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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,

As we move into the second quarter of the year the executive committee continues to try and provide the resources our members look for in Quality. As ASQ continues to transform to a new operating model, we here in Phoenix and Arizona strive to deliver for your needs. The following are some of the things of note for this month.

Thank you once again to the section volunteers to help the ASQ Lean - Six Sigma Conference be a success. As we have noted, section volunteers were helping out at the Conference here in Phoenix last month. This has been a great opportunity for the section to let the quality world know we are here and what we can do. For those of we have met there we look forward to further engagement with our section and hope we can make the most of it.

Last month our members have managed to reach out to ASU and renew an interest in re-opening a student Section on campus. More to be worked out later in the year so it is good to see some potential for progress and to bring in young minds and the future of the Quality.

Don't forget the World Conference on Quality and Improvement is coming up next month. This is ASQ's premier showing of the latest in theory and technology is in Fort Worth next month. Registration is still open and EC team leaders if you can make it there for the preceding weekend the leadership and planning meetings give you a great chance to learn how ASQ operates, to participate in the transformation process, and learn from other leaders on their roles for the organization.

For our member benefits review this month I would like to note the ASQ on-line Certification Registry

<http://send.asq.org/link.cfm?r=wIPeSu7jHsazt8ITubGXkA~~&pe=z6eY68Ew6rytoqJiT9vlcN5O6bLE-WFC8PRCm4pHj0ZQ8_rYv2fwfHjNcWniiq6Odcht6o33tJr2289d9F6dPg~~&t=R14ah5x5FetNUeW_6kn3UA~~> . Early last month you should have receive notification that this active. Registry is an up-to-date record of individuals who have earned an ASQ Certification and (when applicable) maintained it through recertification. This new Registry will replace the previous practice of publishing static certification pass lists online. Another tool to help identify and process those certification needs in real time.

As you may have heard this month's membership meeting will take a little different approach. Direct form the Lean and Six Sigma Conference Rob Lawton and Tony Belilovskiy have put together a workshop program to share with us. The description is listed below and because of the workshop format our typical meeting room, agenda and on-line format have been adjusted slightly.

Finally, one additional meeting note. Please stay tuned for our June arrangements. Empire Cat, Mesa, will be hosting our meeting with a tour of their facilities. This should be a great opportunity to see Quality in Practice. However due to limited facilities we will be imposing a limit on group size so reservations will be required. Please keep an eye on your calendar and our web page as you won't want to miss your chance to join in the tour.

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.	
Month	Program 6:00p.m. – 8:00p.m
April 11, 2019	Strategies & Tools for Transformation Leaders Robin Lawton and Tony Belilovski
May 9, 2019	(1) Future City Competition Presentation and (2) The Future of Quality-A New Vision 1. Joseph Szoltysik and the Pingheng Student Team 2. Thomas Pyzdek and Juan Rivera

Executive Committee Meetings are held via teleconference, the first Tuesday of each month, and via annual 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	Membership Chair Wayne Haggstrom
Education Chair Matt Kas	Nominating Chair OPEN
Newsletter Editor Walter Tighe	Internet Liaison/Social Media Coordinator Robert Mitchell
Placement Chair OPEN	Publicity and Outreach Chair Deepa Deepa
Program Chair Jim Steele	Student Section Liaison Dani Eldred
Voice of Customer Chair Bill Hoddy	Scholarship Chair Natalie Wong
Special Projects Chair Garth Conrad	

ASQ 0704 Phoenix Arizona Section
GENERAL MEMBERSHIP MEETING

THURSDAY, April 11, 2019

Meeting Agenda - Revised Agenda.

5:30 Room available
6:00 networking time – appetizers /
refreshments provided.
6:15 - 6:30 Announcements and Section
Business
6:30 - 8:00 Workshop Presentation.
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](#)



Access our Facebook page to view the Live Stream. Our Facebook page URL is:
<https://www.facebook.com/groups/881240462022723/> (Our group name is “ASQ Phoenix
Section”). Our Facebook Page is open to the public, but you need to “join” ahead of the Live
stream. It is recommended that interested potential attendees “Join” our Facebook page at least
1-day in advance to ensure that the Facebook server updates in time to allow them access.

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

Topic

Mastering 8 Dimensions of Excellence

AGENDA

1. Your Culture-of-Excellence IQ
2. Defining the eight dimensions of excellence
3. 10 Steps to a Culture of Excellence
4. How to leverage and create alignment with initiatives such as ISO 9001, Lean, Six Sigma, VOC, customer experience
5. Determine who “the customer” is in every context
6. Getting results

SUMMARY

Cultural change is among the most complex endeavors a leader can pursue. Transformation leaders like you are risk-tolerant and have high expectations, a vision of the possible and urgency to engage others. All you need is a clear and proven roadmap to success. Join this stimulating, interactive and entertaining session for a thought-leading and pragmatic approach. It will strengthen your ability to achieve strategic outcomes, convert customers to fans, link values with measures and engage employees. See concrete examples of lightning fast transformation. Learn how multiple practitioners got results such as \$20 million in savings, \$8 million in new monthly revenue, response time reductions of 90%, raving fans and award-winning performance. Come with a team and leave enlightened, inspired and equipped for results!

