



# ASQ Section 1302 Newsletter

October 2008



## National Quality Month Reinforces Critical Role of Quality in Every Industry

### *ASQ President Encourages Reflection on Current Quality Systems*

**Milwaukee , Wis. , September 25, 2008** –Twenty-four years may have passed since National Quality Month was first proclaimed by President Ronald Reagan in 1984, yet there are still many quality-related issues we face on a daily basis—food safety, toy recalls, the mortgage industry crisis and the subsequent current financial turmoil. As a reminder of the critical role that quality can play in solving many cross-industry problems, it is important to recognize and celebrate the United States’ commitment to quality during National Quality Month this October.

“One only needs to read the headlines we’ve seen over the past year to understand and acknowledge the critical importance that quality concepts and processes can play in today’s business landscape,” said Roberto Saco, president of ASQ. “I applaud the commitment of companies everywhere that are reaping the rewards of their quality systems, and encourage others to reflect on their current

quality strategies to ensure they are optimized for future success.”

National Quality Month focuses on the strategic importance of quality and continuous improvement. It also strengthens the commitment to quality and performance excellence by organizations across the country. Many organizations have created their own special events, and recognition programs, in an effort to convey the strategic impact of quality on every industry for National Quality Month.

Started by the American Society for Quality (ASQ) in 1984, October became National Quality Month with a joint resolution by Congress and a proclamation by President Ronald Reagan. In 1989, Congress and President George Bush reaffirmed the original legislation and recognized quality as a national priority. President Bill Clinton continued the tradition of presidential support with yearly letters that applaud ASQ’s efforts in promoting quality awareness.

The American Society for Quality, [www.asq.org](http://www.asq.org), has

been the world’s leading authority on quality for more than 60 years. With more than 90,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results, and to create better workplaces and communities worldwide.

As a champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers, encouraging all to Make Good Great®. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

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## Welcome to the Section... September new members

Chelsea N. Clark  
Aaron C. Elmquist  
Michael D. Friedman  
Gaylan Friesen  
Erica Elise Gengen-  
bach  
Michael P. Gollinger  
Reed Jerry Janousek  
Donna J. Jurgens  
Megan E. Keller  
Kelsey Jo Koll  
Ryan P. Lang  
Valerie Loseke  
Andrea Marshall  
Jeff Ruskamp  
Emily Schaefer  
Linda Smith

## October Meeting: Open House Tour of TMCO

**Date:** Thursday, 10/23/08

**Time:** 6:30 PM

**Location:** 535 "J" Street, Lincoln,  
NE (Meet at entrance nearest large  
motorcycle out front).

Dinner to follow (approx 8 PM) at  
Tico's Mexican Restaurant  
317 S 17th (17th & M)  
Lincoln, NE

RSVP by 10/20/08 to Ed Sander:  
sander@tenneco.com  
Or call 402-643-7803.

### TMCO Bio:

Established 1974 in Lincoln, Nebraska, where it still operates today, Total Manufacturing Company specializes in one-stop, concept-to-completion metal manufacturing services. TMCO can finish a product from any stage be it design, fabrication, paint, assembly—or if you wish, the whole ball of wax. TMCO's manufacturing processes include welding, powder coating, metal fabrication, machining, assembly, and tube fabrication.

For further information regarding the unique work they do, please visit their website at <http://www.tmcoinc.com/>

Be sure to check out their art gallery under "Metal & Art" near the bottom of their home page.

**"When you hire  
the best people,  
give them the  
best machines,  
it's almost im-  
possible to  
fail."**

-TMCO

## Governor Heineman Proclaims October National Quality Month



Nebraska Governor Dave Heineman (center) presents a signed proclamation to ASQ 1302 Section Chair David McCracken (left) and ASQ Treasurer Jon Ridgway (right) declaring October as National Quality Month.

MAKE GOOD GREAT®

## Message from the Chair, David McCracken

I want to take this opportunity to share with all of the members of ASQ Section 1302 what a great experience we had today at the Governor's Proclamation Ceremony. We received from Governor Heineman the Proclamation of October 2008 as Quality Month. The Governor recognized ASQ as a significant organization that contributes much to the cause of Quality in Nebraska. He recognized ASQ and the Edgerton award with praise for the role these organizations play in supporting and encouraging Quality in Nebraska. I was very impressed that he recognized us from memory and was speaking sincerely without prompting in the sentiment he expressed.

