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## MESSAGE FROM THE CHAIR

Dear Illiana Section Members,

Welcome to the New Year. Hopefully, everyone had a safe and enjoyable holiday season. As we look forward, the upcoming year should provide us with activities and events to keep us going until the weather gets warm.

And, without looking too much forward, our 10<sup>th</sup> annual Illiana Quality Conference is a later on this month – January 20<sup>th</sup> at Prairie State College. If you have not already done so, please register online at [prairiestate.edu/webAdvisor/](http://prairiestate.edu/webAdvisor/) by selecting Continuing Education. Prior to January 14<sup>th</sup>, the cost of the conference is a mere \$35.00 which will increase after that date. The focus of the conference will be on Lean and other Quality tools. The agenda has a good balance of health care and manufacturing presentations. Everyone should be able to find worthwhile topics.

Daniel J. Mateja CMQ/OE  
ASQ Illiana Section 1213 Chair



**Illiana Section Committee  
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# ASQ Illiana 10th Annual Quality Conference January 20, 2017

## Conference Program

**8:00 Registration & Continental Breakfast**

**8:30 Welcome** Kelly Lapetino, Prairie State College Dean of Corporate and Continuing Education

**8:35 Overview** Dan Mateja, Section Chair

**8:45 Morning Keynote Speaker –History of LEAN, Tony Manos**

◇ **9:30 Networking Break**

**9:45 Morning Breakout Session #1**

- **St. James/GSY- Robert Greaney**
- **"Get Lean to Improve the Customer Experience" Phil Swearingen**
- **Baldrige Journey- Patti from Advocate Hospital**

◇ **10:30 Networking Break**

**10:45 Morning Breakout Session #2 Repeat of Morning Breakout Session #1**

◇ **11:30 Lunch (Rotunda)**

**12:30 Afternoon Keynote Speaker –  
ASQ Website Tutorial, Sarah Kruis ...skruis@asq.org**

**1:30 Afternoon Breakout Session #1**

- **Value Stream Mapping- Megan w/ IMEC &PCS**
- **Using Quality Tools in Medical Laboratories-Donna Gillispie**
- **5S-Shankar w/ IMEC &PCS**

◇ **2:15 Networking Break**

**2:30 Afternoon Breakout Session #2, Repeat of Afternoon Breakout Session #1**

◇ **3:15 Networking Break**

**3:30 Closing Remarks & Gift Card Drawing**

## Conference Location:

**Prairie State Community College  
Conference Center 202 S. Halsted St. Chicago Heights, IL**

## Certification Tests

CQT, CQI, CRE, CBA, CHA, CMQ/OE, SSBB, MBB, SSYB, CSQP	
Testing Windows:	Application Deadline
September 1 - October 15, 2016	August 22, 2016* *Online applications only. Paper application deadline passed.
January 6 - 22, 2017	9-Dec-16
March 3 - 19, 2017	3-Feb-17
May 5 - 21, 2017	7-Apr-17
July 7 - 23, 2017	9-Jun-17
September 1 - 17, 2017	4-Aug-17
November 3 - 19, 2017	6-Oct-17
CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP	
Testing Windows:	Application Deadline
December 1 - 17, 2016	Passed
February 3 - 19, 2017	Passed
April 7 - 23, 2017	10-Mar-17
June 2 - 18, 2017	5-May-17
August 4 - 20, 2017	7-Jul-17
October 6 - 22, 2017	8-Sep-17
December 1 - 17, 2017	3-Nov-17

### Exam Dates

Please check exam dates & deadlines carefully. ASQ will make no exceptions.

All deadlines are at 11:59 p.m. (Central) on the date specified.

See specific certification program webpages on the ASQ web site for additional Special Administration dates where applicable.

### Computer-Based Testing Dates

ASQ certification examinations are delivered by ASQ's testing partner, Prometric. The examination scheduling instructions in your eligibility letter will direct you to a section of Prometric's website, where you can select and schedule your examination date and location.

### 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.



## 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.

### Did You Know?

- Illiana Section 1213 has new members. We welcome each of you to Section 1213.
  - Anthony Pingitore, Roger Heard, Mathew Morgan, Patrick Benac, and Anthony Lowe became members in December.
- New members did you know that your first dinner meeting is complimentary?

- Illiana Section 1213 is sponsored a toy drive at the December Dinner Meeting?



- Did you know that Illiana Section 1213 is hosting a non-perishable food drive at the Quality Conference?  
Please bring a few items for the food drive. They will be given to Greater Hammond Community Services for distribution in NWI and bordering Illinois communities.



- Did you know CONFERENCE VOLUNTEERS are needed to  
Stuff the goodie bags at the January Board Meeting or work the conference registration table.

### Conference Registration Information

We encourage you to register early. Cost of the conference is \$35.00 paid prior to January 14, 2017 or \$50.00 from January 14, 2017 to the day of the event.

**Step 1:** Register online at: [prairiestate.edu/webAdvisor/](http://prairiestate.edu/webAdvisor/) by selecting instant enrollment

**Step 2:** Click on Register and Pay for Non-Credit Courses and Programs

**Step 3:** Step 3: Select course code: GSCOR-030-C1 prior to 01-14-17 or GSCOR-030-C2 from 01-14-17 to 01-20-17

**For additional registration information,** please contact Michelle Guiliani at (708) 709-7957 or [mguiliani@prairiestate.edu](mailto:mguiliani@prairiestate.edu)



## 2016-2017 PROGRAM SCHEDULE

DATE	CONTACT	TOPIC	LOCATION	SPEAKER
9/20/2016	Coline Amaury	Deming Principles for Management - The Basis of Lean	Heroes West Sports Grill 1530 Commerce Lane Joliet, IL 60431	Francisco Pulgar-Vidal
10/18/2016	Coline Amaury	How to implement Organizational Change Effectively	True BBQ & Whiskey Bar 8940 Calumet Ave. Munster, IN 46321 (219) 836-2122	Dr. John N. Kalaras, Ph.D.
11/15/2016	Coline Amaury	For Me, Effective Application of FMEAs	Theo's Steak and Seafood 9144 Indianapolis Boulevard Highland, IN 46322 (219) 838-8000	Laura Clymore Ellman
12/13/2016	Daniel Mateja	Business Meeting	Parmesans Station 18001 80th Avenue Tinley Park, IL 60477 TBD	Board Members
1/20/2017	Catherine Sandin	2017 ASQ Illiana Quality Conference: "LEAN and other Quality Tools"	Prairie State College Chicago Heights, IL	Various
2/21/2017	Coline Amaury	TBD	Houlihan's 1550 US Hwy 41 Scherverville, IN 46375	Kevin R. Kensinger
March 2017 (Date is TBD)	Coline Amaury	Plant Tour & Dinner to Follow	Modern Forge Indiana Merrillville, IN	TBD
4/18/2017	Coline Amaury	Lean Hospital Success Stories	Chef Klaus' Bier Stube 20827 LaGrange Road Frankfort, IL 60423	Keith H. Poole
5/16/2017	Coline Amaury	TBD	TBD	MJ Brenne

