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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,

Spring is on the way, and our Section continues to move forward with plans for the year. Such as we will once again provide our series of member benefits to remind you what is available while being a part of ASQ. ASQ tries to maintain the best source of Quality related information, what we consider the Body of Knowledge (BOK) for Quality. As a member of ASQ you are eligible for discounts on events, conferences, training, certifications and publications. You also have access to career building tools and sources. And you have the chance to meet and network with national and local leaders in Quality and business improvements.

For example we have connected with the Southwest Alliance for Excellence (SWAE) to gather and share ideas for a Peer-to-Peer Mixer event. Starting on March 27 ASQ members have been invited to Join SWAE members for an open informal network event. There is no particular agenda, just an opportunity to share information (and maybe some refreshments on your own) with others on business improvements or whatever you chose. See the notice later in the Sundial or on our website for the location and time. The event will be held every few months.

As we have noted previously, section volunteers will be helping out at the ASQ Lean - Six Sigma Conference here in Phoenix. This is a great opportunity for the section to let the quality world know we are here and what we can do. This year we have arranged to have a table as a part of the exhibition event. If you are going to be at the conference please stop by meet some of the leaders of our section and let us know what the section can do to improve your business process.

Finally for our meeting this month the speaker will be Joanne Flynn of Phoenix Strategic Performance, a strategic human capital advisory consulting firm. Her discussion will focus on our businesses most important asset - Human Capital. Human Asset Planning. It should be a unique view into planning and managing our processes. Hope to see 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>March 14, 2019</b>	<b>Human Asset Management Strategy</b> Joanne Flynn, Phoenix Strategic Performance
<b>April 11, 2019</b>	<b>Tools and Strategies for Transformational Leaders</b> Rob Lawton

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**

<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, March 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**

### **Human Asset Management Strategy - Future Proof Your Quality Organization**

*Every human asset action has an equal and opposite human asset reaction.*

Quality and robust continuous improvement processes are at the strategic core of any organization’s sustainability and competitive advantage. The three pillars of organizational sustainability and future capability rest on:

1. Product
2. Process
3. People

We often focus on product and process and either hope or assume that people are automatically both knowledgeable and capable of operating at the high potential levels that today’s organizations require. Often, people, our Human Capital, are left behind.

We know that the best corporate strategy can fail at implementation without a robust human capital strategy supporting it. Today, at the center of a robust corporate strategy are the operating challenges of today’s human capital. People are our most important asset and we must elevate the organizational narrative to a Human Asset Management level which is aligned to corporate strategy, quality and continuous improvement. It’s time to take a new approach to true human asset management strategy including:

- Organizational Risk Management and Complex Consequence Analysis
  - Value Creation and Continual Transformation and Improvement
  - Growth Acceleration and Competitive Advantage
- Role and Competency Job Benchmarking Against the Business Strategy
- Asset-based Approach© to Quality Human Capital Assessment and Gap Analysis
- Organizational Impact Assessment
- Future-focused Quality Workforce / Human Asset Planning

## **Speaker**

In 2014, Joanne Flynn founded Phoenix Strategic Performance, a strategic human capital advisory consulting firm. From 1989 – 2014, Joanne led the consulting practice of Phoenix Group International, a consulting firm with a focus on executive recruiting and human capital consulting. Her area of expertise was the global financial services industry. Joanne is now taking best practices from the people-intensive financial services industry to startup and growth businesses. Joanne is a thought leader in the areas of strategic organizational alignment, human capital gap analysis, leadership challenges for the new workplace and transformation leadership.

Previously, from 1980 – 1989, Joanne was Vice President of Global Organizational Development for Goldman Sachs, Inc. At Goldman Sachs, she implemented programs to improve the organizational effectiveness of business units, most notably investment banking, equities, fixed income, technology and operations.

From an independent vantage point, Joanne has worked with organizations as they face global growth and competitive challenges together with the associated human capital challenges. She works with her clients to be both externally focused and internally responsive. With her unique background, she aligns competitive business development efforts with related internal organizational leadership challenges. With the benefit of her career-long focus, Joanne contributes the unique insight of aligning strategy to internal organizational structure, process and people. She focuses on human capital relative to strategic initiatives, accelerated business growth, value creation and business development.

Joanne holds a Master of Arts degree in Business Management from the University of Oklahoma. In addition, she holds a double degree major in History and German from the College of St. Elizabeth, as well as certificates from a variety of leading universities and professional training and development organizations.

### [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!!!!





**!! NEW !!**

### ***Peer-to-Peer Networking Opportunities***

The **SWAE Board of Directors** invites you to an informal social networking opportunity immediately following their bi-monthly Board meetings.

There is no set agenda, speaker or topic ... just some time to interact, share best practices, talk about processes and improvements, share results and get to know your fellow quality and performance peers.

Drop by on your way home from work!

