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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,

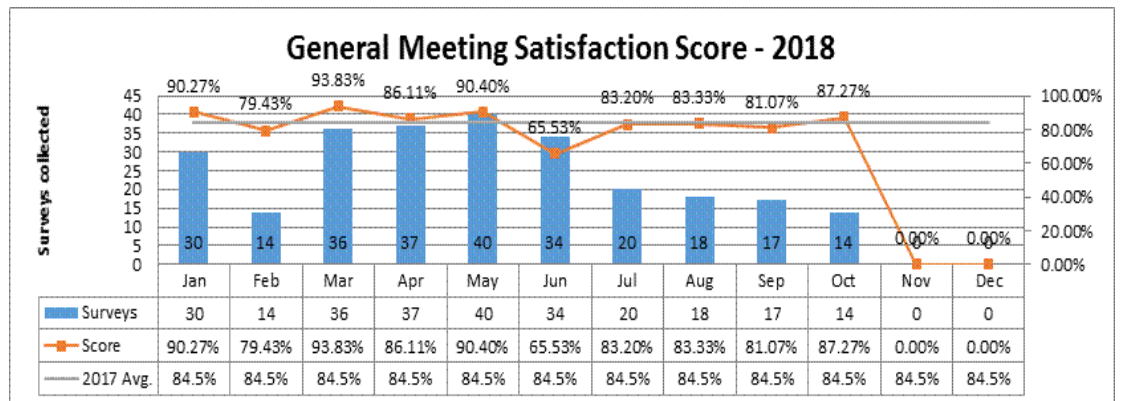
November is here and it is time to start wrapping up the yearend activities. The leadership nominations have been completed. We are happy to let you know the officers slate for next year will be:

Chair - David Gibson, Vice Chair - Shruti Shyamai, Secretary - Tim Lane, and Treasurer - Amrish Patel.

We will be confirming the rest of the Executive Committee over the next few weeks and post the full list on line and in the December Sun Dial.

In addition to our team, the director for the new ASQ GCC Mountain Region has been elected and announced. Leigh Ann Schildmeier will be the director for our area. Leigh Ann is also a new member in our section and we are looking forward to working with her.

Bill Hoddy, our Voice of the Customer Chair, has been compiling those meeting evaluations. Through the first ten months you have rated the presentation at 84% satisfaction. We have updated and started promoting the survey on-line. However in recent months started to see a drop off in participation. There have been many good ideas generated so we will want to encourage your contribution to be able to provide the value you are looking for.



Our presenters this month (World Quality Month) will be our own section and EC team member Wayne Haggstrom, and associate Amanda Freeman. Wayne is also a leadership member of the board for Southwest Alliance for Excellence (SWAE.) They will be providing an update on what is happening at SWAE and the latest regarding the new Process-Level Award application and recognition. All very timely as application deadlines are coming up.

We look forward to seeing you there. We also wish you the best for Thanksgiving and the rest of the upcoming holidays. 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
November 8, 2018	SWAE "Process Level" Award Process Wayne Haggstrom and Karen Shepard
December 13, 2018	Annual Holiday Networking Event

Executive Committee Meetings are held via teleconference, the first Tuesday of each month, and via quarterly face-to-face meetings.

ASQ Phoenix Section 2018 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 Wayne Haggstrom
Newsletter Editor Walter Tighe	Nominating Chair Donna Horton
Placement Chair Donna Horton	Internet Liaison/Social Media Coord Robert Mitchell
Program Chair Bode Isaacs-Sodeye	Publicity and Outreach Chair Deepa Deepa
Voice of Customer Chair Bill Hoddy	Recertification Chair Bertha Franco-Willis
Scholarship Chair Natalie Wong	Student Section Liaison Dani Eldred

ASQ 0704 Phoenix Arizona Section

GENERAL MEMBERSHIP MEETING

THURSDAY, November 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 asq0704contactus@gmail.com**

MEETING LOCATION:

**Edward Jones Training
Facility**

**8333 S. River Parkway
Tempe, AZ 85284**

[VIEW MAP HERE](#)



Topic

SWAE "Process Level" Award Process

An introduction to the Baldrige framework for applying a systematic approach to improving an organizations performance. It will focus on using the Southwest Alliance for Excellence (SWAE) Process Application & Award as an introduction for organizations to the Baldrige criteria. It will cover the benefits an organization can receive as well as guidance on submitting a process application.

Speakers

Amanda Freeman and Wayne Haggstrom. Amanda started with SWAE in 2011 as an applicant, and soon became an examiner. She has served 5 years as an examiner, and 7 years on the board of overseers and is experienced in both developing and evaluating process applications. Amanda has her MBA, and a Masters in Human Dynamics. She is currently a Performance Advisor for the City of Mesa. Wayne Haggstrom has been involved in quality and process improvement for over 20 years. He is a member of the Southwest Alliance for Excellence (SWAE) Board of Directors, has served as an examiner, lead examiner and as an instructor for various SWAE classes. Wayne has a Bachelor's in Engineering and a Masters in Information Systems Management. He is a Six Sigma Black Belt, and Currently works as a consultant for MSS Business Transformation Advisory (MSSBTA).



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Contact us with any questions.

Clifton Slater

Direct: 858-349-3643

E-Mail: clifton.slater@dekra.com

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[A Holistic Approach to Identifying and Mitigating Risk](#)

Business leaders are turning to enterprise risk management (ERM) to help them proactively identify, analyze and manage risks and opportunities that have the potential to impact their organizations. For ERM to be useful, it must address at least eight different types of risk.

[Read More](#)



[A New Approach to Organizational Success](#)

Steve Czupryna, quality process engineer, Samson Rope Technologies, discusses beneficial techniques that can help an organization achieve success in quality management, internal audits and waste awareness.

[Watch Now](#)



[Ask the Experts: Process Review Requirement in 9001?](#)

Is there a requirement in the 9001:2015 standard for annual monitoring/reviews of processes? What are any such requirements for process reviews?

[Read More](#)

[Using a QMS Internal Audit Program as a Strategic Business Tool](#)

Many organizations view their internal audit programs as little more than a box-checking activity. But when applied correctly, the internal audit program can be leveraged as a strategic tool that can render amazing insight into the strengths and weaknesses of any organization.

[Read More](#)

[How to Manage Organizational Risk through Supplier Audit Programs](#)

In today's world, a significant part of organizational value is created through globally diverse suppliers. Conducting a successful supplier audit using lean tools can be a way to identify, assess and mitigate organizational risk.

[Read More](#)

About “The Sun Dial”

Newsletter Editor: Walter Tighe

Tel: 602-222-9000

E-mail: wtighe@sustainingedge.com

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.

Advertising Rates

Size	Single Issue	3 or More Consecutive Issues
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