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Section Addresses

Web Site

www.asqphoenix.org

Section Email

asq0704contactus@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,

Hope your new year is off to a good start! The Section will have a couple events coming up this month and I hope you will be able to participate with us. First off this month's speaker (February 8th) will be Keith Bowers. As a founder of Bowers Management Analytics Keith uses big data tools to help quality leaders to develop effective corrective actions. The presentation will cover a relevant case study at Owens Corning where thousands of complaint and return records from around the world have been analyzed to drive effective corrective action.

This should be very interesting for those of us looking to use the tools that are out there and have piles of data to work with. Please review the details later in this newsletter or on our section's website -

www.asqphoenix.org

Second, at the end of the month ASQ will be in town once again with a Conference of Lean and Six Sigma <https://asq.org/conferences/six-sigma> leaders. The theme this year will be Sustaining a Culture of Excellence in a World of Disruption, Innovation, and Change. For more than two days there will be plenty of Keynotes, discussion, training, networking and best practices shared among practitioners of Lean and Six Sigma tools and techniques right here in Phoenix.

For our section's Executive Committee the new year brings new plans. Our team will be working to execute plans and budget that follow the ASQ Strategic objectives to accelerate growth, increase impact and achieve operation excellence. We continue to look for ideas and members to help achieve the goals we have established. If you wish to continue to grow the Quality efforts in the valley please contact myself, one of our executive leaders or through the website at [asq phoenix-leadership team https://asqphoenix.org/section-0704-leadership-committee/](https://asqphoenix.org/section-0704-leadership-committee/).

We look forward to seeing you at one of these events.

Dave Gibson - 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
March 8, 2018	Continuous Improvement and Lean Activities at State of Arizona Robert Woods
April 12, 2018	Step by Step Guide to Streamline Business Processes and Banish Waste in 3 Days Vic Nada

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 David Gibson	Vice Chair Garth Conrad
Secretary Tim Lane	Treasury Amrish Patel
Arrangement Chair Jennifer Kirsten	Audit Chair Shruti Shyamani
Education Chair Matt Kas	Membership Chair Pamela McGuire
Newsletter Editor Walter Tighe	Nominating Chair Donna Horton
Placement Chair OPEN	Web Liaison/Program Robert Mitchell
Program Chair Bode Isaacs-Sodeye	Publicity Chair Barbara Haney
Voice of Customer Chair Jack Evenson	Recertification Chair Bertha Franco-Willis
Scholarship Chair Natalie Wong	Student Section Liaison OPEN

ASQ 0704 Phoenix Arizona Section
GENERAL MEMBERSHIP MEETING

THURSDAY, February 8, 2018

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

Refreshments 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

A Million Words in Ten Thousand Quality Reports: Big Data Drives Effective Corrective Actions at Owens Corning.

We analyzed over 10,000 complaint and product return files from over forty Owens Corning plants around the world. These unstructured text files were composed of over 1.4 million words in 6 languages. We used Natural Language Processing and other big data techniques to classify and rank all the text complaints into natural clusters and ranked those clusters by cost and quantity. We then used a Bayesian Multilevel Model to prioritize improvement efforts across our many manufacturing sites. This combination of big data tools helps set our agenda so that our quality improvement efforts reap maximum benefit.

This presentation focuses on the practical uses and benefits of big data tools rather than the technical details of the algorithms. It is thoroughly and colorfully illustrated with interesting real examples from recent Owens Corning data. It is aimed at practitioners who are interested in learning about real world applications of big data techniques to help them manage the reams of text and numeric data generated at large companies. These techniques are powerful and widely applicable and can help quality professionals improve manufacturing quality.

Speaker

Keith Bowers uses big data tools to help Quality Leaders develop effective corrective actions. Before founding Bowers Management Analytics, Keith spent two decades with Honeywell in diverse ISC roles where he gained the domain knowledge needed to successfully apply big data tools. Keith earned a BA from Colgate University, an MS from Texas A&M University and an MBA from Arizona State University. Keith's certifications include Six Sigma Black Belt, PMP, and a Data Science Certificate from Johns Hopkins University.

Keith can be reached at keith@bowersma.com or by phone at 480- 648-8416.



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Contact us with any questions.

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[New Keynote Speakers](#)

The [keynote speakers](#) for the Lean and Six Sigma Conference, February 26 – 27, 2018, in Phoenix, AZ, have been announced. Gregory Watson, Adam Stoehr, Benjamin Lavoie, and J.R. McGee will inspire you with their insights and quality expertise. Today is also the [deadline to register](#) for the four on-site certification exams being offered.

[Register today](#)

Sustaining a Culture of Excellence in a World of Disruption, Innovation, and Change
February 26-27, 2018 Phoenix, Arizona

[*Lean and Six Sigma Conference*](#)

2018 ASQ Lean Six Sigma Conference
[Click for More Information and Registration](#)





Registration is now open for the [2018 World Conference on Quality and Improvement](#) and ASQ wants to see you there!

Get ready for three exciting days full of [inspiring presentations](#) that focus on innovation in the workplace—including out-of-the-box thinking, paradigm shifts, and challenging the status quo.

[This year's sessions](#) are designed to advance your knowledge, [build your connections](#) with quality experts, and [inspire you](#) with thought leaders and real-world achievements of peers and International Team Excellence Award teams from around the world.

You won't want to miss the excitement, enlightenment, and development opportunities coming to Seattle, WA. This year's conference is centered on the theme: [The Innovation of YOU!](#)



[Book Your Hotel Early and Save!](#)

ASQ has arranged special conference rates with three nearby hotels. Don't wait—hotels book up fast.

[Certification Exams Available Onsite](#)

While you're there, get your ASQ certification! Paper-based exams will be offered prior to the 2018 World Conference on Quality Improvement. All ASQ certification exams will be offered except Certified Master Black Belt.

Exam Date: Sunday, April 29, 2018.

Application Deadline: March 23, 2018. [Apply Today.](#)

Early Bird Pricing Now Available:

Save \$100 when you register by
March 17, 2018!

ASQ's Member Early Bird Rate is \$995;
Non-members: \$1,195

[Register Now](#)

Not an ASQ Member? [Join today](#) and
save even more!