



ASQ Section 1302 June Newsletter

Message from the Chair



As Summer approaches we all tend to see our lives get busy. Weekend schedules can become as busy as work days. We are maintaining our recent practice of continuing to have ASQ member meetings throughout the Summer months. The Summer is a time when we take the opportunity to run several meetings around a particular topic. This Summer we have a consultant who is going to develop several meetings on the Lean/Six Sigma topics. Look for additional information further in the Newsletter for details.

Summer is a busy time for Board Members as we approach our annual planning session and this year we have a new Chairman who will be assuming responsibility for the planning activity in August. We are also trying to schedule a Board Member Leadership Training event this Summer for both the Section Board and the Sub Section Board.

This would be a good time to ask again if anyone is interested in joining the leadership of the Section and becoming a Board Member. We have various responsibilities that could be taken over depending on a persons skill and experience. What better time to join the Board than when we have leadership training coming in July and SMP planning in August. You would be well equipped to start off your time in service to the Section.

When Rob Herhold was at the joint meeting in March he made a really good point in his

talk about his experience in Quality. He sees service to ASQ as a way to pay something back for the years that he was blessed with a good job, that enabled him to send his children to college and provide a good living for himself and his family. Many of us could say the same thing. Quality has provided for us very well over the years. Consider giving something back through service to ASQ.



Dave McCracken



THE EDGERTON AWARD

Congratulations to The Nebraska Medical Center on receiving The Edgerton Award of Progress!

The Nebraska Medical Center Receives The Edgerton Award of Progress



Dave McCracken, Chair of NE ASQ Section 1302; Lt. Governor Rich Sheehy; Dr. Steve Smith, accepting The Edgerton Award for the Nebraska Medical Center; and Mary Gerdes, President of the Nebraska Diplomats.

LINCOLN, NEB.(May 11, 2009)-Lieutenant Governor Rick Sheehy presented the 2008 Edgerton Award for Progress to The Nebraska Medical Center, Omaha, Neb. Dr. Steve Smith, Chief Medical Officer, for The Nebraska Medical Center accepted the award as part of Business and Industry Recognition Day sponsored by the Nebraska Diplomats.

The Nebraska Medical Center (NMC) is a 689-licensed bed academic medical center that serves as the teaching hospital for the University of Nebraska Medical Center and Clarkson College. The center has a national and international reputation for its transplant services and is nationally and regionally recognized for its oncology, neurology and cardiology programs.

NMC's leadership puts action and meaning into its tag line SERIOUS MEDICINE. Extraordinary Care. Business and civic leaders, employees, partners, customers and the community all benefit from this commitment to excellence. Consumer's preference of NMC is extremely high and satisfaction with physicians and employees is steadily increasing. The center's employee turnover also has dropped during the past five years.

NMC borrowed from other industries, including the auto, manufacturing and aviation industries to improve its patient safety and care. By reorganizing its supply chain, NMC saved more than \$5.6 million in four years. During this recent economic downturn NMC is actually increasing its market share and strengthening financial stability, all while maintaining an Aa3 bond rating.

The Nebraska Edgerton Award recognizes innovation and performance excellence among varying business sectors, including manufacturing, health care, government, education and nonprofits. The award is administered by the Nebraska Department of Economic Development with sponsorship by the Nebraska Section of the American Society for Quality and the Nebraska Diplomats.

The Edgerton award is based on a rigorous assessment by an independent board of examiners in seven key areas: leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus; process management; and results. Examiners, who are generally members of the American Society for Quality, contributed more than 600 hours to evaluate NMC and prepare a report which NMC can use in its path to the Baldrige National Quality Award.

Contact Stephanie Gould, Systems Improvement Coordinator and The Edgerton Award contact for The Nebraska Medical Center, at , 402.559-2086 or sgould@nebraskamed.com , or visit the NMC Web site: www.nebraskamed.com.

