



## ASQ Section 1302 April Newsletter

### MIDLANDS APICS and ASQ joint Professional Development Meeting

- Date:** April 16, 2009
- Address:** Dave and Buster's, 2502 S. 133rd Plz Ste 111 Omaha, NE 68144, phone 402-778-3915
- Networking Time:** 5:30 P.M.
- Dinner Time** 6:00 P.M.
- Menu** Buffet
- Business Meeting Time:** 6:50 p.m.
- Program Time:** 7:00 p.m.
- Program Topic:** Balancing Quality, Supply Chain and Lean in the Valmont Operating System
- Speaker:** SteveLeGrand, Vice President of Operations, Irrigation Division, Valley, Nebraska
- RSVP:** Contact Ed Sander via email (ESander@Tenneco.com) or Work: 402-643-7803; Cell: 402-641-6412 by Noon April 12th.
- Meal Cost:** \$25 - CASH or CHECK ONLY MADE OUT TO ASQ 1302. Payment to be made to Jon Ridgway at Dave and Buster's



#### Message from the Chair

Dave McCracken

This time of year everyone in Nebraska is ready to welcome Spring weather. It has not been particularly warm of late but there is

the promise that comfortable weather is coming soon. In the world of ASQ this is a busy time. The World Conference is coming up in Minneapolis in May and I know at least one of our members will be attending the conference. May is also the Scholarship month for the Section and we are busy sorting through applications and selecting the finalists who will be awarded our Phil Shanline Scholarship Awards.

The economy has not shown much improvement and the unemployment level has certainly increased in the Lincoln and Omaha area. The members of the Section

PAGE 2 – Message from the Chair continued.....

Board are concerned about our members who may be facing job loses and we want to help you stay connected with the Section and a valuable source of networking that can be helpful as you search for a new position. See Jon Ridgway's article later in the newsletter for details.

On March 19<sup>th</sup> Rob Herhold the Regional Director for Section 13 attended our joint meeting with the Midlands Sub Section in York and spoke to the section about his experience as a Quality Professional. Response to Rob's message was favorable and Rob felt that our section was healthy and moving in the right directions. He had some helpful suggestions and comments for us to help us improve. I hope to schedule a time later this year when Rob can come back for some leadership training.

Leadership is very important to our Section and at our March meeting we called for Nominations for Section Leaders. We did not get the response we hoped for at the meeting. This year we must have a new Chairperson as I have served for two years and cannot serve another consecutive term. Fortunately David Jennings has agreed to serve as Chair for the coming year and I want to welcome him back to the Board and I know he will do a fine job.

Summer is coming soon and this year we are planning a Summer meeting series on Graphical methods in Quality. We want to take a look at some of the common methods we use for graphing data and get some hands on experience with these charts and their use. More information will be coming soon on the schedule of these events.

That is all from the Chair this month, I hope this finds all our members in good health and I hope you are holding up well in this uncertain time.     DAVE

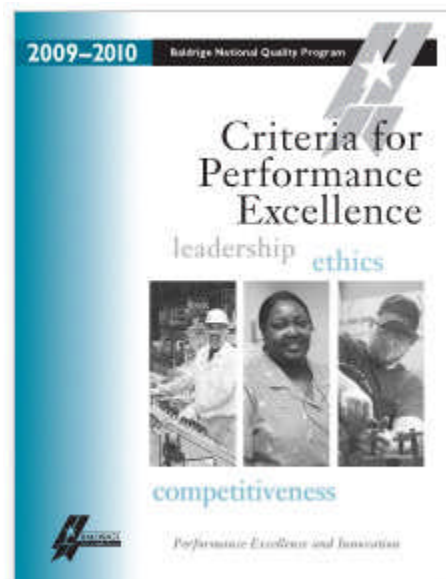
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Message from Jenne.....



**“Solutions for Manufacturers“**

The Nebraska Manufacturing Extension Program provides assistance to companies interested in having a technical assessment of their facility operations conducted by a third party consultant. The cost of these services runs between \$800 and \$1000 and Nebraska MEP will cover 100% of the cost. This is a good opportunity for companies that have experienced a slow down and have some time available to take a good internal look at their facility operations. There is no commitment required on the part of the company other than the time they commit to the process. Call Dave Wright, Director of the Nebraska Manufacturing Extension for details at 800-426-6505 or at (402) 471-3755 [dave.wright@nebraska.gov](mailto:dave.wright@nebraska.gov). <http://www.nebraskamep.com>. The NMEP is a program of the Nebraska Department of Economic Development.



