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Illiana Section Web Site

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

## MESSAGE FROM THE CHAIR

Hello everyone,

I am looking forward to seeing everyone at the March meeting. Suj Shah, an ethics consultant, will be presenting Ethics 101 to the section in preparation for ISO 26000, *Guidance on Social Responsibility*, being in the final stage of development. It should be a very interesting program and lively question and answer discussion.

Remember it is not too late to earn the member participation gift. It only requires attendance at five meetings. With three meetings remaining in the schedule (March, April and May), the gift is certainly attainable.

Until next month, keep your focus on quality and consider volunteering for a board position.

Have a good day,

Kim Bernas  
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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Contact Information**

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**March Meeting**

**DATE:** Tuesday, March 23, 2010

**LOCATION:** Charley Horse  
8940 Calumet Avenue  
Munster, IN 46321  
219-836-4040

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

**SPEAKER:** Suj Shah

**TOPIC:** **Ethics 101**

Ethics is at the center of business, and is core to the quality discipline. We will briefly review: the history of ethics and business; why ethics is important to business; and the tie between ASQ and ethics.

**Please RSVP ASAP** -- No later than Friday, March 19, 2010

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

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

**Certification Tests**

<b>Exam List</b>	<b>Exam Date</b>	<b>Appl. Deadline</b>
<b>2010</b>		
CQT, CRE, CQI, CMQ/OE, CHA, CBA, CSSBB	March 6	Past
World Conf, St. Louis, MO All Exams	May 23	April 2
CQE/COA/CSQE/COIA/CCT/COQA/CSSGB	June 5	April 16

South Suburban Community College / Business & Career Institute is the test site location for March and June. The exam location address is 58 W. 162nd Street, South Holland, Illinois (across from the Dodge dealership).

## **SPEAKER BIO**

Suj Shah is a co-founder and ethics consultant with Ethically Managed, offering ethics instruction since 2004. Ethically Managed offers an ethics hotline, training, code development, and many other ethics services and consultancy. With a background in Engineering (from Northwestern University) and an MBA (from the University of Illinois at Chicago), Suj went on to get a Masters in Philosophy, specializing in Ethics. He grew up and lives in the Chicago area, and enjoys traveling, reading and watching the Chicago Bears!



## **ETHICS ASSESSMENT SAMPLE QUESTIONNAIRE**

An ethical culture is supported by top management, has incorporated ethics at all levels of the organization, and contains all of the components of an Ethics Program.

- **Support by top management**

Has management established an ethical “tone at the top” by setting a good example of ethical conduct, providing positive and open communication, and supporting ethical conduct?

Are resources adequate for the organization’s ethics program?

Is the ethics program reviewed at least annually by top management in light of changing business challenges?

Is there a designated ethics officer or ethics contact?

Does the ethics code start with a statement from the CEO/President about his commitment to an ethical culture?

Does top management certify they have received ethics training?

Does top management positively support the ethics hotline?

Does ethics awareness material have the endorsement of top management?

- **Incorporation of ethics at all levels of the organization**

Is ethics a focus during regular top management meetings?

Are supervisors trained as contact points for ethics related questions?

Is ethics a focus during the hiring process?

Is ethics a focus during new employee training?

Is ethics a focus during employee evaluations?

Is ethics a focus during supplier selection?

Is ethics a focus during customer contract acceptance?

Is ethics a focus during internal audits?

Is an ethical culture ingrained in the organization’s brochures, materials, and website?

For more information, visit [www.ethicallymanaged.org](http://www.ethicallymanaged.org).

# Illiana Section 1213 General Meeting 2/16/10



# Illiana Section 1213 General Meeting 2/16/10



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

CHECK THE ILLIANA WEBSITE MONTHLY FOR THE NEW INFORMATION.

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



DATE	ASQ CONTACT	TOPIC	LOCATION	SPEAKER
3/23/2010	Carlithe Layosa	Ethics 101	<b>Charley Horse</b> 8940 Calumet Ave. Munster, IN 46321	Suj Shah
4/20/2010	Carlithe Layosa	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	The New Theme to the DOE Process	TBD	Bill Hooper

## Did You Know...

- That Bob Blecke has volunteered to be the new Proctor Chair. If any one is interested in being a co-chair with Bob, contact Larry Sprengel or any of the board members.
- That Joey Yamanouchi has volunteered to manage the Illiana Section website? He along with Kim Bernas, Don Herz and Janellen McCoy received training on the software.
- That Dave Heninger has decide to end his term as Membership Chair at the end of this fiscal year?. If anyone is interested in volunteering for this position, contact Don Herz or any of the board members.
- That ISO 26000, *Guidance on Social Responsibility*, has reached the final stage of development before publication as an ISO International Standard? In mid-February, national standards body members of the International Organization for Standardization (ISO) voted to move the Draft International Standard to Final Draft International Standard (FDIS) status.
- 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 all section members that attend five or more meetings will receive a special gift bag at the April or May meeting?

# Membership Chair Position

## Term

One year: July 1 to June 30

## Specific Duties and Responsibilities

- Work with leadership committee to set goals/metrics to support the management process as it relates to member recruitment and retention.
- Communicate/report to the leadership committee activities performed, status of performance against goals/metric set, etc. for member recruitment and retention.
- Be the advocate for member value, satisfaction, and loyalty.
- Work with the leadership committee to obtain necessary information regarding member demographics and expectations to recommend appropriate programs and services.
- Download membership information monthly, or request data from appropriate member leader.
- Develop and implement, or maintain, welcome program for communicating with new members and introducing them to programs and services.
- Ensure that all members are being communicated to regularly and in accordance with their preferences.
- Develop and implement, or maintain, program for following up with unpaid members to encourage them to renew their ASQ membership and to continue accessing programs and services.
- Develop and implement, or maintain, a recruitment program. Promote participation in the society member-get-a-member program (Each One Reach One).
- Attend leadership committee meetings and general membership meetings.
- Uphold society bylaws, and policies and procedures.

## Qualifications

- Must be an ASQ member in good standing.
- Preferably will have served as a committee chair or other position within the member unit.
- Knowledge and experience in market research and promotions is helpful.
- Preferably will have strong written and verbal communication skills.

## Time Commitment

- Approximately three hours per month (outside of executive committee meeting).
- Approximately four executive committee meetings per year.

# Proctor Position

## Specific Duties and Responsibilities

- Review certification exam material prior to exam to ensure quantity and completeness. Contact ASQ for replacement material if necessary.
- Day of the exam, arrive an hour prior to the exam start time to prepare the room and to check-in students by reviewing the students' IDs, calculators, and reference material.
- Convey and enforce the exam rules.
- Collect exams, answer sheets and worksheets. Mail all materials to ASQ for grading.

## Qualifications

- Must be hold a current ASQ certification.

## Time Commitment

- Approximately six—eight hours per quarter.