For information about the Edgerton Award or the Baldrige Criteria for Performance Excellence, contact Jenne Rodriguez, jenne.rodriquez@nebraska.gov , 402-471-3745

Phil Shanlin Scholarship Awards



Cindy Reuter, Kayla Essink , Emily Row, Shawna Hanson, Jacob Bass

The Nebraska Section 1302 of the American Society for Quality (ASQ) held its annual Phil Shanline Scholarship Awards Banquet on Thursday, May 21st at Mahoney State Park. A total of nine scholarships were awarded (one \$1000 scholarship based on an essay about quality and financial need, four \$500 scholarships based on the essay alone and four \$500 scholarships based on the essay and need.

Present to receive their awards were Jacob Buss, Emily Rowe, Kayla Essink, Cindy Reuter and Shawna Hanson. Biographies for all scholarship recipients are listed below.

\$ 1000 Scholarship

Julie Nelson: Julie is from Gordon, Nebraska and is currently attending South Dakota State University where she is majoring in Pre-Pharmacy. In addition to her studies, she is active in a number of community fundraising activities, including the Children's Miracle Network. Her definition of quality is a desire for all of mankind to experience quality of life. In living out her definition, Julie plans to become a pharmacist and return to the Pine Ridge Indian Reservation and serve at the Indian Health Services Hospital, where she will counsel Native Americans on preventative health care in addition to the dispensing of medication.

\$ 500 Scholarships



Jacob Buss: Jacob hails from Tecumseh, Nebraska and has graduated from Johnson County Central High School. While attending high school he participated in numerous school and community activities including the National Honor Society, Johnson County Central FFA and served as co-chair of the Nemaha County Relay for Life. Jacob will be attending Peru State College pursuing a B.S. Degree in Music

and Science. Jacob's definition of quality is "the performance or delivery of a service or product that exceeds what is normally expected". After graduating from Peru State, he plans to teach students not only in the subjects he teaches, but also the values that are necessary to become active and productive members of the community.



Kayla Essink: Kayla is from Clay Center, Nebraska where she attended Clay Center High School. During high school she served as the editor of the school newspaper as well as being active in the Student Council and National Honor Society. This fall she will be attending the University of Nebraska-Kearney, majoring in journalism. Kayla's philosophy of quality is to do the task correctly the first time, taking time to plan out the process in detail before proceeding. She has an eye for detail and sees the potential in herself to become an investigative reporter. A long term goal of hers is to write a novel.



Emily Rowe: Emily comes to us from Omaha, Nebraska and has attended both Metropolitan Community College and the University of Nebraska-Omaha. She plans on furthering her education at the College of Saint Mary, majoring in occupational therapy. Emily's definition of quality is "a product, service or state of existence that measures up to the highest possible standards within the parameters of available knowledge, physical and financial resources." Quality health care is her area of interest, specifically in improving the hospital room environment to better address the mental, physical and spiritual needs of the patient.

Branson Martin: Branson is from Riverdale, Nebraska. He plans on attending Southeast Community College in Lincoln, majoring in business administration. His definition of quality is influenced by his great-uncle Edward's quote, "You get what you pay for!" Branson goes on to explain that quality refers to products or services that exhibit fine craftsmanship, durability, usability at a fair price and in a timely fashion and incorporates his understanding of the value of quality in the day-to-day choices he makes. His future goals include learning the principles and rules of good business management and to work for a new or up-and-coming small business where he can be part of the initiation, growth and success of the business.



Shawna Hanson: Shawna is from Benedict, Nebraska having attended Cross County High School. She will be attending

Nebraska Wesleyan University this fall, pursuing a degree in English Education. Shawna would like to minor in Spanish and to obtain an endorsement in English as a Second Language (ESL). Her philosophy of quality encompasses not only the usual areas, but also involves a high moral code of conduct characterized by honesty, integrity, and trustworthiness. Her goals as a teacher are to be role model and a mentor to her students. She also sees herself being actively involved in helping to stock the food pantries in her communities.

