years ago, and has served as our section Treasurer for the past two years. He works as a Sr. Project Eng. - Quality at the Sub-Zero Group in Goodyear.

Garth Conrad will continue in the Vice Chair role, as he has done this past year. Garth is fairly new to ASQ Phoenix, but his help has been very welcome. He is Vice President of Quality at C.R. Bard in Tempe.

Tim Lane will serve as the section Secretary once again, and we all very much appreciate his keeping us on track! Tim is another senior ASQ member, and works as a Reliability Engineer at Intel Corporation in Tempe. We are happy to welcome a new member of our leadership team, Amrish Patel, as Treasurer. Amrish has been in ASQ a long time, but as a corporate member. Now, as a full member of our section he is jumping in to help. Amrish works as a Senior Quality Auditor at GE Healthcare

Robert “Quality Bob” Mitchell, will be speaking to us about Capturing & Translating VOC for Superior Customer Experience on Thursday, November 9th. Handouts will be available on the section website (<https://asqphoenix.org/>) a few days before the meeting if you would like to print them. Important stuff: The annual holiday meeting is coming up!

Do you have quality books that you no longer need, but would like to share with another quality professional? Bring up to three of your favorites to trade or give away to the holiday meeting on December 14th.

Our holiday meeting menu is being finalized. If you plan to attend and have dietary restrictions -- vegetarian, gluten-free, and so forth -- please let us know by November 26th. Use the contact form on the website, or email one of the section leaders directly.

ASU’s annual Career Exploration Night was a success, and ASQ was represented by some of our members. Thank you to Barbara Haney for finding this opportunity to interact with the ASU students, and to get word out to them about Quality.

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,

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
November 9, 2017	Translating Voice of Customer into Superior Customer Experiences Robert Mitchell
December 14, 2017	Happy Holidays! Chapter Party

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, November 9, 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

Capturing & Translating VOC for Superior Customer Experience

This presentation discusses several proven traditional tools and approaches to capture the voice of customer used to design superior products and services. More recently, the growth of social media has revealed new opportunities to gather customer experiences. Today’s new product development and commercialization processes must include strategies and tools to manage on-line customer relationships ensuring positive brand image and organizational reputation to consistently deliver superior customer experiences.

Speaker



Robert ‘QualityBob’ Mitchell is the sole proprietor and trainer / coach / consultant of QualityBob Consulting, LLC.

Bob retired from 3M Company in May 2015 after 35 years of service. His wife, Patti, and he sold their home in Woodbury, MN two years ago and permanently settled here in Phoenix. They enjoy travel, good coffee and fine wine.

Bob retired from 3M as a senior leader in 3M Corporate Quality where he managed 28 Lean Six Sigma Coaches (Technical MBBs and degreed statisticians) and Quality Management professionals. Bob has extensive, diverse experience in quality methods, processes and tools, such as Lean, Six Sigma, ISO, statistics, commercialization, strategic planning and change management.

Bob is a 7 year Baldrige Examiner with PEN (MN, ND, SD) and SWAE (AZ, NV, UT), having evaluated applicants from across multiple sectors including manufacturing, healthcare, small government, non-profits and higher education.

Bob loves to teach and has delivered training, coaching and consulting to 3M management and technical staff in over 100 facilities in more than two dozen countries around the globe, and has presented numerous webinars for ASQ and Baldrige.

Bob is an active volunteer and member leader of ASQ for 32 years, having served as chair of the ASQ Statistics Division and chair of the Minnesota ASQ Section (ASQ’s largest section). Bob is a Fellow of ASQ and holds professional certifications of CQA, CQE, CMQ/OE. Bob is an original member of ASQ’s “Influential Voices of Quality” bloggers and regularly contributes to the ASQ Roundtable (www.asq.org/blog).

50 Years of Quality Progress

You count on *Quality Progress* to bring you the news and information you can use to do your job better. But did you know *QP* has been around since 1968? Watch this video to learn more about the anniversary celebration!



[View the video](#)



Webinar: Corrective Action

In this popular ASQ webcast, quality expert Mark Ames tackles commonly misunderstood topics of interest and value to members of the quality and standards communities. This installment explores misunderstandings related to corrective action. Ames addresses common misconceptions and mistakes in both auditing and executing a corrective action system.

[Read more](#)

Quality in the Age of Intelligent Healthcare

Romain Denis, senior director, regulatory affairs and quality compliance, Intuitive Surgical, discusses how quality in the healthcare environment is changing by focusing more on the patient and through the use of robotic surgery.



[View the
video](#)

Employment Opportunities

Click for Local Opportunities