

**Section Executive
Committee
Contact Information**

Section Chair

Keith Gardner
708-534-3400

kgardner@fedsig.com

Membership Chair

Julie Healy

julescrosby@hotmail.com

Program Chair

Coline Amaury
(C) 505-980-1994

camaury@yahoo.com

Secretary

Janellen McCoy

219-989-9150 ext 330

janellen.mccoy@smiths-medical.com

Treasurer

Gene Kessler

815-634-5911

gkessler@ccsj.edu

ASQ Contact Information

Region 12 Director

Sandra Storli

storlisandra@gmail.com

ASQ Headquarters

1-800-248-1946

Illiana Section Web Site

www.asq-illiana.org

March 2018 Message from the Chair

Dear Illiana Section Members,

Well it is already March! I don't know about everyone else but this year is flying past. There are a lot of changes coming soon to ASQ so it is a good time to be a member.

Our next dinner meeting will be on March 20, 2018, at Theo's Steaks & Seafood in Highland, IN. Erich Gundlach will be giving a presentation titled "When Will It Break? Modeling the Reliability of Your Product or Process". Please make your reservations now and I'll hope to see you there.

Hopefully everyone is looking forward to our ASQ Illiana Members and Friends Mixer coming up in April at Danny Z's in Munster. Free appetizers and soft drinks will be provided so bring a friend and socialize with Illiana Section 1213 members. Our final program for the year will be a plant tour at CSL Behring in May with dinner to follow at Brickstone Brewery on Bourbonnais.

Once again, I believe that one way to have a successful year will be to find new ways to get our members participating in the section. Throughout the year we plan to have many activities to provide member value and are very open to new ideas or opportunities. Please let me know if you have any ideas for promoting quality and providing member value.

Keith D. Gardner CQT, SSGB
ASQ Illiana Section 1213 Chair

**Illiana Section Committee
Contact Information**

Auditing Committee Chair

Dan Mateja

(W) 219-399-1489

(C) 708-829-4872

[dan-](mailto:dan-iel.mateja@arcelormittal.com)

iel.mateja@arcelormittal.com

Conference Chair

Barb Banek

W (219) 399-6120

bmbanek@excite.com

Recertification Chair

Carlithe Layosa

(C) 815-603-1098

carlithe@gmail.com

Nominating Committee Chair

Eleanor Wolfram

708-755-7000 x337

eaw60660@yahoo.com

Internet Liaison

Carlithe Layosa

(C) 815-603-1098

carlithe@gmail.com

VoC Chair

Steve Schuelka

sjschuelka@yahoo.com

Newsletter Editor

Carrie Wilson

219-989-9150 x340

carrie.wilson@smiths-medical.com



The Global Voice of Quality

“Always do things right. This will gratify some people and astonish the rest.”

Mark Twain

Illiana 1213 News

Welcome New Members

**Scott Mills, Jeffrey Breidigan,
and Lola Oyedokun**

New members did you know that your first dinner meeting is complimentary?

Why Join ASQ? Let Us Tell You!

Whether you're looking to connect with other professionals, advance your knowledge and career, or grow your reputation as a thought leader, we've got the membership that's right for you.

ASQ offers the following memberships:

Full membership

Associate membership

Student membership

Senior membership

Fellow membership (members only)

Honorary membership

Enterprise Quality Roundtable organizational membership

Corporate organizational membership

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.



Certification Tests

CQT, CQI, CRE, CBA, CHA, CMQ/OE, SSBB, MBB, SSBY, CSQP

Testing Windows:	Application Deadline
September 1-17, 2017	Passed
November 3-19, 2017	Passed
January 5-21, 2018	Passed
March 2-18, 2018	passed
May 4-20, 2018	April 6, 2018

CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP

Testing Windows:	Application Deadline
October 6-22, 2017	Passed
December 1-17, 2017	Passed
February 2-18, 2018	Passed
April 6-22, 2018	Passed

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.



March Dinner Meeting

When: Tuesday, March 20th, 2018

5:45 p.m.: Pre-meeting session and early networking

6:00 p.m.: Registration and networking

6:30 p.m.: Dinner

7:30 p.m.: Presentation begins

Location:

Theo's Steaks & Seafood

9144 Indianapolis Boulevard

Highland, IN 46322

(219) 838-8000

Cost: \$25.00

Menu: TBD

Please register by end of business day on Monday, February 19th, 2018 at

<http://asq-illiana.org/reservations/>

Topic: When Will It Break? Modeling the Reliability of Your Product or Process.

Speaker: Erich Gundlach

The reliability of your product strongly influences business success, whether you're making semiconductors, pharmaceuticals, motorcycles, farm equipment, medical devices or kitchen appliances. Reliability analysis can help ensure that a product or process functions as intended throughout its life, making for satisfied customers who provide repeat business and referrals. Dependable products also reduce warranty costs, which can otherwise quickly eat away at profit margins. Various techniques will be presented for evaluating the reliability of your product, process, or system.

Erich Gundlach is the Systems Engineer for the US Midwest region for JMP, a business unit of SAS that specializes in data visualization software. He earned a B.S. in biology from Bowling Green State University and a M.S. in chemistry from Ohio State. He completed graduate work in statistics at Purdue University.



