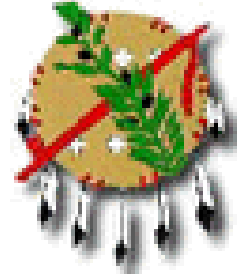




QUALITY NEWS

Oklahoma City Section 1408



Next Meeting
Thursday, November 20, 2008
Metro Tech
Business Conference Center
In the
OQI Room
1900 Springlake Drive
(Between NE 36 & NE 50 on west
side of Martin Luther King Blvd.)
Oklahoma City, OK

Time:
Networking: 5:30pm
Meeting Starts at: 6:00pm

For more information please contact

Rose Sutcliffe @
r.sutcliffe@cox.net

A map of the Metro Tech campus can
be found at
<http://www.metrotech.org/campuses/bcc-rent.html>

If you use the entrance off of Martin Luther King, where the cafeteria is located, follow the hall past the reception desk. The OQI room will be on your left.

If you use the front entrance, use the step or elevator to come to the lower level. Follow the hallway around the corner and the OQI room will be on your right. If you use the steps, you will see a sign at the end of the hall point left for the meeting rooms.

Either entrance will have a receptionist to give you directions.

Note: Section meetings are open to all members and interested parties.

Root of all Weevils Root Cause Analysis Tutorial

This month's meeting will feature Sherri Smith-Gray of Metro Tech.

Sherri will present a tutorial/lecture on Root Cause Analysis and include tools and techniques for determining RCA and the impact of root cause determination on customer satisfaction. Learn what sets great organizations apart from the rest. Prevent costly mistakes by digging deeper to isolate the real source of problems. Don't just deal with symptoms. Uncover the underlying causes that lead to repeat occurrences and improve overall quality

Sherri Smith-Gray has a diverse background as a result of a variety of professional experiences. Some of these experiences include: President of smithgray & co (her own consulting firm); Manager of Process Redesign and Customer First Facilitation for Dollar Rent-A-Car in Tulsa; Senior Organizational Development/Training Specialist for Williams Communications in Tulsa; Vice President of Human Resources and Development for LoreCom Technologies; Manager of Change Management for the American Cancer Society/Shared Service Center in Oklahoma City; and, North Central Regional Director, Community Development Specialist, and Target Industry Liaison for the Oklahoma Department of Commerce. As a private consultant, Ms. Smith-Gray has worked with communities and organizations throughout the United States in developing a vision and action plan for building coalitions that enable sustained success. She is currently working with several for-profit organizations and not-for-profit governmental agencies and educational institutions on identifying, mapping, integrating, and improving their overall performance through process improvement.

Sherri Smith-Gray is a native Oklahoman. She received her bachelor's degree from the University of Central Oklahoma.

Section 1408 Board Members 2008-2009

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Robert (Bob) Curley-Student Liason
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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 learning more about advertising, please contact Robert Hartsfield at e-mail: hartsfield1@cox.net

Ask about the Special Rates that are available for a limited time.

News/Articles Wanted

Do you have news you would like to share?

Would you like to brag about an accomplishment or give cudo's to someone in our Section or Community?

Are you an aspiring author dreaming of being published?

We are looking for interesting stories/news and quality tidbits to include in our newsletter.

For more information, contact:

Rose Sutcliffe, Newsletter Chair
r.sutcliffe@cox.net

WELCOME NEW MEMBERS!

Jason Anderson
Stephanie Bagley
David Balan
Jabonn Flurry
Charles Stephen Kemper
Shanitha Knowles-Tola
George Lovelace
Steven Miller
Sri Sampath
Matt Wyatt

Section 1408 Website News

www.asq-okc.org

Pardon our Mess!

If you've visited our website lately you have seen that it's not up to snuff right now. We are currently working on it

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HAPPY HOLIDAYS!