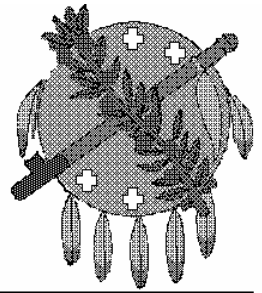


April 2004



# QUALITY NEWS

Oklahoma City Section 1408



American Society for Quality

Next Meeting  
Thursday  
April 15, 2004

## The "Future of Quality" Café Experience

**Rose State College**  
Student Center Building  
The Raider Room  
6420 SE 15th Street.  
Midwest City, OK 73110

**Time:**  
5:30pm-6:00pm Social  
Meeting begins @ 6:00pm

**Please RSVP to**  
**Keith Rodgers**  
405-324-3536  
or e-mail to:  
keith.rodgers@seagate.com

Please join us in exploring the future of our profession and the global quality movement! Based on the experience of hundreds of other ASQ members, leaders, and non-member quality professionals, we're sure you'll thoroughly enjoy the experience of engaging peers in lively dialogues about issues that really matter to you, as we collectively chart a course to the future we envision for ourselves and Quality.

Grace Duffy, ASQ Board Member at Large and Delphia Hawkins, Region 14 Director will facilitate this exciting event. We have also invited the Tulsa ASQ Section to join us.

Here is how one "Future of Quality" Café participant summed up her experience:

"The café discussions are a great tool for "instant" cross-communication on many levels: catharsis, networking, idea-generation, and vertical and horizontal communication. It's well worth the time to talk."

*Muriel Sasaki*  
Chair, Los Angeles Section

Given the record of success with this type of meeting, we can promise you a memorable experience – a sense of satisfaction that you are making a real contribution to our collective future, a great chance to connect with many of your peers, and a bit of fun thrown in. After all, who says we can't have fun while doing something productive. You'll wish that all the meetings you attend were more like this!



**THE GENERAL MOTORS TOUR HAS BEEN MOVED  
TO THURSDAY, MAY 20<sup>TH</sup>**

**MORE DETAILS IN THE MAY NEWSLETTER**



★ Student Center  
(enter from Hudibur Dr.)

## Section 1408 Board Members 2003-2004

**Ralph Snyder – Chair**  
**405-577-9995**  
 Autocraft Industries Inc.  
 E-mail: [rsnyder@autocraft.com](mailto:rsnyder@autocraft.com)

**Fred Khavari – Vice Chair**  
**405-214-7767**  
 E-mail: [Fkhavari@charter.net](mailto:Fkhavari@charter.net)

**Rhonda Woolson –  
 Certification Chair  
 Recertification Chair**  
**405-769-9383**  
 E-mail: [rwoolsoncqa@aol.com](mailto:rwoolsoncqa@aol.com)

**Robert Hartsfield – Treasurer**  
**405-577-9830**  
 Autocraft Industries Inc.  
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**Keith Rodgers – Arrangements Chair**  
**405-324-3536**  
 Seagate  
 E-mail: [Keith.Rodgers@seagate.com](mailto:Keith.Rodgers@seagate.com)

**Delphia Hawkins – Program Chair  
 Regional Director**  
**405-755-0599**  
 E-mail: [TellDelh@aol.com](mailto:TellDelh@aol.com)

**Mark Vardaro – Internet Liaison**  
 E-mail: [vardaro@tdctexas.com](mailto:vardaro@tdctexas.com)

**Rose Sutcliffe – Secretary  
 Newsletter Editor**  
**405-721-8312**  
**The Hartley Group – Performance  
 Paradigms**  
 E-mail: [rsutcliffe@thehartleygroup.com](mailto:rsutcliffe@thehartleygroup.com)

**Mark Hartley – Auditing Chair  
 Nominating Chair**  
**405-721-8312**  
 The Hartley Group - Performance  
 Paradigms  
 E-mail: [mhartley@thehartleygroup.com](mailto:mhartley@thehartleygroup.com)

### TIP OF THE MONTH

Deflect minor interruptions when you're on a tight deadline with this approach: "I'd like to give you a hand, but I'm on a major project with a tight deadline. If 10 minutes of my time would help, come back at 4:45 and we'll talk."  
*Source: Managing Multiple Bosses, Pat Nickerson*



Moore Norman Technology Center  
 Business & Industry Services



### Quality Management Systems

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**Have ISO/TS 16949:2002 training needs?**

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**Registering to ISO 9001:2000 or ISO 14001?**

We can provide training, auditing and consulting to help you meet your organizational objectives.