**Dates:** March 27, May 22, July 24, Sept. 25, Dec. 4, **2019**

**Time:** 5:00 pm - 6:30 pm

**Location:** **The Living Room - La Sala Room**

8977 N. Scottsdale Rd

Scottsdale, AZ

*For more information or questions, please contact Board Member, Charles Schillingburg at [charless@apnusa.com](mailto:charless@apnusa.com)*



***Our Vision: To create a world where everyone, everywhere works together to apply Lean principles and methods to achieve their personal and organizational goals.***

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Greetings – We are excited to announce the launch of our new [e-Learning Portal](#). This is an ideal way for individuals and organizations to begin their Lean Journey and learn about how to implement Lean whether they work in manufacturing, healthcare, or service organizations.

ASQ LED is offering a comprehensive set of **73** learning modules which cover a wide range of [Lean](#) and [Leadership](#) topics including:

- 5S
- A3 Problem Solving
- Value Stream Mapping
- Eight Wastes
- Flow and Pull Systems
- Visual Management
- Change Management
- Conflict Management
- and 65 more!!

The modules are grouped into five interactive, self-paced courses:

- Lean Leadership: Change Management (2 modules, 1 hr. 20 min.)
- Lean Leadership: Conflict Resolution (2 modules, 1 hr. 15 min.)

- Lean Leadership: Communications (5 modules, 3 hrs. 55 min.)
  - Lean Basics (7 modules, 4 hrs. 15 min.)
  - Lean Essentials (16 modules, 9 hrs. 40 min.)
- and 2 specific modules - Lean Essentials for Education and Lean for Healthcare

Check out the portal, view the [Leadership demo](#) and/or request to preview a Lean or Leadership module for free.  
Course fees range from \$100 to \$425 per course

[Visit the LED Training Portal](#)



### March's Lean Webinar

#### **[Intro to ASQ LED's eLearning Portal](#)**

Presenter: Frank Murdock

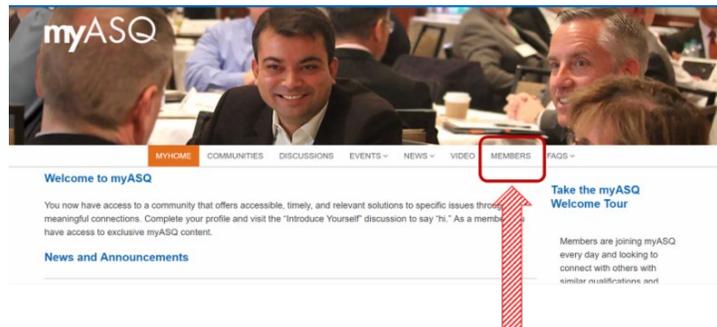
*March 11 - 1:30 Eastern/10:30 Pacific*

**[Register for ePortal](#)**

[If you cannot attend the webinar and would like to be notified when it is available,](#)

[please subscribe to LED's YouTube Channel](#)

Click to Subscribe to ASQ  
LED's YouTube Channel  YouTube



Please log into [MyASQ.org](https://www.MyASQ.org) page with your ASQ Username & password

Select [MEMBERS](#) and update your Member Profile and Connections to enhance your Lean and Quality networking experience



ASQ LED March 2019 eZine - Available March 5th

**Importance of Metrics in Six Sigma**  
**Interviewing Lean/Sigma Candidates: The Practical Exam**  
**Learning From the Experience with ... Jim Benson**

[Download LED's latest eZine and Newsletter](#)

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[ABOUT](#)

The Lean Enterprise Division is a global network of professionals helping individuals and organizations apply proven and leading edge Lean principles and practices to achieve dramatic results for your personal and organizational success. Come lean with us!

<p><b>About “The Sun Dial”</b>          Newsletter Editor: Walter Tighe          Tel: 602-222-9000          E-mail: <a href="mailto:wtighe@sustainedge.com">wtighe@sustainedge.com</a></p> <hr/> <p>Closing date for the newsletter is the <b>30th</b> of each month for the next month’s issue. Information and advertising must be submitted in a timely manner to ensure timely delivery.</p>	<p><b>Advertising Rates</b></p> <table border="1"> <thead> <tr> <th>Size</th> <th>Single Issue</th> <th>3 or More Consecutive Issues</th> </tr> </thead> <tbody> <tr> <td><b>Business Card</b></td> <td>\$25</td> <td>\$20 per issue</td> </tr> <tr> <td><b>1/4 Page Advertisement</b></td> <td>\$50</td> <td>\$45 per issue</td> </tr> <tr> <td><b>1/2 Page Advertisement</b></td> <td>\$100</td> <td>\$90 per issue</td> </tr> <tr> <td><b>Full Page</b></td> <td>\$200</td> <td>\$175 per issue</td> </tr> </tbody> </table>	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
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