Jane Plagmann: Jane is from Harlan, Iowa having attended Harlan Community High School where she was involved in speech, mock trial and track (shot put & discus). She plans to further her education at the University of Nebraska-Lincoln, majoring in dance. Her quality philosophy can best be described as a "passion for excellence." Jane believes that quality is a daily way of doing and enjoying life and that every task or activity that one is involved in should be done with the same kind of passion. She sees the value in doing small gestures of kindness whether it is the collection of old eyeglasses for the local Lions club to providing clothing to a less fortunate friend. Her ultimate goal would be to become a professional dancer, performing with a modern dance or ballet company.

Jeremy Schwartz: Jeremy's hometown is Glenview, Illinois where he attended New Trier High School. While in high school, he was a student founder of the "High Five" choir. The choir was founded with the idea of including special needs students in a choir with the general population of students for the purpose of making music. Jeremy sees this model as improving the quality of life for everyone who participates in or listens to the choir in concert. He will be attending Northwest Missouri State University this fall, studying for a degree in Elementary Education. As a future teacher, he plans to use components of what he has learned from the "High Five" choir and apply them to other subject areas.



Cindy Reuter: Cindy is from Omaha, Nebraska. She is a non-traditional student who is working while studying to become a

Medical Assistant at Vatterott College. Cindy's definition of quality is that it is "a concept we attach to every product or service we desire and/or acquire. It is something that is intangible, yet we know immediately when we don't get it." Applied to her daily life, she approaches each job or task with the standard of giving her very best effort. Her short term goal is to graduate with an associate degree in Medical Assisting with an intermediate goal to continue her education to obtain a Bachelors or Masters Degree in a medical research field.

Get to Know Your Board Members



Jon Ridgway, current Section 1302 Treasurer and Nominations Chairs, learned quality the hard way: as a welder at Fruehauf, Union Pacific Railroad, and Railcar Specialties. "Two things dawned on me very early in my welding career: 1) the glamour of welding is fleeting, lasting all of about the first 5 minutes; and 2) the quality of the end product is controlled to the largest extent by purchasing and the processes provided to us welders." Welding wasn't a career choice but a means to an end: tuition for college. Jon worked fulltime, supporting a family of four and attending IWCC and UNO at nights. The dream was law school. But though he got a Paralegal certificate and interned as a paralegal early in the 90s, that career just never panned out. Manufacturing was in his blood, and he used his education as best he could. As a welder, Jon wrote work instructions on his own time to help train his co-workers. And he always understood that 99% of the problems are management-controlled; the difficulty is that management does not fully understand what they create and maintain. It is the job of the quality professional to help management understand.

Jon was promoted from welder to TQM Coordinator at Railcar Specialties, and later to Strategic Planning Supervisor. From there he moved to Lindsay Manufacturing as Director of Employee Development in Lindsay, NE. He became ISO Coordinator and later QA Manager with Skyjack Equipment in Atlantic, IA, where he got his CQA and CQE certification, and IRQA Lead Auditor certification. When Skyjack closed in 2000, he moved on to First Data Resources, first in the Omaha Plastics facility for 3 years as Quality Engineer, and then for 3 years as QA Manager at their Chesapeake, VA, Plastics and Print facilities. Plastics and Print were separate entities, reporting to different VPs, but Jon worked to merge two totally different quality systems and staffs into one. In Virginia Jon met and married his wife, Catherine. He also obtained Blackbelt certification with ASQ and First Data. Jon tried his hand as a fulltime Blackbelt with Covalence Coated Products in Doswell, VA, north of Richmond, earning Covalence Blackbelt certification and learning a lot. In early 2006 Covalence was bought by Berry Plastics. That

management brought a different Six Sigma philosophy and a leaner approach to management. Berry made Jon QA Manager at the Doswell plant, but he'd decided to move back home and he took a position with Airlite Plastics in Omaha as Quality Engineer. Airlite is an injection molding manufacturer of premium food packaging. One you might be familiar with is the football-shaped Wells Blue Bunny ice cream containers. Airlite also produces foam products and an interesting building product: Fox Blocks, a very green replacement for concrete blocks. The Candlewood Suites on Abbott Drive near Epply Airfield is built with Fox Blocks. And Jon's boss at Airlite is long-time Section 1302 Board member and personality, Director of Quality Beccy Smith.

