



Quality News- 1302

Volume 4 Issue 4

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Editorial

Flash!!!! Yes the 1302 Quality News has a new editor! Our previous typist emeritus, Sagar, had been doing double duty so when our illustrious leader, Bob Johnston, was given a new volunteer (me), he offered the chance to speak via print to all section members every two months. What a fantastic opportunity! Actually I am relatively new to the Nebraska area and so I really view this role as a great chance to meet new people and make new friends, all the while pursuing my passion—quality. I chose myself to be the topic of the Meet the Leadership section for this issue so search elsewhere for my views and responses to the probing professional questions prepared by my predecessors.

So, what can you expect to see during my term as editor. Actually a lot of the things that were in previous issues. The issues that I have reviewed seemed to be building to a great read. My hope is that with your help I can continue to add to the content and quality of the section through this newsletter. It is my view that the newsletter should be a focal point of the activities and information of not just the section, but especially all the sections' members. If you have something you want to share about yourself, your friend or your company, send it in (in the case of your friend, please check with them first).

One section I would like to add on a regular basis is a book review. This does not have to be complex or super detailed or anything like that. I am thinking that a few words on a book that you might have read recently that would indicate to the rest of us if the book had value for the practicing quality professional. Help us decide to buy it for our bookcase! I'll kick this section off in this issue. Check further along a few pages to find out what has been keeping me up late at night.

Also in my inaugural issue there is info on Certification Exam results and the summer series at Mahoney State Park—a quality place even without our meetings there. I have included some membership stats—we really are quite a strong group, some info on the Edgerton Awards, and some upcoming dates. So scroll the page and see what's new.....

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Publication date for next issue: September 30th

Send all articles for inclusion to The Editor, Stan Gidley.

Email is preferred at segidley@charter.net but if you have to send by regular mail the address is 1721 Elk St., Beatrice, NE 68310

We prefer documents to be in MS Word, picture files are OK, a flow chart or two

"Meet the Leadership" interviews

Stan Gidley, Section 1302 Publicity Chair

How did you get into quality? How long have you been in the quality field?

Back in 1990 I applied for a senior management position with an Aerospace firm. While waiting for my interview, I was asked to chat with the company President. He asked me if I knew anything about TQM. Thinking that this would help my job hunting success, I remarked that I had recently attended a local "bearpit" session (at which I knew he was one of the speakers). He said "forget about the Director position, we have a better job for you". The task was to lead a 8-person Task Force in an 18month project to redesign the central machine shop using TQM, System Engineering and cellular production concepts. Six months later he asked me to be Director of Quality, with specific direction to resolve long standing personnel and recognition issues and implement ISO 9000. My quality journey had begun. That was 14 years ago. It continues to this day.

What is your current position?

Currently I am an independent management consultant specializing in process improvement training and project facilitation. I call my company *The Institute of Business Excellence*.

What are the most important skills for a quality professional?

A person could answer this in many ways but I am going to say "people skills". In most companies the Quality department is viewed as a cost center, not a profit center. I don't think you will be successful, regardless of endeavor, without the cooperation and support of others. I am a firm believer that what you give comes back to you many times over.

What are the most important qualities or characteristics for a quality professional?

This is an easy question, from my perspective. The ability to "Listen"

ell us a little about yourself. What is one thing about you most people don't know?

I am reasonably new to Nebraska and the Section, so most people don't know anything about me. One tidbit would be that I really enjoy off-road biking. There are some great trails here in Nebraska, at the Branched Oak State Recreation Area north of Lincoln, and at the Platte River and Indian Caves State Parks.

What can the quality professional do to help his / her ASQ Section?

Get involved!

What does the future hold for quality?

All you have to do is click on the button that loads your web browser. Look at all the e-commerce. Think back 10 to 12 years and none of this was there. The competition for products and services now is global. The thing that discriminates between providers is quality. I think the future is bright.

What can the ASQ Section do to help the quality professional?

