

November 2005



QUALITY NEWS



Oklahoma City Section 1408

Next Meeting
Thursday
November 17, 2005

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

Time:
5:30pm-6:00pm Networking
Meeting begins @ 6:30pm
Tutorial – 5:30pm – 6:30 pm

Contact Rose Sutcliffe for more
information:

r.sutcliffe@cox.net

CUSTOMERS FIRST

Portia Little, Sr. Vice President and Customer Service officer of BancFirst, will be our keynote speaker this month. Her presentation will be focused on putting customers first. How the banking industry determines customer needs and how those needs are fulfilled.

Ms. Little has been with BancFirst (5) years and truly enjoys the experience of the local autonomy of the community bank. She currently manage operations at (6) locations in Shawnee, McCloud and Tecumseh, including a multi-purpose area call center.

A veteran Oklahoma banker with a background in both service and management, she has also acted as facilitator with OBA Direct, a resource service for bankers. She is very active in her community, serving on boards for United Way, YMCA, Downtown Shawnee, Chamber of Commerce, and American Heart Association.

TUTORIAL "CHANGE MANAGEMENT"

The November tutorial is designed to respond to member requests on the recent survey, as detailed elsewhere in this newsletter. The subject will be Change Management from a facilitator and implementer point of view. Sherri Smith-Gray of the Oklahoma Quality Institute at Metro Technology Centers has had several types of experience in change management that has included 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.

The time for the tutorial is also a response to input from the recent survey. The tutorial will begin at 5:30pm in the Raider Room at the Rose State College Student Center. Please arrive early so we can begin on time with a short break before the beginning of the regular meeting at 6:30 pm.



Student Center
(enter from Hudiburg Dr.)

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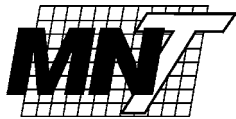
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| • ISO 9001:2000 Understanding | Dec 7 | \$225 |
| • ISO 9001:2000 Internal Quality Auditing | Dec. 13-14 | \$375 |
| • ISO 9001:2000 Measurement , Data Analysis & Continual Improvement | Dec. 13-14 | \$325 |
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Letter From the Chair:

I have so much information to share with each one of you, that it is best to present it in bulleted format:

- My trip to ASQ Summit was informative and participative in forming new directions for ASQ for the next half a century. 220 ASQ leaders attended.
- ASQ will be celebrating 60th Birthday in Milwaukee in May 2006. All of you are encouraged to attend this historic Congress.
- Our Board last week approved the use of the new MNTC South Penn. Campus for meetings starting Jan. 2006. This is a world-class facility is located @ 134th and S. Penn, OKC. More information will be in the January newsletter.
- Our New Koalaty Kid Chair, Dr. Kermit Jones has started Daily Student Quality Council for Crutch Elementary School's 6th, 7th and 8th grades on a daily basis. ASQ Volunteers are needed for these classes. Please contact Dr. Jones or Teresa McAfee @ 427-3771 if you wish to volunteer to teach a quality tool or technique. Crutch is located at NE 23 and Air Depot, OKC.
- Through ASQ Leadership, we are working with the Governor Brad Henry to declare November as "Oklahoma Quality Month". The theme for this proclamation will be "Building Quality Momentum in the Great State of Oklahoma".
- Please review the survey that our Education Chair, Bart Pickens conducted on page 5. You will find it very interesting.
- Please join our second tutorial this month on Change Management. Last month 20 attended the Lean tutorial conducted by Gayla Brown.
- Finally, Please join our November speaker Portia Little for a delightful and informative Banking presentation at Rose State College.
- Please do not forget our ASQ Christmas dinner at Porteballo's on Dec. 15, 2005 in Edmond.

Fred Khavari
Section 1408 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!**

OPPORTUNITY KNOCKS

Instructor Needed

Bart Pickens, Metro Technology Centers, has a request for an instructor for the Certified Quality Technician materials

This is for a short-term class and will include reimbursement for instructional time. Interested persons can contact Bart for more information at 605-4833 or by **E-mail:**
bart.pickens@metrotech.org

Quality Manager Needed For Calibration Laboratory

Local Calibration laboratory is looking for a Quality Manager.

