



# ILLIANA SIGNAL

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Illiana Website [www.asq-illiana.org](http://www.asq-illiana.org).

November 2009

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## MESSAGE FROM THE CHAIR

Greetings Everyone,

Andy Nichols was our speaker October 20th at Gatto's Restaurant. All attendees received 0.6 recertification units since Andrew gave a pre-dinner presentation titled Process Auditing – The Football, as well as the post-dinner presentation titled Risk Management and Your Quality Management. Andy was very engaging and there was a lot of audience participation. Thank you Andy!

We look forward to seeing you at our next meeting of the program year, on November 17<sup>th</sup> at Dick's Restaurant in St. John, IN, where board member and Recertification Chair, Kim Bernas, will discuss the ASQ recertification process.

I will be hosting this year's winter tour on Tuesday December 8, and it will be a look at the Advanced Photon Source, a circular accelerator facility, at Argonne National Laboratory. Please make plans to be there; I know you'll find it very interesting. In order to get onto the site of Argonne National Laboratory you must be a US citizen. I will need to know who is attending no later than Friday December 4, as I need to have your badges printed ahead of time. I need your information separately, even if you have registered for the tour online. I will need your name and for you to confirm that you are a US citizen. There may be additional information needed; if so, this will be announced in a general section email. Please note if I do not have your information by December 4, you will not be able to enter the site. Please send your information to me at [qtsims@comcast.net](mailto:qtsims@comcast.net).

Please mark your calendars for Friday January 22, 2010, for the third annual Illiana Section quality conference. This year's title is **Quality: The View from the "Inside."** I am sure that you will find it to be as informative and rewarding as the past two years. You will not find a better training value anywhere!

Continued on page 2

### 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.

## November Meeting

DATE: Tuesday, November 17, 2009

LOCATION: Dick's Restaurant  
10808 Wicker Ave. (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

COST: \$20.00

SPEAKER: Kim Bernas

TOPIC: RECERTIFICATION 101

This presentation will provide all the information needed to submit a recertification application.

**Please RSVP ASAP** -- No later than Friday, November 13, 2009

Submit reservation online at <http://www.asq-illiana.org>, or send an email to [carlithelayout@stvinc.com](mailto:carlithelayout@stvinc.com)



### Message from the Chair (continued from page 1)

Please don't forget to periodically visit our own Illiana website, [www.asq-illiana.org](http://www.asq-illiana.org), where each edition of the newsletter, the program schedule, and other information you might need, is posted.

I know I speak for all of them, so I say the board members for the Illiana Section try very hard to return value to you and make your membership rewarding by providing good places to eat, good programs, a special tour, and even some books and gifts as appropriate.

Remember that you need to have attended five general section meetings in order to get the end of the year gifts for that purpose. These have been very nice gifts!

I have given my current situation a great deal of thought in the past few months, and my work responsibilities have changed sufficiently that I must step down as Chair of the section. I have enjoyed my many years on the board and as a member of the Illiana Section. You will still be seeing me around as my travel schedule permits. Thanks to all of you for your past support and friendship; please continue those efforts for the new Chair.

If you would like to help the section by volunteering, even a small task can be very helpful, please get in contact with one of the board members. If you have any suggestions for programs they would be appreciated.

Regards,

Tracy Sims  
Section Chair

# Illiana Section 1213 General Meeting

10/20/09



Speaker: Andy Nichols

# Internal Audits – Auditing a Process Based QMS

[By Andy Nichols, NQA Regional Sales Manager](#)

As with any change to the international standard ISO 9001, or one of its ‘cousins’ like ISO/TS 16949, or AS 9100, there’s an opportunity to review and improve the way an organization implements these requirements.

One important requirement, the internal audits, should be focused on the processes of the quality management system and recurring questions auditors have, which include “How do I audit a process?” “Which processes should I start with?” and “How will I know if the process is effective?” To start with, we’ll investigate how to get organized when planning and preparing to audit a business process.

A process can be defined as “activities which transform inputs into outputs.” One might add, “under controlled conditions,” since we usually want to be able to predict a (good) result! From this definition, we know a number of things already about any process, they have:

- Input(s)
- Output(s)
- Activities
- Controls

This is helpful, but heading off to do an internal audit with 4 topics on our checklist is unlikely to help us reveal if the process is working as intended. As auditors, we have to develop a better understanding of what an effective process requires to deliver a satisfactory outcome for the organization and its customers.