In my view the section mission – **To promote quality awareness in Section 1302 through education in quality technology and systems, while fostering communication and interaction among quality professionals** – is quite solid. Working together, we can provide the forum for educational opportunities, and opportunities to gather and discuss our experiences. If we all give a little, we'll gain a lot!



Edgerton Award Update

As we go to press, the examiner teams have been picked and packages mailed out. Word has it that the candidates this year are truly deserving, one and all. It is now up to those of us acting as examiners to measure up to their standard of workmanship in doing our evaluations. We should especially pay attention to deadline dates to keep things on track.

Section Board members don't forget.....

8/21 at Lincoln- Legends Sport Bar & Grill 2:00-5:00 est. 84th St. & Holdrege for the annual SMP. This was a great tool for guiding us last year. Let's put together the makings of another.

Former Newsletter Editor to relocate at month end

My dear section members.

This is to inform you that I will be going back to India this month end. I would like to take this opportunity to thank you for the support and cooperation you have provided to me over the last two years to serve the section better.

I have been involved in ASQ since April 2003. It was through refresher course for COIA conducted by Beccy Smith that I learned about ASQ Section 1302. The ASQ Section 1302 soon became and integral part my professional life. The section has helped me to widen my horizon thus enabling me to uncover the tremendous potential of knowledge helpful to my professional development.

The board members have been excellent role models to me in understanding the ethics of good team performance.

Lastly, I truly believe that the ASQ Section 1302 has helped me to transform from a fresh graduate from school to a professional in quality.

I would like to make a strong recommendation for all those individuals who use quality or deal with any facet of quality in there work to join this elite organization and reap the benefits.

Special thanks to Section Chair Bob Johnson and all the board members . Best wishes to Stan for continuing the Section Newsletter.

Sagar S. Kulkarni



How big are we?

SECTION 1302 TOTAL MEMBERSHIP: 498

NEW MEMBERS: 11

STUDENT MEMBERS: 4

RENEWAL MEMBERS: 5

~Quotable Quotes~

Learning is about more than simply acquiring new knowledge and insights; it is also crucial to unlearn old knowledge that has outlived its relevance. Thus, forgetting is probably at least as important as learning.

Gary Ryan Blair

The ASQ Certification Exam Results

By now, those who wrote certification exams in June should already know the results. We like to help you blow your horn. Hearty congratulations to the following.

Certified Quality Auditor

Blair, Charles L.

Blede, Denise Marie

Hearty, Sally Ann

Held, Joel B.

Hornaman, Troy A.

Kulkarni, Sagar S.

Richter, David G.

Snodgrass, Gilbert L.

Zabawa, Danielle Dionne

Certified Quality Engineer

DeVoogd, James R.

Heinz, Steven J.

Certified Quality Improvement Associate

Armetta, Sandra L.

Olson, Jerod M.

In the words of W. Edwards Deming "You have heard the word, now it is time to do it" or something like that. Very well done indeed!!!!

A Book Review—by Stan Gidley

Lean Thinking by James P. Womak and Daniel T. Jones

ISBN 0-684-81035-2

The guys who wrote "The Machine That Changed the World" a great read in its own right – are back. After a decade of downsizing and reengineering most companies in North America, Europe and Japan re still stuck, searching for that elusive formula for sustained growth and success. The problem as our authors explain is that managers have lost sight of value for the customer and how to create it. By focusing on their existing organizations and outdated definitions of value, managers create waste and economies continue to stagnate.

What's needed instead is *Lean Thinking*, to help mangers clearly specify *value*, to line up all the value-creating activities for a specific product along a *value stream*, and to make value *flow* smoothly at the *pull* of the customer, in pursuit of *perfection*. The first part of this book deals with concepts and the last, more interesting to me, section provides concrete examples of the ideas put into practice. This was one of those digests that kept me awake far later than I intended two nights in a row.

It gets the checkered flag at 298 pages of moderate sized type. A pleasurable volume that was very easy to read and understand. Highly recommended.