WHO SHOULD ATTEND

Executives and change leaders responsible for creating excellence in products and service, achieving outstanding customer experience, optimizing employee engagement and/or transforming enterprise culture. Leaders and practitioners of ISO 9001, Lean Six Sigma, Baldrige criteria and are impatient for transformative results, this jargon-free session is for you.

Speakers

Robin Lawton is an internationally recognized author, executive coach and expert in creating rapid strategic alignment between enterprise objectives and customer priorities. He has directed strategic and operational improvement initiatives since 1985. Rob was rated #1 of 103 presenters by participants at ASQ’s 2017 World Conference, has 5-star rankings of his books on Amazon and is one of the few international experts on this topic. His humorous but thought-provoking style makes the content highly accessible, providing you with a highly memorable experience. Reach him at Rob@C3Excellence.com

Tony Belilovski joined the C3 Excellence team following a very successful career in healthcare and business. His diverse expertise includes engineering in metallurgy, ballistics, licensed clinician, healthcare administration, auditor, healthcare consulting, and entrepreneurial business ownership. His experience ranges from clinical, healthcare administration, contract administration and negotiations, financial analysis, business and people management, systems implementations and mergers, data analysis, medical claims analysis, college and university course development, and varied projects that come with owning your own management consulting business.



!! 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: 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



Learn · Connect · Engage · Get Inspired
The Tools YOU Need to Lead Change are Right Here!

Be a champion of change! Join us for the [2019 World Conference on Quality and Improvement](#) and walk away with great ideas and real-time solutions that you can apply to your organization. ASQ's flagship conference delivers dynamic program tracks for all learning levels across a wide range of industries.

Now Available! View the [Preliminary Program](#) for this industry-leading conference on quality, disruption, innovation, and the future.



In today's digital landscape, the pace of change is accelerating faster than ever. Keeping up is not enough; today's quality professionals need to get in front of today's disruptive technologies.

Get a sneak peek at some of the hundreds of knowledge opportunities you'll find at WCQI with these video previews, and make plans to [register today!](#)



SWEATT: A Tool that Drives Performance and Accountability

The SWEATT model is the SWOT model on steroids. Really, really, big steroids. SWEATT stands for strengths, weaknesses, excellence, actions, threats, and team. This session will present the concept of the SWEATT model with examples of how to apply it to ensure the highest probability of success.

Presenter: Russell Roberson - Northwestern University and University of Wisconsin, Leesburg, FL, USA



Shaping a Future Oriented and Process Based QMS

Measuring and controlling business processes leads to identification of opportunities for improvement and helps organizations become lean and sustainable. This session will give you an easy-to-use business process template compliant to ISO 9001:2015, a proven standardization model, and a complete overview of BPM building blocks, all ready for implementation.

Presenter: Sabrina Gerard - Datwyler Sealing Solutions, Alken, Limburg, Belgium



People and Process Skills for Industry 4.0

Ten years from now, 60 percent of current jobs will not exist. In the future, six critical competence sets will be needed—three people-focused and three technical-focused. This session will explain the essentials of these six areas and how to develop them for yourself to keep your skills relevant in a disruptive landscape.

Presenter: Peter Merrill - Quest Management, Burlington, ON, Canada

Make sure to bookmark the [full program](#) to stay informed about all the exciting content ASQ has planned for the [2019 World Conference on Quality and Improvement](#).

When you register by April 11, you'll save \$100!

Check out the innovative keynote speakers. Network with more than 2,000 international quality professionals. Learn from dynamic subject matter experts. Explore the ASQ Center and the dynamic Exhibit Hall. This is the quality conference you don't want to miss!

Member Rate: \$1,095

Nonmembers: \$1,299

Group Rate (3+): \$999

[Register Now](#)

Not an ASQ member yet?

[Join today](#) and save \$200 on registration!

Engaging Pre-Conference Courses

Get even more out of your conference experience when you sign up for one of ASQ's intensive 1, 2, or 3-day pre-conference courses. Choose a range of topics, from certification preparation to other timely focus areas designed specifically to address quality issues. **Separate registration is required.**

Get Certified!

We're offering paper-based exams prior to the conference.

Exam Date: Sunday, May 19, 2019. **Apply by April 12, 2019!**

All ASQ certification exams will be offered except Certified Master Black Belt.

Reserve Your Hotel Early and Save!

ASQ has arranged special conference rates with eight nearby hotels. Don't wait—hotels book up fast.



April's Lean Webinar
[The Essence of Lean](#)
Presenter: David Hinds, PhD
Wednesday April 10
1:30 Eastern/10:30 Pacific
David's [Essence of Lean Website](#)
and [Video Preview](#)

David will present the true essence of "Lean" and explain how and why this "best kept secret of management" can transform service industries, small and medium-size businesses, governments and non-profit organizations. With a non-manufacturing perspective, this webinar will:

- present Lean as a general system of management, rather than an extension of the Toyota Production System,
- explain the essential elements of Lean and
- address confusion about differences between Lean management, Lean Six Sigma, and Lean Startup.

David uses everyday language and business concepts to present Lean as a blend of method and culture that produces outstanding organizational performance, while at the same time leading to a fulfilling and sometimes even joyful workplace!

[Register for](#)
[April](#)

[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**

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.

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Business Card	\$25	\$20 per issue
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