# The Quest for Excellence® XXI

The Official Conference of the Malcolm Baldrige National Quality Award

April 20-22, 2009

## Baldrige Criteria for Performance Excellence

Created by Congress in 1987, the Baldrige Program educates organizations in performance excellence management and administers the Malcolm Baldrige National Quality Award. The Baldrige Program can be reached at 301-975-2036.

The Baldrige Criteria for Performance Excellence offer an integrated management tool for your organization improve its performance. The Criteria cover all key aspects of managing an organization, from visionary leadership to results. Copies of the 2009-210 criteria are now available from the Baldrige office at <http://www.baldrige.nist.gov/> or in Nebraska contact Jenne Rodriguez [Jenne.Rodriguez@nebraska.gov](mailto:Jenne.Rodriguez@nebraska.gov) or 800-416-6505.

Join hundreds of other leaders and managers from around the country striving to improve their organizations and their fields through the use of the Baldrige Criteria for Performance Excellence. Fifty five management sessions, networking with leaders from Presidential Award-winning organizations, book signings, and conference coaches are some of the special features.

Register today:

<https://secure.asq.org/conferences/quest-for-excellence/2009/registrationhtml>

To see the conference schedule and additional details visit:

[http://www.baldrige.nist.gov/Quest\\_for\\_Excellence.htm](http://www.baldrige.nist.gov/Quest_for_Excellence.htm)

[Pre-Conference Workshop and Other Activities: Sunday, April 19](#)

**Featuring Best Practices from the 2008 Malcolm Baldrige National Quality Award Recipients**

**Manufacturing**

[Cargill Corn Milling North America](#)

**Education**

[Iredell-Statesville Schools](#)

## Health Care

[Poudre Valley Health System](#)

Presentations by Past Baldrige Award recipients, including

**Keynote on April 22, 2008**

[Simon Cooper](#)

President and COO

The Ritz-Carlton Hotel Company, LLC

2008 "Corporate Hotelier of the World"

**Closing Session: What's Next for You?**

[Terry May](#)

President

MESA Products, Inc.



**THE EDGERTON AWARD**

## May 11--Presentation of The Edgerton Awards

The Edgerton "Family of Awards" program encourages Nebraska businesses, educational organizations, non-profits, and health care organizations to seek higher levels of performance improvement. Those doing so have the opportunity to receive one of three levels of Edgerton Quality Awards.

Awards levels are determined by the level of maturity and integration of the applicant's strategies, objectives, key processes and measures as aligned with customers' requirements and employee requirements. The Baldrige National Quality Award Program criteria are used to guide the assessment of each organization <http://www.baldrige.nist.gov/>. 2008 Edgerton Award recipients will be announced on May 11, 2009, at the Annual Business and Industry Day hosted by the Nebraska Diplomats in Lincoln.

The Edgerton Awards are sponsored by Nebraska Section 1302 of the American Society for Quality, the Nebraska Diplomats, and administered by the Nebraska Department of Economic Development through the Nebraska Manufacturing Extension Partnership.



### March Meeting Recap

The March 19 meeting was a joint meeting with the Section and the Subsection. Chances R in York was the scene and it was well-attended, with about 30 people showing up and enjoying the good food. A tutorial on Quality Documentation was presented by Dan Wojtkiewicz.



Our guest speaker was the Regional Director for Region 13, Robert Herhold, from Missouri. Paraphrasing Mark Twain,

he said we are each the best ones to tell our own story – so he shared his with us. He said his quality career was a rocky start: an early personality test indicated funeral director was the career for which he was best suited! Despite that advice, Rob obtained a degree in electrical engineering and was hired by TRW in the turbine vane and blade group in the aerospace industry.