Most business processes have some form of goal or objective assigned to them, so that performance can be determined. This might be focused externally on customers’ needs or internally to the organization. And it’s usual that these goals and objectives have a measurement associated with them. If the process is working effectively, it’s by these performance criteria that an auditor can tell what’s being achieved.

In addition, it’s desirable to produce a consistent result; therefore, the process must be under control. Most of us know the wailing sound (output) made by a loudspeaker, when the microphone (input) is placed too close to that speaker – it’s called feedback! You can certainly measure the sound level, but the process is out of control! Our business processes need controls to ensure that things don’t get out of hand.

Process controls for the activities are accomplished many ways;

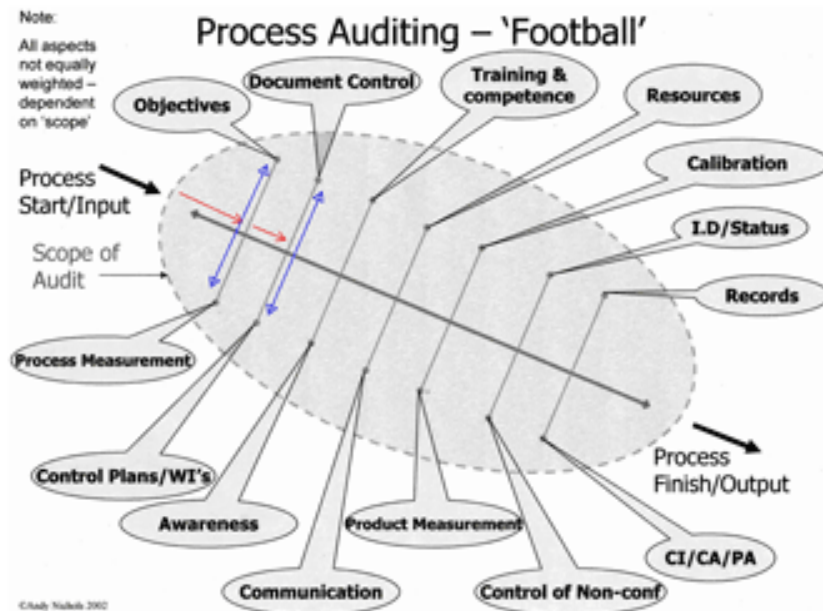
- People – competent, aware and trained
- Equipment – maintained, (calibrated, if necessary for measurement)
- Methods – procedures, work instructions, (as necessary, under document control)
- Materials – approved, available, identified, etc.

In listing these control criteria, our list of audit topics has grown quickly, and we must also consider some other controls which must be in place; – documentation controls, non-conformances, records generated from the process, corrective/preventive actions and improvements.

The challenge of preparing for any audit is the sequence in which to place these, so that we can gather useful information about the process, rather than just a number of facts, since creating a simple list of these topics is not as helpful.

(Continued on next page)

There are a number of 'visual metaphors' which have been used as tools to assist auditors. One unique approach has proven successful in helping auditors to organize these topics in an appropriate sequence – the 'Football©'.



The use of this tool to 'visualize' the path an internal auditor should take when auditing a process has a number of advantages:

Comprehensive planning - so that all relevant controls are considered, in their correct sequence (the above is an example applicable to a manufacturing process). Structure to audit checklists or questions – they follow the appropriate process flow. This allows information to be gathered and used later to verify performance.

It can assist an audit manager with ensuring the assigned auditor(s) do the relevant research of those requirements and controls, so that they develop better understanding of them, before the audit interviews. The auditor has a 'bigger picture' to audit and is therefore more likely to see systematic issues.

Evaluation of actual process performance to the objective(s) as well as compliance of the QMS, better time management, adherence to audit scope, etc.

By populating the various 'bubbles' (in the example) with the details of the organization's management system and/or customer requirements, the auditor is able to get a clearer understanding of the expected outcomes. They are better able to identify opportunities within the management systems, as a result.

It is often easy for an internal auditor to be 'drawn off track' when evaluating the other criteria and controls (depicted by the football's 'laces') which can affect a process – calibration for example – and the football assists the auditor in defining the 'boundaries' at which point they must decide to return to the normal process flow.

In review, conducting process based internal quality management system audits can be an overwhelming task leading only to a report based on compliance only. The use of a planning tool like the football to map out an auditor's strategy leads to far more effective and efficient audits and focuses the auditor on validating the results of the process to the plan.



