

January 2006



QUALITY NEWS

Oklahoma City
Section 1408



Next Meeting

Thursday
January 19, 2006

******New Location******

Moore Norman
Technology Center's
New South Penn
Campus
Located at Southwest
134th and Pennsylvania
Avenue, OKC

Time: Room P109

Tutorial: 5:30 - 6:30pm

Meeting begins @ 6:30pm

Contact Rose Sutcliffe for more
information:

405-942-5527

r.sutcliffe@cox.net

DIRECTIONS:

SOUTHBOUND and NORTHBOUND
from I-35: Take Exit 117 at SW 4th St.,
Moore, then travel west approximately
3 miles to SW 134th & South
Pennsylvania. The street name
changes from SW 4th in Moore to SW
134th Street in Oklahoma City.

SOUTHBOUND and NORTHBOUND
from I-44: Take Exit 110 at SW 134th
Street. Travel east 2.5 miles to SW
134th & South Pennsylvania where the
campus is located on the northwest
corner.

Change Management

Part II

Back by popular demand! Our speaker this month will be Sherri Smith-Gray of the Oklahoma Quality Institute at Metro Technology Centers.

Sherri gave a fantastic tutorial at the November meeting. The topic will be an extension of that tutorial, Change Management from a facilitator and implementer point of view.

Sherri is a dynamic speaker and will share her vast experience in change management, including working for a major non-profit organization, a large car rental organization, community development, and as an independent Human Resources consultant. She has experienced organizational resistance to change and found innovative ways to challenge leadership on breakthrough improvements.

Sherri is also a highly experienced quality examiner, having served the Oklahoma Quality Award as an Examiner, Team Leader, and Judge and has also been a Malcolm Baldrige National Quality Award Examiner. She holds certifications in facilitation of the Myers-Briggs Type Indicator instrument and from the Economic Development Institute at OU.

Tutorial – Facilitated Thinking

The tutorial will begin at 5:30pm.

Herb Schultz of MindSights will give a tutorial on Facilitated Thinking and how it improves knowledge-worker thinking productivity in similar ways that the invention of the assembly line improved manual labor productivity. He will provide guide lines on how to have more effective meetings including Process Improvement oriented meetings such as Six Sigma.

Herb has been in the computer industry since 1972 and has worked with a variety of different technology solutions including Six Sigma and compliance management systems. He has an MBA from the Oklahoma City University and a Mathematic/Marketing Degree from University of Central Oklahoma.

At the end of the tutorial, there will be a drawing for a free copy of Your Meeting Coach (\$139.95 value).

Section 1408 Board Members 2005-2006

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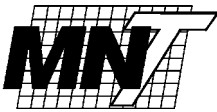
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Moore Norman Technology Center
Business & Industry Services



Quality Management Systems

Focusing on the success of Oklahoma businesses with national and international experience

**Need to update your environmental management system?
Need to understand the differences between ISO 14001 1996 and 2004?
Need guidance on implementation?**

We can help!

Plan on attending our ISO 14001 transition workshop!

Transitioning to ISO 14001:2004 Workshop

February 15 8:00 am – 12:00 noon

\$75.00 per person

Franklin Road Campus

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For information or enrollment, call 405/364-5763 ext. 7259 or
Visit website for complete list of services, course descriptions and schedules
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Letter From the Chair:

I wish the best to every ASQ Section 1408 member for the new year, 2006 and look forward towards a significant growth in our section. We are in the process of lining up several excellent speakers, tours and tutorials for the benefit of us all.

Our December meeting at Portabello's Restaurant was outstanding. We had 64 members & guests attend. We were very pleased to see several past ASQ volunteers who visited for the first time in many years. Our Awards Committee, Rose Sutcliffe, Melissa Trice and Rhonda Woolson presented certificates to 20 past volunteers.

The Section Board members met on Jan 9 to review our progress and plans for the next three months meetings. This month we are excited that Sherri Smith-Gray will give us an encore of the November tutorial in January. She did a great job and received rave reviews!

Don't forget the February meeting will be a Quality Fun Night. Come and test your knowledge and skills at "Quality Jeopardy" and "Quality Squares"! We will have a great time and prizes, including a "Grand Prize" of a 1- year paid ASQ membership! You will want to be sure to attend this meeting. Please invite your colleagues to share in the fun and check our meetings.

Please note that we have moved the location of our regular meetings. Moore-Norman Technology Center has graciously offered the use of a wonderful room at their new campus at 134th and S. Penn in OKC. This move will help us to reduce section expenses. Luann Darrow has been working diligently on new menus and I think you will be pleasantly surprised with what she has come up with.

