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Section 0904
East Central Indiana
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www.asq904.org



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Volume 55

February 2004

Number 5

“Quality Management - Quality Improvement - Lessons Learned”

Speaker: Marty Jaeger, Jaeger-Holland, Inc.

Pre-Clinic: 6:00 PM “Process Simulation Using
the Quincunx” – Mike McDonald

Dinner: 6:30 PM Meal Cost: Pay Restaurant

Program: 7:30 PM

Wednesday, February 18, 2004 6:00 PM

About the Program: Marty Jaeger will speak on lessons learned in implementing effective Quality Management and Quality Improvement.

- Benchmark your organization on implementation of the 8 quality principles using data gathered from 158 other organizations
- Hear about some of the practices observed at "best in class" organizations
- Hear about the lessons learned over the last 10 years while assisting organizations in developing their quality management systems and making quality improvements
- Explore a model for continual improvement of the effectiveness of a quality management system
- Deliverables include
 - Examples and hands-on to illustrate
 - New methods
 - Increased knowledge
 - Factual information and data that validate much of what attendees already know

About the Speaker: Martin J. Jaeger is a consultant, trainer and QMS Lead Auditor. He has consulted over 150 organizations in their quest to achieve registration and improve their bottom-line. Marty has held positions of VP-General Manager for a Ford Q1 supplier and Vice President Operations for a large equipment manufacturer. He has been quoted in Quality System Update's "Panel of Experts", and in the Informed Outlook's "Product Support Initiative Q&A".

About the Pre-Clinic: "Process Simulation Using the Quincunx"

This pre-clinic will illustrate using the Quincunx, process simulator, how various strategies and variation affects process data in manufacturing, social and everyday applications.

Meeting will be held at:

Sirloin Stockade

4949 W. Hessler Rd., Muncie, IN Phone:(765) 287-9051

Bad Weather! – Call the Restaurant Directions on Page 4

RESERVATIONS: Not Required - Pay the Cashier as you enter

Section Information:

2003-2004 Section Officers

Section Chair, Membership Chair	Rhonda Goss FCC Portland, Portland IN (260) 997-6293 rgoss@jayco.net
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Re-Certification	Dixie Coleman Hartford City, IN(765) 348-0970 dixcole@netusa1.net
Region 9 Director	Mike Mazu ALCOA (812) 853-4896 pmazu@adelphia.net

Section 0904 Calendar

2003 – 2004

September 17	Dinner & Program
September 23	Board Meeting
October 3	Deadline: Dec. Cert Exam
October 15	Dinner & Program
October 18	Certification Exams
October 21	Board Meeting
November 19	Dinner & Program
December 3	Maxon Tour
December 6	CQE / CQA Exams
January 9, 04	Deadline: March Cert. Exam
January 21	Dinner & Program
February 3	Board Meeting
February 18	Dinner & Program
February 24	Board Meeting
March 6	Certification Exams
March 17	Dinner & Program
March 23	Board Meeting
April 2	Deadline: June Cert Exam
April 21	Dinner and Program
April 27	Board Meeting
May 19	Dinner & Program
May 25	Board Meeting
June 2	Certification Exams

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Ad Rates

	Approximate Size	Cost per Year
Full Page	7.5" x 10"	\$320
Half Page	7.5" x 5 "	\$210
Quarter Page	3.5" x 5"	\$110
Eight Page	3.5" x 2.5"	\$60

Contact:

The Newsletter Editor: Bob Cooper

Chat from the Chair:

Did you know that the Section is governed by a Plan? I know this is news to some of you but the Executive Board for the Section sets up a governing plan every year. It is known as the Section Management Plan. It is now available to all members on our web site's Connections page at www.asq904.org. Follow our Section's progress and suggest improvements to the plan that we can incorporate for next year.

Have you noticed that our former Treasurer, Rich Ehmer, is missing? Rich has moved to Columbus, Ohio to a new position. We couldn't talk him into coming back every month for meetings so Steve Scott has graciously agreed to finish out Rich's term. My thanks to Rich Ehmer, Steve Scott, and Steve Zylka for helping out and making the transition a smooth one.

This month the Section will have election of officers. Three officers will be elected: Chair-Elect, Treasurer, and Secretary. The Chair-Elect from this year, Mike McDonald, automatically becomes Chair for next year. The Nominating Committee has selected the following officer candidates: Steve Zylka, Chair-Elect; Steve Scott, Treasurer; and Steve Harmeyer, Secretary. Nominations from the floor can also be added to the slate during the election.

Mike McDonald, next year's Chair, will be looking for Committee Chairs to help run the Section for next year. If you would like to help, let Mike or myself know.

On our Connections page on the Section web site, www.asq904.org, members can find all kinds of interesting information such as the item below. Thanks to Bob Cooper for his skill and dedication to making the web site a source of information for our Section's quality professionals.

