



## In This Issue

- Section Chair Letter
- May General Session
- Advertisement
- ASQ Articles and News

## Section Addresses

### Web Site

[www.asqphoenix.org](http://www.asqphoenix.org)

### Section Email

[asq0704contactus@gmail.com](mailto: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,

Spring appears to have arrived here in the desert. Time for ASQ's World Conference for Quality Improvement in Seattle. There will be a few of us there and we should bring back some of the latest Quality theories and what is happening within ASQ.

As a part of our ongoing series for ASQ and the benefits for you I wanted to share some insight on membership status and the differences in benefits. Most of the individual status in our section, and throughout ASQ for that matter, are either Regular (aka Full) or Senior. However, there are also organizational members and lesser associate individual members with less than full access to all potential benefits. These associate statuses can be cost attractive but can limit the member's exposure to the BOK, discounts, event information and networking opportunities of the full memberships. The good news here is you can upgrade to that higher level that will give you what you are looking for. For those you that have continued to maintain a Regular membership for more than one year and have 10 years or more experience including at least a couple years working or teaching quality, you may wish to consider upgrading to a Senior level. The cost is the same but you have several options for additional sections, divisions or journals to expand your reach of Quality contacts.

Once again Don't forget myASQ ([my.ASQ.org](http://my.ASQ.org)) is now active, check out your new interface with ASQ and what you can get from there.

*myASQ is a centralized, online community, designed to provide timely, relevant, and customizable engagement for members of ASQ around the globe. Key features include discussion boards, blogs, news, events, and the opportunity to interact with communities of interest in new ways. Member leaders are encouraged to log in to [my.ASQ.org](http://my.ASQ.org)., complete your profile, introduce yourselves to other users, and 'test drive' this unique ASQ member and leader resource. - [www.ASQ.org](http://www.ASQ.org)*

Finally, for our member meeting this month we have Will Lafollette to present. Will's discussions always bring a unique perspective and engaging style that make for an interesting evening. We look forward to seeing you there.

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 <a href="#">web site</a> for the most up-to-date information.	
Month	Program 6:00p.m. – 8:00p.m
May 10, 2018	LSS in Service and Healthcare Dr. William LaFollette
June 14, 2018	To Be Announced

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> <a href="#">David Gibson</a>	<b>Vice Chair</b> <a href="#">Garth Conrad</a>
<b>Secretary</b> <a href="#">Tim Lane</a>	<b>Treasury</b> <a href="#">Amrish Patel</a>
<b>Arrangement Chair</b> Jennifer Kirsten	<b>Audit Chair</b> Shruti Shyamani
<b>Education Chair</b> Matt Kas	<b>Membership Chair</b> Pamela McGuire
<b>Newsletter Editor</b> Walter Tighe	<b>Nominating Chair</b> Donna Horton
<b>Placement Chair</b> OPEN	<b>Web Liaison/Program</b> Robert Mitchell
<b>Program Chair</b> Bode Isaacs-Sodeye	<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> Natalie Wong	<b>Student Section Liaison</b> OPEN

**ASQ 0704 Phoenix Arizona Section**

**GENERAL MEMBERSHIP MEETING**

**THURSDAY, May 10, 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](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

### LSS in Service and Healthcare

We have all heard of Lean and Six Sigma, but what about blending the two approaches into a complementary systemic approach to excellence. This presentation will talk about the evolution of process improvement from both lean and six sigma perspective and how the methods complement each other in healthcare and service industries. Case studies from 2 organizations will be presented that successfully deployed Lean Sigma thinking.

## Speakers

William LaFollette, D.B.A., LSSMBB, CQE.

Dr. William LaFollette has over twenty-five years of experience in delivering quality and organizational excellence programs in the health care, service, and telecommunications industries. He is a leader, strategist, public speaker, teacher, and author. Will serves the American Society for Quality (ASQ) in several leadership roles, the Association for Business Process Management Professionals (ABPMP) Board of Directors as V.P. of Education, Southwest Alliance for Excellence Board of Directors and the US TAG 279. Over his career he has been instrumental in building education and certification programs, developing professional collaborative teams, leading execution of global quality and innovation initiatives and implementation of global strategic solutions.

Will holds a Doctorate in Business Administration- Organizational Psychology, a MS. in Quality Management, is a Certified Lean Six Sigma Master Black Belt and Certified Quality Engineer.

You can reach William at:

[Lafollette.william2@gmail.com](mailto:Lafollette.william2@gmail.com)

502-220-8515

<https://www.linkedin.com/in/willqualitylafollette>



Providing Globally Recognized  
Certification to AS9100, ISO 9001,  
ISO 13485, ISO 14001 and much more...

DEKRA Certification, Inc. is one of the world's largest Certification Bodies. With local and globally based auditors we offer certification, training, and assessment services to a wide range of standards. We are proud to add Arizona State University among the many Arizona organizations we have certified to ISO 9001 and other standards.

**Contact us with any questions.**

Clifton Slater

Direct: 858-349-3643

E-Mail: [clifton.slater@dekra.com](mailto:clifton.slater@dekra.com)

[www.dekra-forms.com](http://www.dekra-forms.com)

**Last-Minute Advice for a Successful  
Transition**

You've read the updated version of ISO 9001:2015, and your organization is ready to implement or transition to the updated standard. Consider a few practical tips for a smooth transition from the *Quality Progress* article "Under the Wire."

[View the  
video](#)





### **New Edition of the *Quality Management Journal***

This edition starts with an article from Honda, Bernardo, Gerolamo, and Davis entitled "How Lean Six Sigma Principles Improve Hospital Performance." This article adds to the literature about Six Sigma and lean implementations in hospitals. Second, Harun, Prybutok, and Prybutok visit us with "Insights into the Antecedents of Fast Food Purchase Intention and the Relative Positioning of Quality." This article discusses quality in the context of fast food. Finally, Abuamoud, Ibrahim, and Alrousan study quality in Middle Eastern tourism.

[Read more](#)

---

### **Baldrige Funding Restored**

Government funding for the Malcolm Baldrige Performance Excellence Program has been restored. Federal funding was cut in 2012 but \$2.2 million dollars was earmarked in a spending bill signed last week



[Read more](#)