# Illiana Section 1213

## Meeting Agenda for 2009/2010

<u>Date</u>	<u>ASQ Contact</u>	<u>Topic</u>	<u>Location</u>	<u>Speaker</u>
11/17/2009	Carlithe Layosa <a href="#">Submit reservation online</a>	Recertification 101	<b>Dick's Restaurant</b> 10808 Wicker Ave. (Rt. 41) St. John, IN 46373	Kim Bernas
12/8/2009	Carlithe Layosa <a href="#">Submit reservation online</a>	Plant tour  RSVP by Friday, December 4, 2009, to qtsims@comcast.net.	<b>Argonne National Laboratory</b> 9700 S. Cass Avenue Argonne, IL 60439	Tracy Sims
1/19/2010	Section Chair	Section Elections & Business Meeting	<b>Sanfratello's</b> 127 Main St. Glenwood, IL 60425	Tracy Sims
2/16/2010	Carlithe Layosa <a href="#">Submit reservation online</a>	Value Stream Mapping for Service	<b>Chef Klaus Bier Stube</b> 679 LaGrange Rd. Frankfort, IL 60423	Anthony Manos
3/23/2010	Carlithe Layosa <a href="#">Submit reservation online</a>	Ethics 101	<b>Charlie's Alehouse</b> 8940 Calumet Ave. Munster, IN 46321	Suj Shah
4/20/2010	Carlithe Layosa <a href="#">Submit reservation online</a>	Employee Recognition Part II	<b>Dixie Kitchen &amp; Bait Shop</b> 2352 East 172nd Street Lansing, IL 60438	Dr. Manu Vora
5/18/2010	Carlithe Layosa <a href="#">Submit reservation online</a>	TBD	<b>Burgundy Bistro</b> 3462 Vollmer Road Olympia Fields, IL 60461	TBD

Registration for the plant tour at Argonne National Laboratory in December is mandatory. Due to strict security measures, members who do not register by the registration deadline will not be allowed to participate in the tour.

**PROVIDE ASQ WITH YOUR CURRENT EMAIL ADDRESS TO RECEIVE IMPORTANT UPDATES FROM YOUR SECTION.**

REMEMBER TO CHECK THE ILLIANA WEBSITE MONTHLY FOR SECTION NEWSLETTERS.

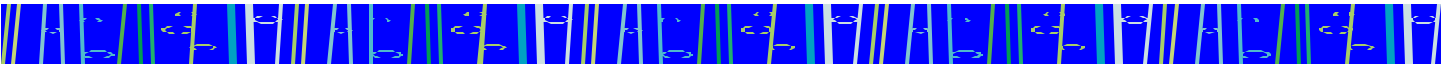
### Certification Tests

<u>Exam List</u>	<u>Exam Date</u>	<u>Appl. Deadline</u>
<b>2009</b> <i>CPGP, CQE, COA, CSQE, CQIA, CCT, CQPA, CSSGB</i>	December 5	Passed
<b>2010</b> <i>CQI, CQT, CRE, CMO/OE, CHA, CBA, CSSBB</i>	March 6	January 15
<i>World Conf, St. Louis, MO – All Exams</i>	May 23	April 2
<i>CPGP, CQE, COA, CSQE, CQIA, CCT, CQPA, CSSGB</i>	June 5	April 16

Calumet College of St. Joseph in Whiting , IN has been confirmed to be the test site for the December test and South Suburban Community College / Business & Career Institute in South Holland, IL has been confirmed for the March and June test site.

The exam location address for the December exam is 2400 New York Avenue, Room 205, Whiting, Indiana.

The exam location address for the March and June exams is 58 W. 162nd Street, South Holland, Illinois (across from the Dodge dealership).



## Did You Know...

- That the next Board Meeting for Illiana Section 1213 was re-scheduled for November 10, 2009? Contact any board member if you are interested in volunteering.
- That the tour scheduled in December will require a government issued ID, US citizenship, and pre-registration?
- That any member who attends five or more meetings will receive a gift from the Section at the April or May meeting?
- That any member who holds an ASQ certification can earn 0.5 credits for proctoring a certification exam? Contact Tracy Sims or Larry Sprengel if interested.
- That the third annual one-day conference, Quality: The View from the “Inside,” is scheduled for Friday, January 22, 2010?
- That the fee for the first section meeting is waived for new members?
- That 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 some of our chapter members were affected by downsizing and are looking for employment? Contact a board member if you are aware of a job posting that can be added to the ASQ Illiana website.
- 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? Send information and a picture to [lexmarkz@sbcglobal.net](mailto:lexmarkz@sbcglobal.net) .

