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Committee  
Contact Information*

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Julie Crosby

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Secretary

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Treasurer

Janellen McCoy  
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Region 12 Director

Steven Schuelka  
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ASQ Headquarters

1-800-248-1946

## MESSAGE FROM THE CHAIR

Dear Illiana Section Members,

As long as I've lived in the Chicago area, regardless of season, you can count on the following: "If you don't like the weather, just wait until tomorrow, it will change". This winter has been no exception. Nevertheless, we are hardy folk, and don't let the vagaries of weather (whichever season today is) stop us from doing our jobs and living our lives. Let me add a few items to the list of things you shouldn't let winter prevent you from doing:

1. We have a great one-day quality conference in your area for a bargain price. Head over to <http://asq-illiana.org/2013/01/17/2013-asq-illiana-quality-conference/> and check out the agenda. There is sure to be something there for you.
2. Dinner meetings – we had a great working session in January where the attendees worked to generate 30 quality recommendations to increase the value of your membership, many of which will find their way into your section's offerings. Come out and join us – network, learn, enjoy!
3. Member leaders – we are always on the lookout for people who have a skill and the willingness to loan it to advance the section. Looking for a chance to break out of your mold at the 9-to-5, and lead something? To help create something and serve your community, company, and fellow members? Here's your chance. Don't know how? We will teach you. Drop me a line at [sectionchair@asq-illiana.org](mailto:sectionchair@asq-illiana.org) and ask what is available. We'll be glad to have you!
4. Get certified. Increase your knowledge, skills, and abilities through study, preparation, and examination. Each year the ASQ salary survey shows that all other things being equal, being certified pays. We sponsor four exam sessions each year at two different locations. Take advantage of the opportunity.
5. Get outside and renew yourself. Enjoy the season. The days are getting longer!

Talk to you again in March, and hope to see you at one of our events soon!

Robert Blecke CMQ/OE (ASQ), PMP (PMI)  
ASQ Illiana Section 1213 Chair

**Illiana Section Committee  
Contact Information**

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**February Meeting**

Date: February 08, 2013

Location: South Suburban College Business  
& Career Institute  
16333 South Kilbourne Avenue  
Oak Forest, Illinois 60452

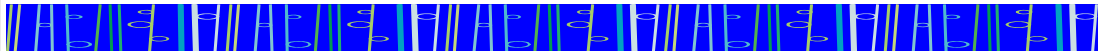
TIME: 8:00 A.M. -- Registration  
8:30 A.M. -- Speakers & Workshops  
11:30 A.M. -- Lunch  
12:30 P.M. -- Speakers & Workshops  
4:30 P.M. -- Adjournment

Cost: \$25.00

SPEAKERS: Various

Theme: Branches of Quality

Please register by completing the registration form and mailing payment to Carmen Garcia at South Suburban College Business & Career Institute, University & College Center. To pay by credit card, contact Carmen at 708-596-2000 ext. 2663.



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.



**Illiana**  
**Section 1213**  
*The Global Voice of Quality™*

## 5<sup>th</sup> Annual Quality Conference

CONFERENCE DATE: **February 8, 2013**  
LOCATION: **South Suburban College**  
*University & College Center*  
16333 South Kilbourne Ave  
Oak Forest, IL 60452

Illiana Section 1213 of the American Society for Quality is excited to host their 5<sup>th</sup> Annual Quality Conference entitled "Branches of Quality" on Friday, February 8, 2013 at the South Suburban College *University & College Center*, 16333 South Kilbourne Ave., Oak Forest, IL 60452.

Our goal for the conference is to provide area businesses and their workforce with quality tools and techniques needed to build upon their corporate and job success, assist in remaining viable in a struggling economy and provide opportunities to learn what is new in their respective industries.

