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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,

I would like to wish all a Happy New Year and hope the rest of your holidays have gone well. As the year is starting for the Phoenix Section the ASQ transition to a Global Community Council (GCC.) We are now organized as a part of the Mountain Region, covering the eight (8) states running between the north and south U.S. borders and east to west between the Midwest / Texas and the Rocky Mountains. The finance system restructuring has been delayed, but we are being told it will happen sometime soon.

In the meantime you section leaders are working to keep things running smoothly. Just a few of the things in the works for this year

- We will provide meetings over the internet;
- Maintain the on-line meeting survey system;
- We may be trying a few meeting program enhancements;
- Work on a small business outreach program;
- and this spring our section will host a table at the ASQ Lean Six Sigma conference.

Our goal is to try to enhance our presence in the valley, and statewide, to better reach our members and provide more of the Quality Body of Knowledge when and where it is needed. There remains a need for Executive Committee members so please let us know if you can help with this challenging year.

Finally for the first program this year, in January we will have a preview from the LSS conference. Phoenix section members Dustin Schodt and Joanne Voordeckers will cover their conference presentation - [Digital Age Operational Excellence: Easier Than You Think](#). (You can click here to see a video preview [Digital Age Operational Excellence: Easier Than You Think](#)) This should be a great chance to hear a conference level workshop on engagement of your workforce in continuous improvement for the digital age. I look forward to seeing you there.

Once again Happy New year,

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
January 10, 2019	Digital Age Operational Excellence: Easier Than You Think Dustin Schodt and Joanne Voordeckers of Creative Testing Solutions
February 14, 2019	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 2019 Executive Committee

Section Chair David Gibson	Vice Chair Shruti Shyamani
Secretary Tim Lane	Treasury Amrish Patel
Arrangement Chair Jennifer Kirsten	Education Chair Matt Kas
Internet Liaison/Social Media Coord Robert Mitchell	Membership Chair Wayne Haggstrom
Newsletter Editor Walter Tighe	Nominating Chair OPEN
Placement Chair OPEN	Program Chair OPEN
Publicity and Outreach Chair Deepa Deepa	Special Projects Chair Garth Conrad
Scholarship Chair Natalie Wong	Student Section Liaison Dani Eldred
Voice of Customer Chair Bill Hoddy	

ASQ 0704 Phoenix Arizona Section

GENERAL MEMBERSHIP MEETING

THURSDAY, January 10, 2019

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](#)



Dial-in number (US): (515) 604-9593

Access code: 732496#

Online meeting ID: **asq0704contactus**

Join the online meeting: <https://join.freeconferencecall.com/asq0704contactus>

The blue text is for phone-in (audio) only.

The red text is for logging into the web conference (video and audio).

For 24/7 Customer Care, call (844) 844-1322

Topic: Digital Age Operational Excellence: Easier Than You Think

If you're looking for ways to further engage your workforce in continuous improvement in the digital age, this workshop is designed for you! We will provide instruction on how to bring your staff's lean, kaizen, and plan-do-study-act (PDSA) improvement ideas to life by leveraging media/communication channels. With today's technology and a minimal investment, you can be on your way to quickly and easily creating and sharing videos and improvements with your teams—no matter if they're in the same location or located in facilities across the country. Want to communicate a best practice? Want to share ideas to encourage others to build on them? It's amazingly simple with just a one- or two-minute video. Paste a QR code from an improvement video on a poster and watch your co-workers scan the code and watch a video. Creative Testing Solutions employees are producing over 50 documented improvements every month and that number continues to climb.

Speakers

Dustin Schodt is the Director of Operational Excellence at Creative Testing Solutions (CTS). Creative Testing Solutions is responsible for testing over 75% of the nation's blood donor supply in six laboratories across the country. However, he has implemented and evolved Operational Excellence in vastly different business models.

Prior to joining CTS, Dustin held positions of increasing responsibility at Blood Systems, Inc (BSI). He started his career in 2005 working part-time in the Customer Contact Center and moved up to become their Executive Director over the course of 10 years. During this time, the Contact center grew from 20 employees to over 250, and he was able to drive a major consolidation effort in addition to multiple cost-savings initiatives totaling over \$1 million. In 2015 he leveraged the Operational Excellence model at BioCARE, a specialty biological therapeutics distributor. Dustin helped grow the business from \$280mil to \$400mil in just two years while streamlining processes, significantly lowering operational costs, and increasing efficiencies.

Joanne Voordeckers is the Vice President, Enterprise Excellence for Creative Testing Solutions (CTS) and has served in this capacity since 2017. In this role, Joanne oversees the Operational Excellence, Process Excellence and Innovation, and Technical Training and Education Departments at CTS. She was previously Director, Operational Excellence at CTS in 2016. Prior to joining CTS, Joanne worked at Blood Systems, Inc., starting in 2012. During her time there, she introduced CTS leadership to Operational Excellence and assisted in its initial implementation.

Prior to working for Blood Systems, Joanne refined her process improvement skills working in a variety of industries including Automotive, Aerospace, Equipment Rental, and Home Building Supplies. She has nearly 30 years of experience in the continuous improvement arena and is an ASQ-Certified Six Sigma Black Belt.

Joanne graduated Magna Cum Laude with a Bachelor of Science degree in Mechanical Engineering from the University of Maryland, College Park. She has served as Treasurer and Chair of the American Society of Quality Phoenix Section.



**Network. Learn. Innovate. Apply.
Then Watch These!**

Last week we gave you a small taste of the upcoming [Lean and Six Sigma Conference](#) in Phoenix. This week we're sharing what the buzz is all about! We have no fewer than 15 video previews, short descriptions and introductions to the unmatched content and individuals you will meet when you attend. Look at all these:

[Register Today](#)

Save \$100 with Early-bird Pricing!

Member Price: \$1,195
Nonmembers: \$1,395
Deadline: January 24, 2019

Not an ASQ member yet? [Join today](#) and save \$200 on registration!

[ISO 22000: A Recipe for Safe Food and Customer Satisfaction](#)

Nancy Nouaimeh, Assistant VP, Quality, Safety and Performance Excellence, Abela & Co., discusses the importance of ISO 22000 for organizations working in the food industry.

[Watch Now](#)



[IATF 16949: Navigating Difficult Requirements](#)

The automotive supplier quality management system (QMS) standard, IATF 16949, was released in 2016. Since then, the International Automotive Task Force released information on the most-cited requirements thus far. Here's an in-depth look at the challenges around process control and how to address them.

[Read More](#)

[Why Industry-Wide Standards Are Needed for the Future of the Automotive Industry](#)

In an age of rapidly changing consumer needs, automakers can no longer function in silos. Realizing visions such as mass car-sharing or autonomous driving are just too enormous and impracticable for a single organization to bring to fruition. This means all market participants should come together in an alliance to agree on a common foundation.

[Read More](#)

[Bonus Webinar: Value-Added Internal Auditing Techniques](#)

This webinar is sponsored by the ASQ Audit Division and presented by Laura Halleck, a quality systems consultant working with Quality Support Group. She has 18 years of process improvement experience including ISO 9001, AS9100 and IATF 16949. The presentation covers traditional versus value-added auditing, risk-based thinking, as well as audit planning, performance, reporting and closure.

[Watch Now](#)

[Ask the Standards Experts: An Escalation Process for Nonconformance?](#)

Question: "I have created a project and problem escalation pyramid to help associates understand when and who is involved when a project or process issue needs escalation. I would like to know what clause in ISO 9001:2015 this would fall into."

[Answer](#)

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.

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