Must have:
 A2LA ISO Guide 17025
 experience.

Mail resume to:

P. O. Box 95332
 Oklahoma City, OK 73143-5332.

JOB OPPORTUNITY QUALITY MANAGER

LOCATION: Oklahoma City, Oklahoma
REPORTS TO: Chris Johnson, General Manager

QUALIFICATIONS:

- ◆ Education: Must possess basic metallurgical knowledge. Engineering or related degree preferred. Equivalent experience may be acceptable.
- ◆ Experience: Requires experience and practical knowledge of commercial heat treatment of aerospace alloys including steel, aluminum, titanium, nickel, brass, copper, etc.
- ◆ Minimum of 3 years department management and 2 years direct supervisory experience.
- ◆ Must be thoroughly familiar with commercial (AMS, ASTM), aircraft, and aerospace specifications, ISO, AS, QS and TS quality systems.
- ◆ Must be able to read and interpret blueprints, specifications and purchase orders.
- ◆ Interface with other departments to provide assistance, resolve problems and monitor work affecting quality.

Additional qualifications & information is posted on the www.ASQ-OKC.com website.

Please contact:
 Ed Grott, Regional Manager
 Bodycote Thermal Processing
Ed.grott@bodycote.com

Section Satisfaction and Education Survey Results

The section leadership conducted an on-line survey to determine member satisfaction and professional development tutorial interest. The survey was open for about one month and received 51 responses from members.

Generally, the survey shows a good level of satisfaction with the section operations. Of course, it also shows areas for improvement. The satisfaction survey was designed to use a 5-point Likert scale with 1 = Disagree strongly to 5 = Agree Strongly, 3 = Neutral.

Areas for improvement include:

- Professional networking (25 out of 48 responses were a 2 or a 3) and
- Meeting satisfaction (21 out of 48 scored a 3 or less).

Strongest areas of satisfaction were on questions of:

- Leadership opportunity (37 out of 48 with a 4 or 5 response),
- Overall section satisfaction (35 out of 48 scored 4 or 5), and
- 32 out of 48 agreed/strongly agreed that they would bring business associates to section events.

Open responses on section improvement ranged from newsletter improvements, website updating, and more attendance for more networking opportunities.

The educational portion of the survey gave the committee actionable data for future professional development sessions. One of the most interesting results was a nearly even split on the preferred time for presenting tutorial sessions.

- Twenty-six respondents preferred tutorial sessions before the meeting and
- Twenty-three members preferred the sessions after the meeting.

Given this response, the committee will vary the presentation times to further gauge the desires of membership while trying to meet the needs of as many as possible.

The strongest areas of interest were tied between Lean manufacturing and Six Sigma with a strength of interest rating of 4.04 on a 5-point scale. The next strongest areas of interest were clustered tightly 3.85 to 3.96: change management, error proofing, metrics, cost of quality, and effective quality teams. The most strongly desired certifications were Manager (33.3%) and Engineer (29.4%).

Open responses included a suggestion on short educational blocks on several subjects during the tutorial time, a desire to focus on recertification, some ISO areas that are not generally addressed, and customer complaint handling within a customer service process.

Full results will be available for pick-up at the next general meeting. If you desire an electronic copy of the results, please request it from bart.pickens@metrotech.org.

We would like to thank everyone who participated. We will conduct a follow-up survey next summer to measure our success in improving your membership experience.



ASQ Oklahoma City Section 1408
Newsletter Editor – Rose Sutcliffe
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Visit our website at: www.asq-okc.org

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WELCOME NEW MEMBERS

Jason Bayless Dale Brown
Jeannette Cooke Dacia Rhodes
 Shannon Murray
 Rodney Thompson

Next Meeting Annual Holiday Banquet

Thursday, December 15th
at

Portobello's Italian Grill & Wine Bar
3300 S. Broadway, Edmond, OK

No charge to Members & one Guest!
Please RSVP to Rose Sutcliffe
r.sutcliffe@cox.net by December 5th.