It is hard for us to take pride in our jobs and our organizations at times because often what we see is how far we have to go to

achieve our Quality Goal. Take a moment with me now to be proud of what you do and take pride in the work of ASQ and the Edgerton Award Program, I can tell you that the Governor of this State recognizes the value of these programs.

We have completed our planning process for 2008/2009 and we have a great plan for the coming year. As always we look forward to serving our members with Certification Exams and regular meetings. We have some new people joining the Board this year and I hope we can introduce them in future newsletters. We will be continuing our Scholarship program and looking for additional ways to support students.

We always welcome feedback from members so if you have a suggestion for

us please let us know. We need to arrange interesting programs and tours for our meetings so if we have never toured the business where you work or if you know of a business you would like to tour, let us know. Similarly if you know of an interesting speaker we would be happy to consider a program around Quality related topics.

In closing I would encourage you again to consider some activity at your business in recognition of Quality Month in October. Take time to praise whatever is good around you and appreciate any excellence in your life. It will lift you spirit.

**"Take time to praise whatever is good around you and appreciate any excellence in your life. It will lift you spirit".**

**-David**

**McCracken  
ASQ-1302  
Section Chair**

## CQE Refresher Course

### Certified Quality Engineer Refresher Course Syllabus

Fall 2008

Instructors: Bret Gengenbach (402) 730-4696  
James DeVoogd (402) 472-2393

Meeting Place: Molex  
Lincoln, NE

Class times: 8:00 AM to Noon

Cost: \$350

Test: CQE Primer (Quality Council of Indiana) 2003 version  
(provided with class)

Date	CQE Primer Section	Assignments*
10/25	Improvement techniques. Basic Stats	Blue Questions
11/1	Statistical Applications. Advanced Statistics	Blues + assigned
11/8	Advanced Statistics	Blues + GR&R study Blues + assigned
11/15	Mgt & Leadership. Quality Systems. P/P Design	Blues + assigned
11/22	Product and Process Control. Test & Measure	Assigned
11/29	Testing & Measure. Control & Mgt Tools.	
12/6	Exam Day	

\*Assignments reviewed at the end of the next sessions.

Recommended reference materials:

- 1) Juran's Quality Handbook
- 2) The Quality Technician's Handbook (Griffith)
- 3) Attribute and Variables Sampling Plans ANSI/ASQ Z1.4 and Z1.9-1993

**Certification Exam:**

You must be signed up with ASQ to take the exam—last sign-up date is 10/3/08. Sign up on <http://asq.org>. You can sign up as a member or non-member.

(Optional) Sign up for the refresher class by 10/17/08. Contact Jon Ridgway at [jridgway@airliteplastics.com](mailto:jridgway@airliteplastics.com). Check for refresher class fee payable to ASQ, Section 1302.

VISIT US ON THE WEB!  
[WWW.ASQ-1302.ORG](http://WWW.ASQ-1302.ORG)



## THE EDGERTON AWARD

### 2008 Program Timeline for Applicants

August 5	Application Preparation Workshop, Lincoln
August 7	Application Preparation Workshop, Grand Island
August 12	Application Preparation Workshop, Bridgeport
September 30	Submit Eligibility Determination Form
December 15	Application Form and Reports Due
February 2009	Site Visits
May 1, 2009	Feedback Reports Provided to Applicants
May 4, 2009	Edgerton Quality Award Presentation at Business and Industry Day

### 2008 Program Timeline for Examiners

September 30	Submit Examiner Application
October 10	Acceptance of Examiners
November 5-6	Examiner Training
December 20	Receive Applications for Review
January 30	Completion of Independent Review and Consensus
February 2009	Applicant Site Visits
March 15, 2009	Submit Feedback Report to Judges
April 15, 2009	Judges Complete Review of Feedback Reports
May 4, 2009	Edgerton Quality Awards Presentation at Business and Industry Day

For more information, contact Jenne Rodriguez at:

#### **The Nebraska Edgerton Quality Awards**

Existing Business Assistance Division

301 Centennial Mall South  
 P.O. Box 94666  
 Lincoln, NE 68509-4666  
 Phone: (402) 471-3745  
 Toll Free: (800) 426-6505  
 FAX: (402) 471-3778  
[edgerton.info@ded.ne.gov](mailto:edgerton.info@ded.ne.gov)

**“No singular definition can sum up “performance excellence” for all Nebraska organizations. There is however, a “Family of Awards”—the Edgerton Quality Awards—that has come to embody the essence of the true quality process, be it end products and services, or the path taken to get there”**