Jon has tried to give back to ASQ and the community as much as possible. He is an Edgerton Quality Award Examiner for Nebraska. He was an SPQA Examiner for the Commonwealth of Virginia. He participated on many Midwest Auditing Group (MAG) audits, both as Lead Auditor and Auditor. He served on the Boards of ASQ Sections 1302 and 1128 (Tidewater) as Newsletter, Treasurer and Nominations Chairs. He was active also in Section 1104 (Richmond).

Jon recently founded his own consulting company, JC Quality Business Solutions and is currently working on his second consulting job. In his spare time, Jon enjoys doing yardwork, reading military history and hanging out with Catherine, their dog Sophie, and two cats, Max and Martini.

New Members!!!

Michael Bechtel – First Data

Doug A. Beran – Allstate Financial

Steve Deane – Lozier Corp

John G. Denkinger – BD

John Englestad – Bryan LGH

**Ann Fetrick – University of Nebraska
Medical Center**

Zeb Martens – Green Planet Farms

Marty Uitts – First Data

**Sharon K Wheeler – Lincoln Financial
Group**

Karen Winter – First Data

Garry L Woita – Valmont Industries

Welcome to section 1302!

Zero Defects Celebration at Conductix-Wampfler

By Jon Ridgway and David Douglas

April 9th was the day the Omaha-based U.S. division of Conductix-Wampfler celebrated it's Zero Defects Day at its Omaha and Harlan, IA, manufacturing facilities. Conductix, a division of the French company Delachaux was formally known in the U.S. as Insul-8, and had recently merged with a competitor organization, Wampfler, Inc. of Germany.

To improve product and service quality and increase productivity throughout the organization Conductix-Wampfler's

Director of Quality, Dave Douglas, used a Zero Defects focused Quality Improvement Process as an organizational driver. The introduction of a Zero Defects philosophy throughout the organization became the #1 priority of the division in 2006 and remained so through 2008. That effort resulted in a reduction or elimination of PONC (Price of Non-Conformance) of over \$300,000 by June 30 of 2008. Due to resource constraints and the need to implement a new ERP (Enterprise Resource Planning) system called SAP, priorities were readjusted in 2008 so that the US division could focus needed resources on a successful

implementation of SAP. The SAP implementation project diverted critical human resources from Zero Defects, so Dave felt it was advisable to allow many ZD focused activities to be given a lower priority in the 2nd half of 2008 and in early 2009 during key phases of the SAP implementation.

Early in 2009, with SAP fully implemented, Dave decided that it was time to celebrate the accomplishments of the organization relative to the Zero Defects efforts to date, but also reinvigorate the focus on implementing the remaining steps of their Quality Improvement Process. A day of celebration was announced and ASQ Section 1302 was asked to provide a speaker for the celebration in the Harlan, IA facility, so I volunteered. Celebrations were held simultaneously for the Omaha and Harlan facilities. Dave Douglas, Don Jones, the CoE (Center of Excellence) Leader of the Omaha facility, and Mike Staddon, COO of Elliott Equipment spoke at the Omaha facility celebration, and Lon Miller, COO of CX-WA USA, and Keith Forman, CoE Leader of the Harlan facility, and I spoke at the Harlan, IA celebration.

Conductix-Wampfler (USA) C.O.O. Lon Miller spoke first. He praised the associates for the many successes of the plant. Keith Forman then spoke, echoing Lon in his pride and appreciation in all the Harlan workers had accomplished, both in improving productivity, generating suggestions, and reducing the cost of poor quality.

