“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

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section Chair, Membership Chair</td>
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<td>Manual Transmissions of Muncie (765) 281-2366, <a href="mailto:harmeyer@muncie.com">harmeyer@muncie.com</a></td>
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<td>Vicki Storer</td>
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<td>Steve Zylka</td>
<td>Saint-Gobain Glass, Dunkirk, IN (765) 768-5256, <a href="mailto:Stephen.H.Zylka@saint-gobain.com">Stephen.H.Zylka@saint-gobain.com</a></td>
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<td>ALCOA (812) 853-4896, <a href="mailto:pmazu@adelphia.net">pmazu@adelphia.net</a></td>
</tr>
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### Section 0904 Calendar 2003 – 2004

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>September 17</td>
<td>Dinner &amp; Program</td>
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<td>September 23</td>
<td>Board Meeting</td>
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<tr>
<td>October 3</td>
<td>Deadline: Dec. Cert Exam</td>
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<tr>
<td>October 15</td>
<td>Dinner &amp; Program</td>
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<tr>
<td>October 18</td>
<td>Certification Exams</td>
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<tr>
<td>October 21</td>
<td>Board Meeting</td>
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<tr>
<td>November 19</td>
<td>Dinner &amp; Program</td>
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<tr>
<td>December 3</td>
<td>Maxon Tour</td>
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<tr>
<td>December 6</td>
<td>CQE / CQA Exams</td>
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<tr>
<td>January 9, 04</td>
<td>Deadline: March Cert. Exam</td>
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<tr>
<td>January 21</td>
<td>Dinner &amp; Program</td>
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<tr>
<td>February 3</td>
<td>Board Meeting</td>
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<tr>
<td>February 18</td>
<td>Dinner &amp; Program</td>
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<tr>
<td>February 24</td>
<td>Board Meeting</td>
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<tr>
<td>March 6</td>
<td>Certification Exams</td>
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<tr>
<td>March 17</td>
<td>Dinner &amp; Program</td>
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<td>March 23</td>
<td>Board Meeting</td>
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<tr>
<td>April 2</td>
<td>Deadline: June Cert Exam</td>
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<tr>
<td>April 21</td>
<td>Dinner and Program</td>
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<td>April 27</td>
<td>Board Meeting</td>
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<tr>
<td>May 19</td>
<td>Dinner &amp; Program</td>
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<tr>
<td>May 25</td>
<td>Board Meeting</td>
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<tr>
<td>June 2</td>
<td>Certification Exams</td>
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### Advertise in The Quality Times

- Support Section 0904
- Reach 350+ Quality Professionals each Month

#### Ad Rates

<table>
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<tr>
<th>Approximate Size</th>
<th>Cost per Year</th>
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<tr>
<td>7.5” x 10”</td>
<td>$320</td>
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<tr>
<td>7.5” x 5”</td>
<td>$210</td>
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<tr>
<td>3.5” x 5”</td>
<td>$110</td>
</tr>
<tr>
<td>3.5” x 2.5”</td>
<td>$60</td>
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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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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.
Certification Exams
- given at Ivy Tech

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:

<table>
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<tr>
<th>Exam</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQA, CQT, CMI, CRE, CQManager, CQA-HAACP, CSSBB</td>
<td>March 6, 2004 (Past Deadline)</td>
</tr>
<tr>
<td></td>
<td>October 16, 2004 (August 20, 2004)</td>
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<tr>
<td>CQE, CQA, CSQE, CQIA</td>
<td>June 5, 2004 (April 2, 2004)</td>
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<tr>
<td></td>
<td>December 4, 2004 (October 1, 2004)</td>
</tr>
</tbody>
</table>

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www.asq904.org
Check it out!

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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

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

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- 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.

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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