



ILLIANA SIGNAL



Volume XXII Issue 6

Illiana Website www.asq-illiana.org.

March 2009

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MESSAGE FROM THE CHAIR

Greetings Everyone,

Our February meeting was at Chef Klaus Bier Stube in Frankfort. The food, as usual, was delicious. Even better, we had another inspiring presentation by MJ Brenne of *Writing and Speaking for Results*. She presented a session on “Why Can’t I Get Through to These People?” This was a troubleshooting guide to business communication for Quality Professionals. She showed us ways to structure a document or email to get the most attention from the reader, and increase the likelihood of getting the response that we were seeking.

We have two candidates for the section board position of Treasurer – the first time in many years that we’ve had any race contested. The nominations and voting are closed. The candidate with the most votes will be announced at the March general meeting. Good luck to both of you.

Don’t forget that next month’s general section meeting is on the 5th Tuesday of the Month, March 31. Keith Poole, of the Sister’s of Saint Francis Health Systems, is presenting a program on “Implementing Lean and Six Sigma at Local Hospitals.”

If you would like to help the section by volunteering, even a small task can be very helpful, please get in contact with me or one of the other board members.

Please don’t forget to periodically visit our own Illiana website, www.asq-illiana.org, where each edition of the newsletter, the program schedule, and other information you might need, is posted. You may not know this, but we also post job opportunities that we hear about. For those of you who have not provided your email address to ASQ Headquarters, we send two newsletters by mail to help you catch up with the section happenings.

Lastly, remember that you need to have attended 5 general section meetings in order to get the gift for that purpose. You know it will be something nice.

Regards,

Tracy Sims
Section Chair

Mission Statement

Illiana Section 1213–ASQ is dedicated to advancing the principles and practices of quality control for the benefit of its members, the Society, local business and industry, the education sector, and the community.

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If you have any comments or questions, please feel free to contact your Board Members or ASQ.

March Meeting

DATE: Tuesday, March 31, 2009

LOCATION: Dick's Restaurant
10808 Wicker Avenue (Rt. 41)
St. John, IN 46373
219-365-5041

TIME: 6:15 P.M. --- Registration
6:30 P.M. --- Dinner
7:30 P.M. --- Program

Speaker: Keith Poole

TOPIC: Implementing Lean and Six Sigma at Local Hospitals

Healthcare is the next great frontier for Lean and Six Sigma implementations. While some people have been applying these and other quality tools to healthcare for over 20 years, in most facilities these concepts are still in infancy or nonexistent. The new reality is this - current levels of quality and cost in healthcare are no longer acceptable to the public, the government, and private employers. Financial viability is now in question at hospitals that can't perform.

Sisters of St. Francis Health Services, Inc. (SSFHS) has been implementing Lean and Six Sigma at its facilities since 2005. They now have several success stories to share, and still many opportunities! In this presentation Keith Poole, Corporate Manager of Lean Six Sigma for SSFHS, will showcase recent Lean Six Sigma work from local SSFHS hospitals including Saint Anthony, Saint Margaret Mercy, Franciscan Physicians Hospital, and St. James. He will also share some of the specific results obtained so far and comment on the personal satisfaction of applying quality tools in healthcare.

Keith Poole has been an active member of ASQ since 1997 obtaining the ASQ CQA, CQE, CSQE, CSSBB, and CMQ/OE certifications. He has earned Bachelor degrees in Engineering and Mathematics, and recently completed the requirements for a Masters of Science in Quality Assurance degree. Keith's career in Quality started as a Metallurgical Engineering research project at a steel forge in Trenton, Nova Scotia. While completing his Engineering degree, Keith worked full-time at a small steel rail producer as an ISO Certification Specialist. There he saw the company through successful certification to the ISO 9002:1994 quality standard. This led to a position as Operating Resource with Ispat Inland in the #3 Cold Strip Mill. While at Inland, Keith became a qualified internal lead auditor for ISO/TS 16949 and received Six Sigma Black Belt training at Whirlpool, a major customer. In 2002, Keith transitioned to Merkle-Korff Industries where he specialized in statistics and Six Sigma projects. Keith then worked as Certification Coordinator and Product Quality Manager at NAVTEQ, the world's number one supplier of digital map data. There he achieved and maintained certification for all North American operations (including over 50 field offices) to the ISO 9001:2000 quality standard, and the distribution operations to ISO/TS 16949:2002. Keith is currently the Corporate Manager of Lean Six Sigma for Sisters of St. Francis Healthcare Services, who own and operate 13 hospitals and dozens of other facilities in Indiana and Illinois including physician offices, medical test labs, and long-term care facilities.