He and a team were given a chance to go to Japan and learn about the Toyota way of doing things, and learned the early days of the Toyota Production System, language difficulties aside, from Shigeo Shingo, Taiichi Ohno and other Japanese quality giants. Later, he worked for [McDonnell Douglas](#), who sent Rob and a team to learn from Dr. Deming, Juran, and other American quality icons. Later, Rob joined the firm that provides support for the Missouri Quality Awards. After applying the Baldrige criteria enough times, he realized that quality as applied to aerospace and Baldrige can also be applied to – well, anything. There were no aspects that did not apply to all businesses and organizations. That led to the decision to strike out on his own in the exciting world of consulting with his firm, The Institute for Strategic Management Practices (ISMP).

Rob spoke about quality and on the Future of Quality. He said that the ultimate goal of ASQ is to improve the human existence. It is an organization, he said, of people who care about quality and helping people. He said the 1302 Board's call for volunteers to fill Board leadership positions is a testimonial. This activism is the backbone of the organization. And it pays back, he added, in many ways. He cited the Top 10 Reasons for belonging and participating in ASQ. Some of them include:

1. Networking.
2. Discounts of many types.
3. Opportunities for training, certification and specialized.
4. Flexible membership.
5. Information and knowledge, both at the national level and at the local level.
6. ASQ is the globally-recognized voice of Quality.
7. Web-based training.
8. Refresher courses, which are a proven success method.
9. ASQ is the world's leading authority on quality.
10. And in general, solutions.



## ASQ Helping Members in Need

This challenging economy is not only impacting the rest of the country – it is starting to hit the Midwest hard, as well. Unfortunately, the impact is close and personal. Some of our members have had their hours reduced. Others, less fortunate, have lost their jobs.

ASQ Section 1302 exists to serve its members. Obviously you cannot benefit from your membership if you cannot attend meetings due to a financial hardship. The Section feels a need to help members who may have lost their current job and who need help finding a new position.

We will try to schedule meetings at a location with a modest charge for the meal, like Valentino's in Lincoln or in Omaha. This is an effort to hold down the meal costs. Also, starting with the April meeting, the Section will pay half of the meal cost at Section meetings provided you need the help.

To get the credit, contact me at 402-306-0717 or [jridgway@airliteplastics.com](mailto:jridgway@airliteplastics.com) and tell me you want to get the ½ price credit. This must occur **prior** to the meeting. Please don't wait until we're at the meeting to notify me. This notification process needs to be repeated for each meeting, and it is in effect for the rest of 2009.

I will not ask you for proof of your hardship. I will take your word for it, along with the expectation that when you no longer need the credit, you won't ask for it. I must remind you of the ASQ Code of Ethics, which demands honesty. It is also helpful to be mindful that the Section's money is also partly your money, as well as everyone else's money – thus, we need to be responsible and accountable.

Another initiative: we are also going to devote space in the newsletter and web site for job postings, job search tips, career ideas, etc. Please pass along any knowledge you have of jobs to Robert Ludrick at [Robert.Ludrick@Staples.com](mailto:Robert.Ludrick@Staples.com) to post in the newsletter or to Becky Nickel at [Becky.Nickel@Molex.com](mailto:Becky.Nickel@Molex.com) for the web site. Networking within the section is critical. If you have career tips, resume and interview suggestions, please get them to Robert and Becky to post. If the need is urgent, we can send out an e-mail to the Section.

Hopefully, the economy will turn around soon and the need for this assistance will pass. In the meantime, please continue to use ASQ as a resource for Networking. We need you there. You need to be there.

## The Midlands Auditing Group (MAG)

With the recent release of the 2008 revision of ISO 9001, and the reduction in manpower and funding for internal auditing/consulting due to the troubled economic times, the need for the services of the Midlands Auditing Group (MAG) appears to be on the rise.

What is the MAG? As a refresher to those of you who may have forgotten, and for those of you who may have never heard the term, the MAG, which has been in service since 1995, is a group of qualified, experienced, quality-focused professionals who volunteer their time, knowledge, and talents to assess an organization's quality management system. The intent of each assessment is to determine if that system complies with one or more of the nationally or internationally accepted quality management system Standards, such as ISO 9001, TS 16949, or if the occasion arises, the Nebraska Edgerton Quality Award.

All MAG auditors have received formal training in the Standard to which they are auditing and have had experience in working within the framework of an accepted Standard. The majority of the auditors are also Certified Quality Auditors (CQA) through the American Society for Quality (ASQ). There is no charge for an assessment other than for expenses such as, mileage, meals, and lodging. The background base for the current team of auditors includes automotive, plastics, metal fabrication, health and human services, and electronics, to name a few.

