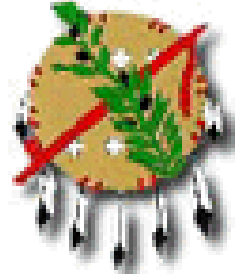




QUALITY NEWS

**Oklahoma City
Section 1408**



Next Meeting

**Thursday
SEPTEMBER 21, 2006**

**Metro Tech
Economic Development
Center
Room 123**

1700 Spring Lake Drive
(Between NE 36 & NE 50 on west
side of Martin Luther King Blvd.)
Oklahoma City, OK

Time:

**Networking/Dinner @ 5:30pm
Meeting starts at 6:00 pm**

**For more information please
contact Rose Sutcliffe at:**

405-942-5527
r.sutcliffe@cox.net

Meet and network with other Quality professionals

Everyone is welcome – Our monthly meetings are open to members and non-members. You are encouraged to invite your co-workers and other interested parties.

Discover Yourself

This month Delphia Hawkins, Program Chair and Fran Rickey, Arrangements Chair will help us improve our communication styles and develop more successful business relationships.

Each one of us will have the opportunity to take a self-administered personality test similar to the Myers-Briggs test. This test was developed by DBM Inc. (Better Transitions, Better Results); of Philadelphia, Pa. Please join us as we learn how differences among team members can enhance or hinder their ability to work effectively with each other.

This test will allow us to look at our different personality types as team problem solving members and departmental members. It will help us to get a better understanding of each other in order to be able to work together in a synergized effort as we plan programs and conduct the business of the organization.

Predominant communication styles include: Intuitor, Thinker, Senser, or Feeler-as well as back-up and "under stress" styles. The test is designed to promote team development through increased self-awareness and identification of the styles of others. It will help us to maximize our communication style and minimize the drawbacks, to improve our communication styles and develop more successful business relationships. Learn how differences among team members can enhance or hinder their ability to work effectively with each other.

In addition, Fred Khavaril will discuss the different types of ASQ memberships with emphasis on Senior ASQ drive and Dr. Paul Young will present the sections Koalaty Kid Strategic Plan.

Section 1408 Board Members 2006-2007

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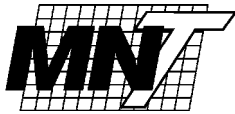
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Stormy Sims – Auditing/Examining
Chair
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Dr. Paul Young – Koality Kids Chair
Bright Star Consulting
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E-Mail:

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

JOB POSTING

QUALITY MANAGER: NE Oklahoma

My client is a large and reputable company that is a leader in the electronic equipment industry. I'm looking for someone with an extensive background in Quality Management in a high volume, high tolerance industry. They are also looking to reduce scrap rate and add new metrics to their processes, so Lean Manufacturing experience would be ideal.

The opportunity could definitely lead to larger roles in Quality or Operations if someone is seeking advancement. A four year degree is necessary. A stable background is sought, candidate must have some company longevity in their career past. Relocation is included and interested candidates can respond to me via email.

Tammy Zurak

SALES CONSULTANTS OF MADISON

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The Impending Talent Crisis ... Six Sigma and Lean to the Rescue

By Tim Noble

“Talent Wars” and “Brain Drain” are not the latest must see horror movies from this summer, but U.S. business leaders might want to sit-up and take notice of an emerging crisis that could play-out frightening results for their organizations in the coming decade.

As 77 million U.S. Baby Boomers begin to retire over the next decade, there are only 46 million Gen-X'ers available to backfill the Boomers' retiring ranks. Even with a modest two percent economic growth rate over the next 15 years, demand for critical talent could increase by as much as a third, creating a “war” for critical talent. For some companies the crisis may be even more immediate. One recent study of the nation's 500 largest companies reported that they expect to lose half of their senior management over the next five years. Additional studies suggest that up to 85 percent of major companies surveyed have no formal program or process in place to deal with this impending crisis.

In the past few years companies have been so transfixed on downsizing to contain costs that they have largely neglected this looming threat to their competitiveness. There is no doubt that over the next decade or so, demand for talent will ebb and flow with the economy, however there is no denying this demographic shift and the potential impact it will have on U.S businesses. Some companies may be in for a rude awakening when they are unable to achieve even the most modest of business goals due to drastic staffing and talent shortfalls.