Please RSVP ASAP -- No later than Friday, March 27, 2009

Submit reservation online at <http://www.asq-Illiana.org>, or send an email to carlithe.layosa@stvinc.com

Illiana Section 1213 Business Meeting 2/24/09



Quality As A Way Of Life Conference
1/30/09



Certification Tests

| <u>Exam List</u> | <u>Exam Date</u> | <u>Appl. Deadline</u> |
|--|------------------|-----------------------|
| 2009 | | |
| CQT, CRE, CQI, CMQ/OE, CHA, CBA, CSSBB | March 7 | January 9 |
| World Conf, Minneapolis, MN All Exams | May 17 | April 3 |
| CQE/CQA/CSQE/CQIA/CCT/CQPA/CSSGB | June 6 | April 17 |
| CQT, CRE, CQI, CMQ/OE, CHA, CBA, CSSBB | October 17 | August 21 |
| CQE/CQA/CSQE/CQIA/CCT/CQPA/CSSGB | December 5 | October 16 |

The location for the March and June 2009 tests have been confirmed for Section 1213 at: Joliet Junior College in Joliet, IL

La Crosse Winona

ASQ Section 1216

2009 Spring Conference

Quality Keeps the Boat Afloat

Thursday, April 2, 2009, 2:30 pm – 7:30 pm
Winona State University Kryzsko Commons, Winona, MN

Programs:

Keep Quality at the Helm With Corrective And Preventive Action presented by Chris Parker, Supplier Development Manager with Benchmark Electronics

TRIZ is an Innovation and Problem-Solving Lifesaver presented by Mark Reeves, Owner of Inventive Solutions, Inc.

Anchor Your Profitability in a Green Business Environment presented by Kim Brown, CIRM, CFPIM, MBA, Director of Distribution with Quality Bicycle Products

Keynote Address:

What Would Deming Say? presented by Mike Micklewright, President of QualityQuest, Inc.

Workshop A

Creating a Leaner Quality Management System presented by Mike Micklewright

Workshop B

Preparing for a Quality Award presented by Dan Rand

Learn more about the La Crosse-Winona Section of ASQ by visiting: <http://www.asq1216.homestead.com/>

Did You Know...

- That beginning in March, the cost for the dinner meeting will be waived for members who are unemployed?
When registering, add a note in the comment section that you are transitioning between jobs.
- That all section members that come to five or more meetings will receive a special gift bag at the April or May meeting?
- That the Calumet Chapter of the Society of Manufacturing Engineers is hosting a job fair on Tuesday, April 14, 2009, at Purdue University Calumet in Hammond, IN?
The job fair will be from noon until 4:00 pm in The Center facility off of 173rd Street.
- That the bulletin editor is looking for news (e.g., honors, promotions, certifications, community service involvement) about our members to list under the “Did You Know” column?
- That all news items should be sent to the bulletin editor by the last day of the month?





