

March 2005



# QUALITY NEWS

## Oklahoma City Section 1408



Next Meeting

Thursday

March 17, 2005

**FIRE MOUNTAIN RESTAURANT**

13220 N. Pennsylvania Ave.

Oklahoma City, OK

**Time:**

**5:30pm-6:00pm Social**

**Meeting begins @ 6:00pm**

**Please RSVP to**

Rose Sutcliffe

Email: [rsutcliffe@TheHartleyGroup.com](mailto:rsutcliffe@TheHartleyGroup.com)

**How to get to Fire Mountain  
Restaurant:**

Phone: 405-936-0167

<http://www.ryansrg.com>

From Kilpatrick Turnpike take the Penn Ave Exit

- Fire Mountain is Located in the Wal\*Mart

Parking Lot. Also you can take Memorial Rd run

parallel to Kilpatrick with no tolls.

# CUSTOMER LOYALTY

This month's dinner meeting will feature Delphia Hawkins, Program Chair for Section 1408.

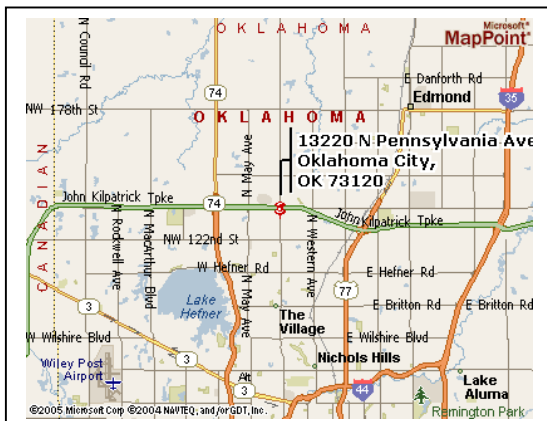
Delphia is past Regional Director for ASQ Region 14 and has continued to proclaim Quality First, Quality Excellence and Doing Right Things Right the First time. She will share her opinions on CUSTOMER LOYALTY.

Any organization that wants to create products and services that WOW its customer must really LISTEN to what the customers need. She believes a good way to gather the voice of the customer is to conduct a focus group and compile information which leads to customer satisfaction.

She is currently working as a mediator to bring peaceful agreements in many sectors of opposition throughout our city, state and nation.

**Please note:** We will meet in the banquet room at Fire Mountain Restaurant, N. Penn. & Memorial this month. See directions at the left.

You are encouraged to invite friends and co-workers to attend.



## Section 1408 Board Members 2004-2005

Jim Porter – Section Chair  
405-577-9977  
Autocraft Industries Inc.  
E-mail: [jporter@autocraft.com](mailto:jporter@autocraft.com)

Fred Khavari – Vice Chair  
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Rose Sutcliffe – Secretary  
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Rhonda Woolson –  
Certification Chair  
Recertification Chair  
405-769-9383  
E-mail: [rwoolsoncqa@aol.com](mailto:rwoolsoncqa@aol.com)

Mark Vardaro – Internet Liaison  
E-mail:  
[vardaro@process-in-focus.com](mailto:vardaro@process-in-focus.com)

## WE NEED YOU!

THERE ARE SEVERAL  
VOLUNTEER CHAIR POSITIONS  
AVAILABLE.

THESE ARE BOARD APPOINTED  
POSITIONS.

GET INVOLVED IN YOUR SECTION  
NOW! CONTACT ANY BOARD  
MEMBERS IF YOU ARE  
INTERESTED IN VOLUNTEERING.

## CALL FOR ARTICLES AND SPEAKERS

If you would like to be a guest  
speaker at one of the monthly  
section meetings or would like to  
publish an article in the monthly  
Newsletter please contact Delphia  
Hawkins or Rose Sutcliffe!



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| • Root Cause Analysis                                | July 26                 | \$150  |
| • Measurement, Data Analysis & Continual Improvement | Apr. 6-7                | \$350  |
| • ISO 9001:2000 5-day Lead Auditor-RAB Accredited    | June 6-10               | \$1295 |

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Section 1408 accepts ads in the Section Newsletter. This newsletter circulates to approximately 400 professionals each month. The table shows advertisement rates for the monthly newsletter for ASQ Section 1408. 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 [rhartsfi@autocraft.com](mailto:rhartsfi@autocraft.com)

**FYI!**

Up-to-Date Meeting information can also be found on our Section Website: [www.asq-okc.org](http://www.asq-okc.org).

It's a good idea to check the website before each meeting for last minute changes!

**Help Wanted!**

Eaton Corporation-  
Oklahoma City Clutch Plant- is looking for temporary (six months) help in programming and running a Zeiss Automated Coordinate Measuring Machine. Full time or part time position available. Flexible hours. Please contact Vicki at Manpower, (405) 949-1414.

**2005 CERTIFICATION EXAM DATES**

	<u>EXAM DATES</u>	<u>APPLICATION DEADLINE</u>
CQT/CRE/CMI/CHA Biomedical Certified Quality Manager Six Sigma Black Belt	March 5	January 7
CQE/CQA/CSQE/CQIA/CCT	June 4	April 1
CQT/CRE/CMI/CHA Biomedical Certified Quality Manager Six Sigma Black Belt	October 22	August 19
CQE/CQA/CSQE/CQIA CCT	December 3	October 7

For more information go to [www.ASQ.org](http://www.ASQ.org) or contact Rhonda Woolson, Certification Chair.

**Save the Date  
For the 2nd Annual  
Journey to  
Excellence**

Tuesday, April 5, 2005  
8:00am-3:30pm

Cox Business Services  
Convention Center,  
Oklahoma City

Cost: \$25 per person

Call Jordana Harrison at  
405-278-2820 for more  
information or to reserve  
your seat or email

[jordana.harrison@journalrecord.com](mailto:jordana.harrison@journalrecord.com)

no later than March 21.



ASQ Oklahoma City Section 1408  
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**ASQ**

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## **WELCOME NEW MEMBERS**

Assad M. Arafah

Pamela G Rollins

**ASQ Section 1408**

**April Meeting**

**April 21, 2005**