Best Regards;
Fred Khavari
Section Chair

ADVERTISEMENT RATES

	Single	Year/Issue
Full	\$250	\$150
Half	\$150	\$ 90
Quarter	\$ 90	\$ 50
Bus. Card	\$ 50	\$ 30

Section 1408 accepts ads in the Section Newsletter. This newsletter circulates to approximately 300 professionals each month. All artwork must be provided by the customer, in a suitable format. Check with the Newsletter Editor for details. Business-card-size ads require only the card itself. Multiple-issue discounts must be paid for in advance, otherwise the single-issue price applies.

If you or your company would be interested in advertising, please contact Robert Hartsfield at 405-577-9830 or e-mail: rhartsfi@autocraft.com

RECERTIFICATION FYI

The ASQ recertification journal provides the form and instructions for recertifying.

It can be found at

http://www.asq.org/certification/docs/recert_journal_app.pdf

MEETING TIPS!

- **It's a good idea to check the website before each meeting to get any last minute changes!**
- **Mark your calendar –Section meetings are held every 3rd Thursday of the Month!**

Special Invitation from the Education Chair

Member response to the tutorials presented in the October and November meetings was very strong and positive. The Education Committee thanks our great presenters and the excellent participation by the membership. As we go into 2006, the Education Committee wants to continue this success with more of the same. This will require more great presenters, great subjects, and membership participation.

With the above in mind, the **Education Chair will be available before and after this month's meeting** to meet with any member interested in presenting a tutorial session in upcoming months. Subjects with high interest among the membership in the recent survey include Six Sigma, change management, Poka Yoke (error proofing), metrics, and cost of quality. Presentations that explain HOW you implemented a project in the subject area or specific techniques that were successful for you are needed along with handouts/tools the participants can use in their daily work.

Those wishing to present a tutorial subject should bring supporting materials such as a tutorial outline and examples of handouts so the material can be evaluated and discussed. Proposals are not limited to the subjects listed above and any proposal will receive consideration for the tutorial schedule.

Members that hold certifications are reminded that tutorial presentations qualify for recertification points.

The recent survey also showed that Certified Quality Manager and Certified Quality Engineer were the highest interest areas on certification. Any member that wishes to discuss a potential class to prepare for these tests should also meet with the Education Chair at this time. This includes any member that would be available to instruct in these areas.

Thank you,
Bart Pickens, Education Chair

Six Steps to Becoming a Better Listener

Form a Ladder:

L: **L**ook at the person speaking to you.

A: **A**sk Questions.

D: **D**on't interrupt.

D: **D**on't change the subject.

E: **E**mpathize

R: **R**espond verbally and nonverbally.

CERTIFICATION NEWS

Congratulations to the following people that were successful on recent certification exams:

Certified Quality Manager:

Jason D. Young
Oliver Sammons

Certified Six Sigma Black Belt:

Gokul H. K. Venkitachalam
Jill L. Maud
Daniel H. Jackson

Certified Calibration Technician:

James P. Kilgore

Certified Quality Manager (CQM) is changing to Manager of Quality/Organizational Excellence (CMQOE) Certification

If you are a current Certified Quality Manager, you will retain that title until it is time for you to re-certify. Once you meet the re-certification requirements, you will receive a new card and certificate that reflects the new name of this program - Certified Manager of Quality /Organizational Excellence.

For more information go to

<http://www.asq.org/certification/manager-of-quality/index.html>.

For information regarding application deadlines and exam dates go to:

<http://www.asq.org/certification/faq/09.html>

or

<http://www.asq.org/certification/apply.html>

Volunteers Needed

We are currently seeking volunteers for positions on the 2006-2007 board. Elections will be held in February for the elected positions.

Elected positions include **Chair, Vice-Chair, Treasurer and Secretary.**

Nominations include:

Rose Sutcliffe – Chair
Melissa Trice – Treasurer
Robert Hartsfield – Secretary
Vice-Chair position is still open

The Nominating Committee will be taking additional nominations until the end of January.

Now is the time to make a New Year's resolution to get involved with our section!

You can make a difference!

For more information on how you can be part of our section leadership, please contact:

Ralph Snyder or Delphia Hawkins.
(See Board Directory for contact info).

Plus there are many areas where ASQ needs your help besides officer positions

– the various Committees need volunteer chairpersons to coordinate their efforts. We do not have to vote on these positions – anyone wishing to help with a committee or to be a Committee Chairperson only needs to let the incoming officers know of his/her interest, and the Officers will appoint the person to the Section Board as appropriate!



ASQ Oklahoma City Section 1408
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Visit our website at: www.asq-okc.org

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WELCOME NEW MEMBERS

Patricia Alonso	Shon Balthaser
Robert Blevins	Lynn Gordon
Kurtis Kiker	Saugato Paul
Troy Whitefield	

Mark Your Calendar for the February
Meeting
February 17, 2006

****New Location****

Moore Norman Technology
Center's New **South Penn**
Campus

Located at Southwest 134th
and Pennsylvania Avenue, OKC