I spoke about ASQ, both National and Section 1302, which represents and serves

Eastern Nebraska and Western Iowa, and its role in helping all companies large and small. I talked about the economy and reminded them of Dr. Deming's famous quote when someone challenged him to explain why they needed to improve. Dr. Deming turned the challenge around and replied, "It is not necessary to change. Survival is not mandatory." That quote always spoke volumes to me; history is littered with the wreckage of organizations that couldn't or wouldn't find a better way.

But continuous improvement, I said, can and should be positive, not fear-driven, and works better when it is. The Harlan facility's ZD successes showed that in how they both saved money and improved their processes. They did that not through being involved but through engaging in the process. Engagement brings great benefits to all parties. Management gets a thinking and more productive work force, which results in less defects and grows the business. Labor gets more interesting work, more stability and a mellower management. It doesn't just happen; it takes a well-directed and focused continuous improvement effort like Zero Defects and an engaged work force.

I concluded by asking them to embrace the absolutes of quality and the mentality of Zero Defects. I asked them to do this not out of fear but out of passion and joy of life, and to bring all they had to their work. For it is through work that we bring value to ourselves, to our community and to God.

April 1302 Meeting Recap

by Jon Ridgway

The April 16th meeting was a joint get-together with ASQ Section 1302 and APICS, the Association for Operations Management. The meeting was held at Dave & Busters in Omaha. Steve LeGrand, Vice President of Operations with Valmont Industries, was the speaker. His topic was "Valmont's Lean Journey."



Steve LeGrand



Steve began with the history of Valmont beginning after World War II in Valley manufacturing farm elevators. A partnership with the inventor of the center pivot in the early '50s gave it its uniqueness. The energy crisis of the '70s helped launch the company into the giant it is today with over 50 facilities located in 14 countries around the world.

Steve said that its very success has been the hurdle: why change? As he put it, “The past is littered with companies that were once on the top of their respective industry, yet don’t exist today.” What needed to change, he said, was Purpose, People and Process. This required Vision, the right assets, doing the right things, in the right way, at the right time. In short, creating a new operating system: the Valmont Way.



The Operating System refers to the assets and resources configured to maximize flow and value to the customer and stakeholders. The goal of the Valmont Operating System is to maximize Stakeholder Value through the leverage of standard and repeatable best practices and processes.

Valmont, Steve said, will move from being a Good organization and become Great, with Great defined by:

- **An exceptional customer experience**
 - **Having the right people and structure**
 - **Level 5 leaders (Good to Great)**
 - **Embodiment of Core Values**
 - **A sense of urgency**
- **A laser-like focus on what is important**
 - **A culture of creativity and disciplined thoughts and actions**
 - **Predictable, transferable processes**
 - **Sustainable superior financial performance**

The Lean journey began with a CEO Strategy. Structure, with Lean Champions, was developed. Training in Lean and Six Sigma tools was provided. Value Streams, both current and future, were documented. The roadmap was defined for volume; quality; cost; and delivery. Stability was required in quality, scheduling and equipment. And Team culture needed support.

Steve talked about how lean works; and the assessment the company went through to determine its reasons for transition. He presented the Business Toolbox, which is comprised of Six Sigma, Kaizen and Lean; and measured with Implementation Time, Data Collection / Analysis, and Support Structure Complexity. The Valmont Way is a Cultural Change Process. It consists of going through the stages of Commit, Learn, Traction and finally Live It.

He presented examples of the successes they've had. And he emphasized that there is a critical need for the successful Change Agent / Leader. Steve knew his topic well and presented it with enthusiasm.