A less visible but no less dangerous problem is the loss of knowledge, or “brain drain,” resulting from senior workers departing the organization without passing on their expertise to others. This lack of knowledge management will place many companies in a position to repeat prior mistakes and expose businesses to additional financial and operational risks. Worse yet, if no action is taken, some organizations could be headed for a point of no return with the complete loss of process knowledge in a few years.

Companies that rely solely on a strategy of outsourcing as a potential solution may be in for a shock as well, as existing sources of talent from offshore labor pools, such as India, Mexico and China, dry up as these countries recognize their own needs and provide incentives to retain talent in order to support their own local economic business objectives.

Given this looming demographic shift, the time for corporate leaders to act is now; however, companies must resist the urge to rush ahead without a well-balanced and deliberate approach to managing and leveraging their human capital. Part of the solution may lie with such tools as Six Sigma and Lean. With their focus on process discipline, variation reduction and waste elimination, these tools are well-suited to help companies address this impending crisis.

Six Sigma has long been utilized by organizations to transform manufacturing and transactional processes from art to science by defining and validating key process

variables to gain process control and eliminate variation. A key part of this methodology is the capture, transfer and validation of knowledge from process owners, thus making Six Sigma an essential part of any action plan to deal with the dangers of organizational “brain drain.” Companies need to not only view Six Sigma as a tool to drive productivity and service, but also as an essential methodology for critical knowledge management within their organizations. Six Sigma has a built-in tool set that lends itself very nicely to capturing and validating critical process knowledge that may otherwise be lost when key talent departs an organization.

The Lean tool kit can also play an important role in aiding organizations as they deal with this imminent crisis. Lean has a built-in methodology with such tools as “value-stream-mapping” and “standardized work” that can help organizations identify and eliminate non-value-added processes that waste human capital. Lean, with its focus on waste elimination, is ideal for helping organizations to free up human capital for redeployment. However, Lean will need to move beyond its stereotype as a tool set for only manufacturing and be accepted and applied to transactional processes in order to be an effective tool to mitigate the effects of this impending crisis.

Six Sigma and Lean are only part of the potential solution, providing a proven set of tools that can be part of a broader business talent management strategy. Business leaders will first need to recognize that the short-term solutions of the past will not work and accept that the landscape for talent management will dramatically change, requiring a more balanced and comprehensive solution in order to remain competitive in the coming decades.

About the Author:

Tim Noble is an executive recruiter and managing principal of The Avery Point Group, a leading national executive search firm providing functional expertise and executive search focus in the areas of Six Sigma, Lean, plant management, operations management, supply chain management and finance. www.AveryPointGroup.com

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LEADERSHIP TIP OF THE MONTH

The Art of Delegation

Delegation is one of the most important management skills. Good delegation saves time, develops people, grooms a successor, and motivates. Poor delegation causes frustration, lack of motivation, confusion, and fails to achieve the task or purpose. A simple delegation rule is the acronym SMARTER. It's a quick checklist for proper delegation. Delegated tasks must be: specific; measurable; agreed; realistic; time bound; ethical/exciting/enjoyable; and recorded.

- North Carolina State University Leadership Tips

DONATIONS NEEDED – CAN YOU HELP?

There are 4 girls at Seminole State College that are exchange students from Jamaica. They are in the nursing program through the International School of Nursing. The girls spent their first year in St Kitts and will spend this year at SSC. The girls have 2 apartments with basically nothing in them. I think they do have beds, but that's about it. They need couches, desks, TV's, dining tables....anything.

If you have anything you were planning to get rid of or know anyone that has anything, please let me know. These girls are sweethearts, I know they will greatly appreciate anything you could give.

Thanks.
Tina Martin
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Visit our website at: www.asq-okc.org

Inside this Issue...

August Meeting Announcement	1
Section 1408 Board Members	2
How to Advertise/Pricing	3
Job Posting	3
The Impending Talent Crisis	4
Leadership Tip of the Month	5
Donations Needed	6
Welcome New Members	6
October Meeting Notice	4

WELCOME NEW MEMBERS

Rebecca Foster
Zhenyu Kong
Barbara Lankford
Shauna Lowrance
Troy Matthews

**Mark Your Calendar:
Next Meeting will be Thursday, October 19th**