To date, more than 100 assessments have been completed. Discussions with "clients"

following assessments finds the benefits cited most often being: economical gap analysis prior to formal Certification, objective and unbiased insight into the quality management system, fuel for continual improvement, and auditing “know-how” for the audited organization’s internal auditors. On a national note, the MAG was highlighted in the October 2000 issue of the quality trade magazine Quality

Digest in a news release titled “Free Auditing Proves Very Valuable” which cited the MAG as: “...an economical, mutually beneficial, alternative to often pricey consulting” and quoted a past client as stating: “the MAG auditors are especially helpful because they bring a variety of experience dealing with quality ...to the table.”.

So..... If yours is an organization looking for a knowledgeable, experienced team to objectively assess your organization’s quality management system, contact:

Dave Stuhlmiller  
Telephone: (402) 678-3393  
e-mail: [stedward107@yahoo.com](mailto:stedward107@yahoo.com)

Also..... If you are a trained quality management system auditor looking to obtain, or to continue, Certification and need some audit time, the same contact applies.



## **Certified Quality Engineer Refresher Course Syllabus**

Spring 2009

Instructors: Bret Gengenbach (402) 730-4696  
Dr. Ram Bishu (402) 472-2393

Meeting Place: TBD

Class times: 8:00 am to Noon

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

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<u>Date</u>	<u>CQE Primer Section</u>	<u>Assignments*</u>
4/25	Improvement Techniques, Basic Stats,	Blue Questions
5/2	Statistical Applications, Advanced Statistics	Blues + assigned
5/9	Advanced Statistics	Blues +GR&R study
5/16	Mgt & Leadership, Quality Systems, P/P Design	Blues + assigned
5/23	Product & Process Control, Test & Measure	Blues + assigned
5/30	Testing & Measure, Control & Mgt Tools,	Assigned
6/6	Exam Day	

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

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

**ASQ Certification Exam:**

- *You must be signed up with ASQ to take the exam – last sign-up date is 4/17/09. A \$50 fee is assessed for applications after 4/17 but before the final date 4/2/09. Sign up on [HTTP\ASQ.Org](http://ASQ.Org). You can sign up as a member or non-member*

*Refresher course: Fee \$375 – includes cost of Primer - \$310 if you have primer  
Sign up for this refresher class by 4/24/09.*

*Contact Section 1302 treasurer John Ridgway at [jridgway@airliteplastics.com](mailto:jridgway@airliteplastics.com).*

- *Payment for refresher class fee payable to ASQ Section 1302.*

**New Members:**

Bonnie J. Belongea  
Herman Brown  
Joseph Dunn  
Douglas W. Goldman  
Andrew Johnson  
Lorra K. Parliament  
Norman J. Riemersma  
David R. Scherping

Welcome to ASQ!

**GET TO KNOW YOUR BOARD MEMBERS!**



**Becky Nickel – Board Secretary**

Becky Nickel didn't set out to go into the Quality field. She just realized one day that it had become a career and it has been an interesting career. She grew up in a small community in Central Nebraska and

completed her Bachelor Degree at University of Nebraska Kearney. While going to school she was working full-time at Eaton Corporation where she had the opportunity to become a Metallurgical Technician and was eventually promoted to a Quality Engineer. Her career path has taken her to a Quality Manager for Rubbermaid to coming back full circle to a Quality Engineer at her current position with Molex. She has worked for a variety of organizations such as forging, molding plastic, stamping, design, development and manufacturing of antennas and assembly of connectors. What she has learned from all of these opportunities is no matter the industry there is a process. It may have different inputs and end result but the quality function is still the same- "reduce variation" in your process. She has her CQM, CQE, CQA and has 6 Sigma Black Belt Training. Becky's quality career has given her many opportunities to travel which she loves. She's been to Malaysia, China, Singapore, Europe and many locations across the United States.

She has been a member of ASQ for 15 years and has served as the Secretary on the 1302 Executive Board for 8 years. What she enjoys about serving on the Board is the networking with Quality Professionals and having the opportunity to make a contribution to the organization.

In her spare time she enjoys golfing, traveling, gardening, cooking and being with her family. She is married to Tim and they have one son Luke.