### Branches of Quality

**A.M. Keynote: Terrence Bishop**  
*"The Link Between Quality and Corporate Social Responsibility"*

**P.M. Keynote: Dr. Peter Mauch**  
*"How to Report Quality"*

Calibration for  
Nondestructive Testing

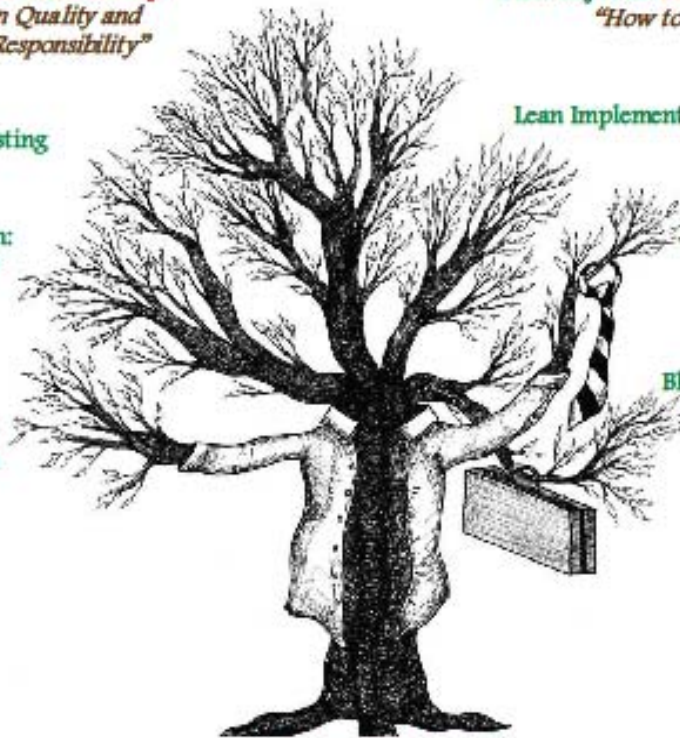
Lean Implementation: Making it  
Work

Visual Inspection:  
The Eyes Have It

Ethics 101

A Process for  
Using State and  
National Quality  
Award Programs

Blue Print Reading



Root Cause Analysis

### Conference Focus Areas:

**Quality Management Tools and Techniques:** The power and impact of the basic tools of quality.

**Strategy:** Delivering strategy for basic quality tools and techniques – from vision to action.

**Performance:** Ensuring productivity – quality applications for real impacts.



## Registration Form

Name: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Current Position: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Telephone No.: (        ) \_\_\_\_\_

E-mail: \_\_\_\_\_

ASQ Member: Yes (Section        ) No

Space will be limited.

We encourage you to register early. Cost of conference is \$25.00 paid prior to event, and \$30.00 day of event.

Walk-in registrations will be accepted if space is available.

For additional information please contact Bob Blecke, ASQ Illiana 1213 Section Chair @ (815) 353-7561 or e-mail [CQM964@comcast.net](mailto:CQM964@comcast.net)

### Sponsors:



- 8:00 Registration & Continental Breakfast
- 8:30 Welcome and Overview Bob Blecke  
Section Chair
- 8:45 Morning Keynote  
Terrence Bishop  
*"The Link Between Quality and Corporate Social Responsibility"*
- 9:30 Networking Break
- 9:45 Breakout Session #1
  - Ethics 101 - Suj Shah
  - Lean Implementation: Making it Work - Al Lettmann
  - Root Cause Analysis - Kevin Newton
- 10:30 Networking Break
- 10:45 Breakout Session #2  
*Repeat of Breakout Session #1 Presentations*
- 11:30 Lunch (Cafeteria)
- 12:30 Breakout Session #3
  - Blue Print Reading - Al Zamudio
  - Visual Inspection: The Eyes Have It - Ron Mika
  - Calibration for ND Testing - Stu Kleven
  - A Process for Using State and National Quality Award Programs - Joe Kilbride
- 1:30 Networking Break
- 1:45 Breakout Session #4  
*Repeat of Session #3 Presentations*
- 2:45 Networking Break
- 3:00 Afternoon Keynote  
Dr. Peter Mauch  
*"How to Report Quality"*
- 4:15 Closing Remarks Bob Blecke

**1.0 RU point awarded**  
*Mail form to:*

**South Suburban College Business & Career Institute**  
**University & College Center**  
16333 South Kilbourne Avenue  
Oak Forest, IL 60452  
ATTN: Carmen Garcia

**Registration Fee:** \$25.00 (non-refundable)  
\$30.00 day of conference

To pay by credit card call Carmen @ (708) 596 - 2000 ext. 2663

**Please make checks payable to:**  
**ASQ Illiana Section 1213**

# Membership Milestones

The section would like to recognize the following individual who celebrated his 15-year anniversary as a member of ASQ:

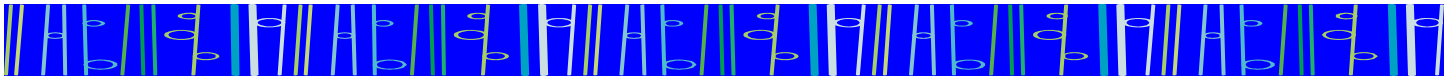
Robert G. Buerger, Jr.