2017-2018 PROGRAM SCHEDULE

DATE	CONTACT	TOPIC	LOCATION	SPEAKER
09/19/17	C. Amaury	Standard Work is a Verb: The Quality Perspective	True BBQ & Whiskey Bar 8940 Calumet Ave. Munster, IN 46321	John Allwood
10/17/2017	C. Amaury	Supplier and Internal Audits	DOC's Smokehouse & Craft Bar 19081 Old Lagrange Rd #105 Mokena, IL 60448	Paul Richards (GE Healthcare)
11/14/2017	C. Amaury	Applying Histograms and Run Charts in Supply Chain Management	Houlihan's 1550 US Hwy 41 Scherverville, IN 46375	Kevin R. Kensinger
12/12/2017	Section Chair	Business Meeting	Bullpen Luxury Bar & Grill 9318 Indianapolis Blvd. Highland, IN 46322	Daniel Mateja
1/16/2018	Steve Schuelka	Webinar 7 PM CST Note: There will be no annual Quality Conference held in 2018 (The next conference will be scheduled for 2019).	LIVE Virtual Meeting (Via WebEx , GoToMeeting, or Skype Business, etc.)	Adam Pintar
2/20/2018	Coline Amaury	MANAGING YOUR COMPANY CALIBRATION PROGRAM	Chef Klaus' Bier Stube 20827 LaGrange Road Frankfort, IL 60423	Kenneth Losacco
3/20/2018	Coline Amaury	When Will It Break? Modeling the Reliability of Your Product or Process.	Theo's Steaks & Seafood 9144 Indianapolis Boulevard Highland, IN 46322 (219) 838-8000	Erich Gundlach
4/17/2018	Coline Amaury	Special Event: ASQ Illiana Members and Friends Mixer	Danny Z's Pub and Grub 1860 45th St Munster, IN 46321	N/A
5/15 /2018 (Proposed date—per availability of tour guide.)	Coline Amaury	Plant Tour: CSL Behring Limited to 20 People & Dinner to Follow: Brickstone Brewery (<i>Tentative</i>)	CSL Behring 1201 N Kinzie Ave Bradley, IL 60915-1238 Brickstone Brewery 557 William R Latham Senior Dr. Bourbonnais, IL, 60914	Tour Guide



Blue Ridge
Section
The Global Voice of Quality™



First Annual Virtual Conference

Thursday, April 19, 2018: 8:30 AM to 12:00 Noon ET

Conference Theme:

Aspire to Inspire, Influence, and Engage Others by Improving Your Personal Skills Toolbox

Soft skills are increasingly becoming the hard skills of today's professional workforce. It's just not enough to be highly trained in technical skills, without developing the softer, interpersonal, and relationship-building skills that help people to communicate and collaborate more effectively.

These people skills are more critical than ever as organizations struggle to find meaningful ways to remain competitive and increase productivity. Teamwork, leadership, and communication are underpinned by soft skills development. Since each is an essential element for organizational and personal success, developing these skills is very important and does matter... a lot!

Join us online in April 2018 as we offer our first virtual conference. Our theme, *Aspire to Inspire, Influence, and Engage Others by Improving Your Personal Skills Toolbox*, is an effort to help highlight the need for soft skills development among Quality and other professionals. This conference was designed to accommodate participants of all learning levels. Our goal is to provide a jam-packed morning of valuable knowledge and plenty of takeaways that can be readily applied in any work setting.

Register now via Eventbrite to take advantage of our special, early-bird rates for this inaugural event, which expire on March 31, 2018.

Here is the Eventbrite link: <https://www.eventbrite.com/e/asq-blue-ridge-first-annual-virtual-conference-tickets-43300627342>

0.35 RU's will be awarded to those who register and participate in this event.

NOTE: Complete conference details will be posted on the Illiana Section 1213 website.



Blue Ridge
Section
The Global Voice of Quality™



Opening Keynote: “Influencing People to Drive Organizational Change”

In this session, we will discuss a model for Influencing behavior and six different sources for influencing behavior. We will clarify the difference between motivation and ability, as well as the importance of crucial moments.

Presentation #1: “Small Talk, Big Impact: The Importance of Social Engagement at Work”

“Hey, did you see the game?” “What did you do over the weekend?” “Did you see what happened on Chicago P.D.?” These simple questions often lead to complex reactions. One of the first things that coworkers notice, long before bosses do, is the ability or inability to engage in small talk. Socializing on the job may seem superfluous and unnecessary to actually getting your job done. That being said, being sociable is important to office culture, forging relationships, and building a sense of comradery among co-workers. Managing social interactions with colleagues at work can make the difference between success or failure in a career, and organizations are placing an increasing emphasis on interpersonal, as well as technical skills, when they recruit.

Presentation #2: “Situational Assertiveness: Know Your No”

Assertiveness skills are invaluable for individuals wishing to improve their communication skills in the workplace.. People often get assertiveness and aggressiveness confused. When someone is assertive, they are often more self-confident and have a better understanding of their preferences and styles of communication. We will review ways to build rapport with others, say ‘no’ in tactful ways, make requests of others, and the importance of “I” statements.

Presentation #3: “Retrospectives: A Soft Skills Toolkit for Continuous Improvement

“Engineering is easy, people are hard,” said Google Vice President, Bill Coughran. Soft skills are required to effectively manage ongoing activities, projects, and programs. However, these crucial interpersonal skills that include leadership, communication, negotiation, collaboration, problem-solving, and influencing are often intangible, unmeasured, and not taught. Changing a team or organizational culture and developing interpersonal skills won’t happen overnight, but establishing a framework for team retrospectives can be an excellent way to start. This session will share tips and techniques for bringing about communications, productivity, and quality improvements through the simple step of introducing iterative team retrospectives.

Closing Keynote: “Spiritual Intelligence: Going beyond IQ & EQ to Develop Resilient Leaders”

Tsunamis of change can batter leaders. Like never before, the twin impact of accelerated change and increased complexity are present in every aspect of life. Resiliency is required...born not of our intellect (IQ) nor our relation building skills (EQ). This resiliency is born from a firm, defined foundation of self-awareness as measured by spiritual quotient (SQ). In this closing keynote, learn what leading educational institutions are teaching leaders from all walks of life.