Illiana Section 1213

Meeting Agenda for 2008/2009

| <u>Date</u> | <u>ASQ Contact</u> | <u>Topic</u> | <u>Location</u> | <u>Speaker</u> |
|-------------|--|---|---|-------------------|
| 3/31/2009 | Carlithe Layosa Submit reservation online | Implementing Lean and Six Sigma at Local Hospitals | Dick's 10808 Wicker Ave. (Rt. 41) St. John, IN 46373 (219) 365-5041 | Keith Poole |
| 4/28/2009 | Carlithe Layosa Submit reservation online | World-Class Employee Engagement Practices | Scrementi's Banquets 104 W. Sauk Trail Chicago Hts., IL 60411 (708) 755-0624 | Manu Vora |
| 5/19/2009 | Carlithe Layosa Submit reservation online | Lean and Culture Change | Burgundy Bistro 3462 Vollmer Road Olympia Fields, IL 60461 | Dave McConnaughey |

ASQ 1304 St. Louis Quality Conference • April 2-3, 2009

Crowne Plaza St. Louis – Clayton
7750 Carondelet Avenue • Clayton (St. Louis), Missouri 63105
Reservations: 888-303-1746 or 314-726-5400

The ASQ St. Louis Section 1304 is hosting its annual St. Louis Spring Quality Conference. In addition to the nine preconference workshops and the activities on Conference Day, there will be over 16 different speakers and presenters, and the opportunity to take ASQ Certification Exams.

- Using Statistics for Decision Making - Brenda Bishop. Review of basic statistics and their use in making good decisions.
- People and Lean+ Integrating our Strengths - Dawn Newman and Mark Dana. Discover how clear mission, goals and shared responsibility leads to greater employee involvement, business solutions and results.
- Excel for SPC and Statistical Analysis - Scott Follett. Using Excel's built in functions to implement SPC and perform Statistical Analyses.
- Lean ISO 9001 - Chris Anderson. Implementing a minimalistic ISO 9001 Management System using Lean techniques.
- Introduction to Design of Experiments (DOE) - Connie Borrer. Hands-on introduction to DOE emphasizing guidelines, factorial designs and strategic experimentation.
- Effective Internal Audits - John Moorhouse. Learn the 9 step auditing methodology and the two most important questions of auditing.
- Human Side of Lean - George Friesen. Plan for optimizing the interplay of beliefs, leadership styles and work processes for successful Lean implementation.
- Thinking Locally and Globally in Organizational Leadership - Deborah Schroeder-Saulier. Learn how polarity management can help capitalize on diversity and convert resistance to change.
- A Lean Tool Kit for Project Leaders - Adil Dalal. Learn to apply the principles of Lean and continuous improvement in Project Management to eliminate waste, non-value added activities and breakthrough results in Project implementation.

For full workshop and Speaker descriptions go to www.aswstlouis.org.

MEETING LOGISTICS

Directions

From North: Take I-57 to I-294 or I-94 to I-294E to Indiana. Exit at Indianapolis Boulevard south (exit 2). Follow Indianapolis Boulevard approx. 10 miles.

From West: Take I-80 east and exit at Indianapolis Boulevard south (exit 2) and follow Indianapolis Boulevard approx. 10 miles, or take US 30 east to Indianapolis Blvd. (US 41). Turn right (south) and drive approx. 5 miles.

From South: Take US 41 north to the restaurant.

Note: Indianapolis Boulevard, Wicker Avenue and US 41 (south of I80/I94) are the same road. The restaurant is located on the west side of the street just north of the light at 109th Avenue / US 231



**Illiana
Section**

2009-2010 Treasurer



Thank you to all the members who cast their ballots for treasurer. It was a very close race with only a few votes between the two qualified candidates. Congratulations to Lee Fadeley for winning and accepting the responsibility to serve as treasurer.

ILLIANA MEMBERS PLEASE UPDATE ASQ WITH YOUR EMAIL ADDRESS TO CONTINUE TO RECEIVE IMPORTANT UPDATES FROM YOUR SECTION.

REMEMBER TO CHECK THE ILLIANA WEBSITE MONTHLY FOR THE BALANCE OF THE SECTION NEWSLETTERS!!

Sign on to the Illiana Website www.asq-illiana.org for any new information

ILLIANA SECTION 1213 UPCOMING EVENT

Guest Speaker: Keith Poole

**Implementing Lean and Six Sigma at
Local Hospitals**

March 31, 2009, beginning at 6:15 PM

**Dick's Restaurant
10808 Wicker Avenue
St. John, IN 46373
219-365-5041**