The section would like to recognize the following individuals who celebrated their first year anniversary as a member of ASQ:

Brett Christeon

Christopher DeMartino

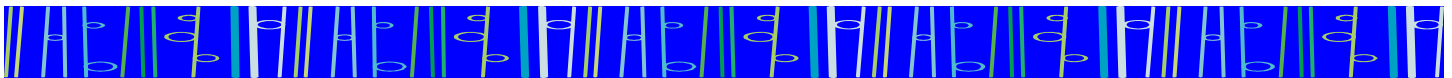
Julie Sours



## Certification Tests

<u>Exam List</u>	<u>Exam Date</u>	<u>Appl. Deadline</u>
<b>2013</b>		
<i>CQT/CRE/CQI/CHA/CBA/CMQOE/CSSBB</i>	<i>March 2</i>	<i>Passed</i>
<i>World Conf, Indianapolis, IN All Exams</i>	<i>May 6</i>	<i>March 23</i>
<i>CQE/CQA/CSQE/CQIA/CCT/CQPA/CSSGB</i>	<i>June 1</i>	<i>April 12</i>

Test site for the March and June tests will be South Suburban Community College / Business & Career Institute located at 16333 South Kilbourne Avenue in Oak Forest, Illinois 60452.



## **VOICE OF THE CUSTOMER**

Your feedback is important! The Illiana section encourages you to provide feedback about the general meetings, the newsletter, and written or electronic communications. The board members want to know how they can improve and what they are doing right. Email them your ideas or suggestions.



## 2012-2013 PROGRAM SCHEDULE

DATE	CONTACT	TOPIC	LOCATION	SPEAKER
09/18/2012	Carlithe Layosa	Improving Quality in America: The Problem of Standardization	<b>Houlihan's Restaurant</b> 1550 U.S. Route 41 Scherverville, IN 46375	Praveen Gupta
10/16/2012	Carlithe Layosa	Project Management for Organizational Excellence	<b>Glenwood Oaks</b> 106 N. Main St. Glenwood, IL 60425	Manu Vora
11/13/2012	Carlithe Layosa	The Hunley – The Recovery and Conservation of the Confederate Submarine	<b>Smokey Barque</b> 20 Kansas Street Frankfort, IL 60423	Stu Kleven
12/11/2012	Section Chair	ASQ Business Meeting	<b>Popolano's</b> 17940 Torrence Ave. Lansing, IL 60438	Robert Blecke
01/15/2013	Carlithe Layosa	Increasing the Value of Your ASQ Membership	<b>Theo's Steak and Seafood</b> 9144 Indianapolis Blvd. Highland, IN 46322	Robert Blecke
02/08/2013	Education Chair	All Day Conference	<b>South Suburban Community College / Business &amp; Career Institute</b> 16333 South Kilbourne Avenue Oak Forest, Illinois 60452	Various
03/19/2013	Carlithe Layosa	Plant Tour	<b>Lear Corporation</b> 1401 165th Street Hammond, IN 46320	Michael Segvich
04/16/2013	Carlithe Layosa	Things They Don't Teach You in School Protecting Trade Secrets	<b>Chef Klaus Bier Stube</b> 679 LaGrange Rd. Frankfort, IL 60423	John Rieth
05/21/2013	Carlithe Layosa	TBD	<b>Balagio Ristorante</b> 17501 Dixie Hwy. Homewood, IL 60430	TBD

Remember to update ASQ with your current email address in order to receive important information from your section.

CHECK THE ILLIANA WEBSITE MONTHLY FOR NEW INFORMATION.

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

**ASQ Dinner Meeting**  
**Tuesday, January 15, 2103**  
**Theo's Restaurant, Highland, IN**

**Group Activity "What can be done to improve the value of my ASQ membership?"**

**Group 1: What can be done by ASQ Illiana to improve the value of my membership?**

- Invite students in "quality" programs to FREE dinner meeting
- Coordinate Study Groups for Cert exams
- Provide materials and support for "How to create and present a quality topic" for members (including mentoring / co-presentation) (May choose to include pre-dinner topics at dinner meetings as a lower-cost-of-entry way of getting people to break in and do this)
- Provide a networking opportunity twice a year
- Publish to members the supports currently available to them as members
- Create a buddy system for new members
- Provide nametags (recyclable) at dinner meetings for members – Name and line of business
- Inform member employers that we will post quality jobs for free
- Provide recognition to companies who support their employees as members
- Provide assistance to sections who are "in trouble"
- Have a joint section meeting 1/yr – could be two neighboring sections; could be a joint meeting with another related prof. society in our region.