Need a solution to a problem? Need to achieve a desired result?

**We have the training to help you succeed!**

#### Open Courses @ MNTC campus

- |   |                       |       |
|---|-----------------------|-------|
| • Understanding ISO 9001:2000             | Apr 21 & May 18       | \$200 |
| • ISO 9001:2000 Internal Quality Auditing | Apr 27-28 & May 24-25 | \$375 |
| • Root Cause Analysis Workshop            | May 11                | \$150 |

**Have problems but no solutions? Need to increase the bottom line?**

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Visit our website: [www.mntechology.com](http://www.mntechology.com) - **Quality Management Systems**  
 for a complete list of services, open enrollment topics, descriptions, times and prices

## - ASQ CERTIFICATIONS - TAKING YOUR CAREER TO NEW HEIGHTS

In today's world, where quality competition is a fact of life and the need for a work force proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to ensure the quality of products and services. Certification is an investment in your career and in the future of you employer.

Certification is formal recognition by ASQ that an individual has demonstrated proficiency within and a comprehension of a specified body of knowledge at a point in time.

It is peer recognition and not registration or licensure. ASQ certification is awarded to candidates who meet three criteria:

1. Have a specified level of education and/or experience
2. Provide proof of professionalism
3. Pass a standardized examination in the certification area.

Certification exams are hosted twice a year by the Oklahoma City ASQ Section. Check the ASQ Web site for dates and location.

**For more information visit [www.asq.org](http://www.asq.org)  
and click on "Certification".**

## OKC QUALITY NEWS

DanaCorporation is a great Corporate citizen in Oklahoma City:

Dana Corporation's Quality Manager, Mr. Nawaz, presented a \$ 2000 check to Crutch Elementary School principal Archie Scott on April 1, 2004. Actually, this process dates back to October 2003, when Dana in OKC hosted a plant tour to ASQ Section 1408 members. Dana's Mary Beth Hughes learned from Fred Khavari about his volunteer efforts to improve the quality of education in OKC's lowest performing school, namely Crutch district school located on NE 23rd and AirDepot. Dana's Management requested \$ 2000 from their Corporate Foundation for educational assistance. The process took its normal course of five months with plenty of efforts.

During the presentation Dana's HR Manager Rose Royal and Mrs. Hughes heard Dr. Kermit Jones describe one of their benchmark programs which has identified 20 chronically hungry students whose only meals comes from school at breakfast and lunch. There is a program under plan to help these kids during the upcoming summer. Others present were Bright Star Volunteers who have devoted over 1200 hours of Baldrige based efforts since last year who helped with School Quality improvement initiatives and Koality Kid processes.

There is a desperate need for volunteers for this summer. Please contact Dr. Paul Young, BrightStar's VP and GM @ 412-7533 or Mrs. Brown, PTO president @ 736-6174. Crutch needs ASQ's help!!

Article submitted by Fred Khavari, Vice Chair, section 1408



ASQ Oklahoma City Section 1408  
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Bethany, OK 73008

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**ASQ Section 1408  
May Meeting  
May 20, 2004**

More Details to Come...

## Welcome Our New Members!

**Susan Arterbary  
Brenda Chesnoski  
Nathan Crosby  
Mark Jenkins  
Eric Scott McDowell  
Karla Morton  
Shirish Nalavade  
Cheruku Nalini  
Aneta Newton  
Yogesh Patil  
Oliver Sammons  
Michele Scabby  
Bert Yeiter**