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## 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,

Hopefully your new year is off to a good start. As our section year starts to roll we look forward to bringing you the items you are looking for from your local ASQ peers. Our Team is pulling together a strong list of speakers and topics. Maybe we will even try a tour or event outside of our traditional format. As we have noted we will continue to provide programs through our on-line format allowing more of our members to participate. Please check out the link in the program section below if you are interested.

Speaking of programs, I would like to welcome Jim Steel to our Executive Committee as Program Chair. Jim will have a good team behind him to provide the types of information you have asked for.

Last month we have had a team of judges once again participate in the Future Cities award, the STEM competition for middle school students to show their skills in future vision. Our team of Deepa, Jim and Will have evaluated and awarded the best use of Quality in the entries provided. Congratulations to the leading team and we look forward to seeing the team that was awarded our recognition at a future meeting. A full review of our team's view of the process covered later in this publication.

Meeting topic for February will be "Manufacturing Resources for Arizona Companies" presented by David Garafano of the Arizona Manufacturing Extension Partnership. This should be a great chance to understand what is available in Arizona to work through those business challenges that tend to come along.

Finally Get ready for LSS coming to Phoenix March 4 & 5. Many of our team will be there to help process the conference and support a table promoting what we are doing locally. We look forward to seeing you there.

Sincerely,

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.

<b>Month</b>	<b>Program 6:00p.m. – 8:00p.m</b>
<b>February 14, 2019</b>	<b>Manufacturing Resources for Arizona Companies Dave Garafano, AZMEP</b>
<b>March 14, 2019</b>	<b>To Be Announced</b>

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**

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

**ASQ 0704 Phoenix Arizona Section**

**GENERAL MEMBERSHIP MEETING**

**THURSDAY, February 14, 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](http://www.asqphoenix.org) or email  
[asq0704contactus@gmail.com](mailto:asq0704contactus@gmail.com)

**MEETING LOCATION:**

**Edward Jones Training Facility**

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

**[VIEW MAP HERE](#)**



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**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

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## **Topic: Manufacturing Resources for Arizona Companies**

The Arizona Manufacturing Extension Partnership exists solely to help Arizona’s manufacturers become the most successful businesses they can be. The organization is staffed with industry experts that can help companies with just about any manufacturing or business challenges they may encounter. AZ MEP has worked with more than 200 Arizona manufacturers over the past six years and continues to work with companies of all sizes and in any industry. AZ MEP is part of the national Manufacturing Extension Partnership network and is the manufacturing arm of the Arizona Commerce Authority.

## **Speaker**

Dave Garafano joined the Arizona Commerce Authority in October 2015 as the Executive Director of AZ MEP, Arizona’s NIST Manufacturing Extension Partnership. Dave’s professional background includes 25+ years’ experience in engineering, manufacturing, and business, having held leadership positions with companies such as AT&T, Lucent Technologies, Celiant, Andrew, and ON Semiconductor. As Executive Director for the AZ MEP, Dave leads statewide efforts to help Arizona manufacturers with fewer than 500 employees to become the most successful businesses they can be. AZ MEP offers a variety of services to help companies improve business and operational performance through the world-class team at AZ MEP and a network of qualified third-party service providers.



**FOR FURTHER INFORMATION AND REGISTRATION [CLICK HERE](#)**

## ASQ Phoenix Future Cities Quality Award

The Future City Competition introduces students to engineering concepts through practical applications of math and science. Student teams are guided by volunteer engineers and teachers as they design and build their vision of the urban city of tomorrow. Teams that win the Arizona Regionals proceed to finals in Washington, DC in February.

Like previous years and this year too, ASQ Phoenix sponsored “The Quality Award” for the Arizona Future Cities Competition. A team of ASQ members were sent as judges to the Arizona competition for choosing a winner for the award. For 2019 the team that was awarded the “Best Application of Quality Concepts” is “Ping Heng” student team from Desert Winds Middle School.

The student team, Kya Hoskins, Joel Smith and Caeden Bolander and project manager Maverick McDonald worked with teachers Joe Szclitytuk and Jacque Wittle.





## [Keys to IATF 16949:2016](#)

The automotive supplier quality management system (QMS) standard, International Automotive Task Force (IATF) 16949, was released in 2016. Since then, the IATF released information on the most-cited requirements thus far. In this article, you'll learn some keys to addressing these requirements.

[Read More](#)

## [Evaluating an Audit Program's Performance](#)

A quality audit program could be considered a service for an organization that's provided by the quality department. Because of this, the Kano model can be the ideal lens for analyzing the performance of an organization's quality audit program.

[Read More](#)

## [\(E\)Quality for All: You, Your Job, and ISO 9001](#)

Is it a big deal for your organization to be ISO 9001 certified? Absolutely. ISO 9001 certification affects everything from how your customers perceive you, to how effective your processes are, to your organization's ability/qualification to bid on major projects.

[Read More](#)

### **Bonus Webcast: [ISO 9001:2015 for Small and Medium-Sized Businesses](#)**

Author Denise Robitaille walks through the challenges, constraints and benefits of implementing a QMS in a small organization.

[Watch Now](#)

#### Why ISO 9001?

- To improve the way you do business
- To fulfill customer requirements
- To increase market share
- To compete globally
- To minimize waste, scrap and re-work
- To increase customer confidence
- To save money
- To make more money!!!!



## [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"

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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
<b>Business Card</b>	\$25	\$20 per issue
<b>1/4 Page Advertisement</b>	\$50	\$45 per issue
<b>1/2 Page Advertisement</b>	\$100	\$90 per issue
<b>Full Page</b>	\$200	\$175 per issue