NIST's *E-Handbook of Statistical Methods* is available FREE on line at www.nist.gov/stat.handbook. The handbook provides modern statistical techniques and updated case studies. The E-Handbook CD-ROM is available FREE by sending and email to handbook@nist.gov. Include your mailing address. Due to high demand the NIST is out of the first printing of the CD-ROM but a second printing is in the works.

Rhonda Goss - Section Chair



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Welcome New Members:

Kevin Kensinger - EMG Consulting

Summary of January 2004 Meeting

Eighteen (18) Quality Professionals attend the November meeting. **Vicki Storer** won the "Quality Handbook" doorprize. Other winners were **Mike Devine, Brent Hayworth, Jim Migoski, and Bill Tuit.**

Directions to Sirloin Stockade:

From Muncie: Follow McGalliard Road. (SR 332) West to Morrison Road. Landmarks: Wal-Mart and Lowe's on your left. The Sirloin Stockade is behind the Village Pantry on your right. Turn North (RIGHT) onto Morrison. Road Construction has changed the Sirloin Stockade entrance. Turn LEFT just north of the Village Pantry. Turn LEFT again then straight into the Sirloin Stockade parking lot.

From Anderson: Follow I69 North to SR332 (Exit 41). Follow 332 into Muncie. Turn LEFT onto Morrison Road.

From Marion: Follow I69 South to SR332 (Exit 41). From there it's the same as the Anderson instructions.

From Richmond: Follow US35 North to the Muncie Bypass (SR3 & US35). Follow the Bypass North to the first traffic light and turn LEFT on McGalliard Road (SR332). Follow the Muncie directions.

From Hartford City: Follow SR3 South to the Muncie Bypass and continue to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie directions above.

From Portland: Follow SR67 South to the Muncie Bypass (SR3 & US35). Continue south to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie directions above.



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Our Section proctors the ASQ Certification exams given in the East Central Indiana area.

**Ivy Tech Muncie Campus
North Building - Room 502
4301 South Cowan Road
Muncie, IN 47302**

Contact Steve Zylka for more information.
Our website has a map

Future exam dates and deadlines:

**CQA, CQT, CMI, CRE, CQManager,
CQA-HAACP, CSSBB**

March 6, 2004 (Past Deadline)
October 16, 2004 (August 20, 2004)

CQE, CQA, CSQE, CQIA

June 5, 2004 (April 2, 2004)
December 4, 2004 (October 1, 2004)

Did you Know?

Our section has a Web Page

www.asq904.org

Check it out!

Quality America and Quality Publishing

offers Statistical Process Control and Document Control software, as well as ASQ Certification materials, SPC Training, and Six Sigma software, training, and consulting. We offer SPC software for Six Sigma Projects, as well as for real-time Shop Floor analysis. Our software can read data from any database, over the internet or via networks.

Please visit our website at www.qualityamerica.com
or call us at 1-800-722-6154.

Quality America donates the quality handbooks we give as doorprizes at each meeting.

Upcoming ASQ Programs:

March 17: 8D Problem Solving - George Hummel

Preclinic: What makes a good material specification – George Brutchen

April 21: "Data Analysis Using Graphical Techniques" - Mike Mazu

Preclinic: ISOPlot – S. Harmeyer

May 19: Development of the Acu-check, Blood Test Meter - Scott Hubbard

Preclinic: Group Discussion: "The Future of Six Sigma"

– Leaders: Rhonda Goss and Steve Zylka



**Section 0904 achieved the Total Quality Level
in ASQ's Section Management Program
in 2001- 2002 and 2002-2003**

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Divisions and Interest Groups serve the needs of members involved in specific industries and applications, reflecting the scope and depth of ASQ's leadership in the quality movement. As an ASQ member, you can customize your membership by joining Divisions and Interest groups and benefit from opportunities to:

- Focus your professional development resources through industry-specific courses, conferences and certifications.
- Expand your network of quality professionals in your field.
- Gain valuable information, via newsletters delivered to your mailbox or desktop.

There are 22 ASQ Divisions, any of which you can add to your membership for a nominal fee or join any Interest Group at no additional charge. Learn about ASQ Divisions and Interest Groups by calling 800-248-1946 or at www.asa.org.

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Section Newsletter



ASQ

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**Section 0904
East Central Indiana
Founded: 1949**

55 Years of Quality in East Central Indiana

What's Inside:

1. Membership Meeting Notices

Wednesday,

February 18, 2004

**“Quality Management -
Quality Improvement -
Lessons Learned”**

Speaker:

Marty Jaeger

2. Directions to the Meeting

3. List of 2003-2004 Officers

4. Section Calendar 2003-2004

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