VALUE CREATION CORPORATION

~ A management consulting firm delivering exceptional business solutions to customers in manufacturing and service industries ~

2009 Summer — ASQ Workshop— Accelerating the Delivery of Business Solutions through the Strategic Integration of Lean, Six Sigma, and Kaizen

While many companies continue to effectively implement Lean Six Sigma methods to deliver significant quality improvements and multi-million dollar bottom line benefits, a desire to accelerate the delivery of these results is always present. Most Lean Six Sigma projects can take up to 4-12 months to complete (6 month on the average) and deliver great improvements. This variability can be driven by many factors which can be controlled through the strategic integration of Lean, Six Sigma, and Kaizen to deliver exceptional business results up to 15 times faster than traditional methods. Some of these factors include project scoping, measures of success, alignment to strategic business priorities, learning curve, testing cycles, availability of data, and others. This strategic and natural integration of Lean, Six Sigma, and Kaizen provides a hands-on framework through quality workshops for organizations to effectively control these factors and remove waste and variability in the planning and delivery process of projects. This is a proven method which has demonstrated to consistently deliver exceptional business results worldwide with a laser like focus delivering 50%-70% quality improvements and significant financial benefits faster than traditional methods. Case studies will be presented to illustrate the power of this integrated approach along with an overview of the methodology and hand-on application examples. In this workshop you will learn:

EXCEPTIONAL BUSINESS RESULTS

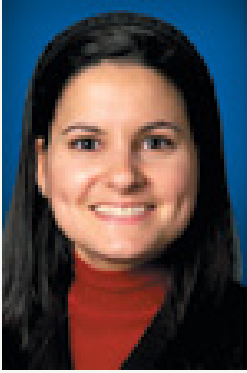
- ◆ Deliver business solutions up to 15X faster over traditional methods
- ◆ 50-70% transformational quality improvements
- ◆ 4-6 Sigma performance
- ◆ Up to 10:1 return on investment
- ◆ 5 day quality workshops

- What an integrated Lean Six Sigma Kaizen approach is
- When to use this approach vs. traditional methods
- How to get started

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Biography ~ Evelitsa Higuerey-Schweizerhof, Ph.D



E. HIGUEREY-SCHWEIZERHOF, PH.D
PRESIDENT
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*Accelerating
delivery of
exceptional
business solutions*

Eve is an independent consultant who specializes in supporting organizations on their Lean Six Sigma journey to deliver exceptional quality products and services. She has over 13 years of quality and operational leadership experience, partnering with companies to lead the delivery of transformational and innovative end-to-end business process solutions through the effective application and integration of Lean Six Sigma methods across multiple industries worldwide in North and South America, Europe, Asia, Africa, and Australia; including aerospace, automotive, a variety of consumer products and financial services. Eve is a dynamic leader with great team building skills and hands-on approach which consistently delivers unsurpassed quality performance, multi-million dollar financial benefits, and superb customer satisfaction. Eve is a certified Six Sigma Master Black Belt and a coach of World Class Lean methodologies, as trained by Japanese Shingigitsu Sensei leaders. She has also hands-on experience in deploying accelerated business solutions through the strategic integration of Lean, Six Sigma and Kaizen across multiple industries, delivering great quality and financial performance up to 15X faster than traditional methods. She has a strong academic background in mechanical engineering, with a doctorate, Master of Science and Bachelors of Science degrees from Lehigh University, Bethlehem, Pennsylvania. Prior to consulting, Eve has held several leadership positions in Fortune 500 companies, in-

EXCEPTIONAL BUSINESS RESULTS

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- ◆ 5-day quality workshops

cluding the largest privately owned bank in the U.S. She is an accomplished speaker and author of journal publications. She is an inventor and holds several patents internationally.

Leadership Positions

- **Vice-President of Performance Management** ~ Largest privately owned bank in the U.S., First National Bank, Omaha, NE
- **Global Quality Operations Manager**, Ford Motor Company, Dearborn, MI
- **Global Quality Leader**, United Technologies– Pratt & Whitney, East Hartford, CT

Accreditation and Professional Associations

- Lehigh University, Ph.D. in Mechanical Engineering
- Lehigh University, M.S. in Mechanical Engineering
- Lehigh University, M.S. in Mechanical Engineering
- iSix Sigma Professionals
- American Society for Quality
- American Society of Mechanical Engineers
- Society of Automotive Engineers