**Group 2: What can an individual member do to increase the value of their membership?**

- Utilize the tools offered to you as an ASQ member, including:
  - Monthly Gift Package
  - Job search capability on website
  - Knowledge database (library)
  - Certification and credentialing
- Attending meetings, conferences, and webinars
- Exposure to different applications of quality principles and best practices from interaction with other members
- Participation in offered training opportunities
- Take advantage of leadership opportunities through holding section offices
- Take advantage of discounts offered in bookstore and ASQ merchandise.

**Group 3: What can ASQ do to improve the value of my membership?**

- ASQ website: improve user-friendliness and navigation
- Provide the ability for members to upload their recertification documentation along the way, rather than batch hardcopies by mail at the end of cycle
- Utilize more single-purpose emails – much good information goes unread if the communications are too lengthy or too dense.
- Provide an Introduction Guide to setting up email distribution lists (for things that members do and do not want sent to them – User self-service on communication preferences)
- Provide a push email for members to conduct an annual review of those settings.
- Keep the monthly membership benefit package / tool of the month
- Provide a longer window of availability for the monthly tools
- Renewal notices are sent out too far in advance of the renew date, before it is commonly actionable
- Provide certification renewal reminders (but not too early – see above)
- Provide the ability to choose to get your Quality Progress softcopy or hardcopy.





# Presenting... **Expert Quality Assurance Training from Prairie State College!**

Prairie State College will be offering Quality Assurance Classes and Certifications by Quality Control Academy Creator, and President, Dr. Peter Mauch.

Dr. Mauch has published several books related to Quality Management, and has instructed employees of dozens of companies on quality control. He has received numerous ASQ awards, and in addition to his Senior Membership in the American Society for Quality, (ASQ), He also holds memberships in the Institute of Electrical and Electronic Engineers, (IEEE), Western Society of Engineers (WSE), and the Quality Assurance Institute. (QAI) Dr. Mauch brings years of experience teaching at several Community Colleges, and is delighted to teach at Prairie State College, which is in close proximity to his current position as Quality Manager for Triton Manufacturing of Monee, Illinois.

Each class is priced at \$165.00 per seat, with 7 attendees minimum to run the class.

To register, Please contact:

Stacey Delaney-Rhoiney  
(708) 709-7895  
sdelaneyrhoiney@prairiestate.edu

## **Tentative Class Dates:**

<b>Quality Technician Certificate Program</b>				
<input type="checkbox"/>	102	SPC Control Charting Part I	Sat	2/16/13
<input type="checkbox"/>	103	SPC Control Charting Part II	Sat	2/23/13
<input type="checkbox"/>	104	SPC Inspection Sampling - Part III	Sat	3/2/13
<input type="checkbox"/>	200	Quality Control	Sat	3/9/13
<input type="checkbox"/>	201	Calibration Programs	Sat	3/16/13
<input type="checkbox"/>	202	Process Quality Planning	Sat	3/23/13
<input type="checkbox"/>	203	Control of Production	Sat	3/30/13
<input type="checkbox"/>	204	Design F.M.E.A.	Sat	4/6/13
<b>Quality Engineer Certificate Program (Requires all courses under Technician certificate)</b>				
<input type="checkbox"/>	300	Purchasing Process (Supplier Qualification)	Sat	4/20/13
<input type="checkbox"/>	301	Internal Quality Auditing (ISO9001:2000)	Sat	4/27/13
<input type="checkbox"/>	302	QMS Documentation Techniques	Sat	5/4/13
<input type="checkbox"/>	303	QMS Flowcharting Techniques	Sat	5/11/13
<input type="checkbox"/>	304	Measurement System Analysis (R&R studies)	Sat	5/18/13
<input type="checkbox"/>	305	Control of Design and Development	Sat	5/25/13
<input type="checkbox"/>	306	Corrective and Preventative Action Programs	Sat	6/1/13
<input type="checkbox"/>	307	Reliability Engineering (Introduction)	Sat	6/8/13

 **Prairie State College**

**202 S. Halsted St. | Chicago Heights, IL 60411 | (708) 709-3500 | prairiestate.edu**