



# Newsletter



**FOX VALLEY SECTION**

**October 2017**

## General Meeting

The next general meeting will be held on

**Thursday, October 05, 2017 at:**

### Nick's Pizza

990 S. Randall Rd  
Elgin, IL 60123

Please visit our website: <http://www.asq-foxvalley.org> for a map and directions to this meeting.

#### Program:

- 5:30 - 6:00 Networking
- 6:00 - 6:30 Pre-Dinner Presentation
- 6:30 - 7:30 Dinner
- 7:45 - 8:30 After Dinner Presentation

## Process Improvement for Customer Engineered Electronics

By Richard Gordon

#### Menu:

- Garden salad
- Variety of pizza
- Unlimited soft drinks

**Vegetarian Option:** vegetable thin-crust pizza

Please indicate any allergies, dietary restrictions, or other needs of which we need to be aware in the unlabeled field at the bottom of the first registration screen.

Cash bar

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## Program Details

### Process Improvement for Customer Engineered Electronics A Process Improvement Case Study

Our client manufactures and sells electronic connectors, backplanes and custom engineered cable harnesses for networks, machinery, power and data applications in a wide range of industries. Their custom cable assembly group had recently experienced significant growth due to a new strategic focus on custom solutions and a ramped-up sales effort. But the additional work - and products - quickly led to bottlenecks and downstream effects that included delays, quality issues, and missed customer deadlines. As a result, they were

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## Message from the Chair

Members & Colleagues,

Our next meeting will be October 5<sup>th</sup>, which is a Thursday instead of the typical Tuesday meeting. We did this as a result of feedback from our survey forms after a few responses asking for an alternative weekday. Please give us your thoughts on this experiment, positive or negative, and we will incorporate those into future planning.

Our next meeting will feature Richard Gordon speaking on process improvement for customer engineered electronics. The talk will cover the diagnosis and implementation of improvements as a case study.

The meeting will be at Nick's Pizza in Elgin, and will also be at a reduced price of \$15.00.

Please see our website for more information and to sign up:

[www.asq-foxvalley.org](http://www.asq-foxvalley.org)

Again, remember that this meeting will be on THURSDAY, October 5<sup>th</sup>.

Thanks,

John Goerner  
ASQ Section 1208 Fox Valley Chair 2016/7

## Job Submissions

Quality based jobs submitted to Fox Valley ASQ Section 1208 will be placed into the Fox Valley ASQ Section 1208 LinkedIn Group site. Membership in this LinkedIn Group is open to all Fox Valley ASQ Section 1208 Members. Join us to start discussions, ask Quality questions and post/view Quality based jobs submitted to us.

[http://www.linkedin.com/groups?gid=3888168&trk=my\\_groups-b-grp-v](http://www.linkedin.com/groups?gid=3888168&trk=my_groups-b-grp-v)

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## ASQ Benefit for Unemployed Members

Unemployed ASQ members receive a discount on their membership dues based on consecutive years of membership.

If you've been unemployed for at least 90 days and are a Full, Senior or Fellow Member, you may qualify for a discount of between 50 - 100% of your dues.

To review the eligibility requirements, visit <http://asq.org/members/account/unemployment.html> (ASQ login and password needed to access this information). The *Unemployment Program Application* can be found at <http://rube.asq.org/members/leadership/mbrapp/unemployment.pdf> (member login and password also needed).

## Accountability Group for Members in Transition

The Fox Valley ASQ Section 1208 LinkedIn Group is continuing to grow and jobs are listed in the group as they come from the group membership. Be sure to select the notify box in your preferences if you want email notices of Discussions & Jobs.

David McDonald is setting up an Accountability Group/Job Search Work Team in Winfield to start this November 2013. The Group will meet at Central DuPage Hospital Café. (Covered Parking, well-lit and maintained, WIFI, lots of room, public access, central to the Fox Valley ASQ Section 1208 region, etc.)

Membership is open to unemployed and underemployed job seekers that want to stay motivated and on track in their job search. The benefit of an accountability group is that job seekers encourage and support each other to keep motivated and on task in what might otherwise become a very un-structured time. As a member of the group you set job search activities goals and objectives for the succeeding week and report on the results of the previous week. This could be viewed as an application of FOCUS PDCA to unwelcome position of being unemployed/underemployed.

To join: Email David McDonald at [drmssbb@gmail.com](mailto:drmssbb@gmail.com) with your name, city/town, occupation, email address, telephone number and what time of the day you prefer to attend a meeting: Morning-Afternoon-Evening.

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at risk of losing clients to customer dissatisfaction.

### **Pre-dinner meeting**

## **The Diagnosis**

In the first part of the presentation, we will share the approach and tools used in the discovery phase of this engagement. By the end of this first phase of the engagement, we had identified a number of potential improvement opportunities.

### **Post-dinner meeting**

## **Developing a Roadmap and Implementing the Solutions**

In the second half of our presentation, we will discuss the approach used to prioritize the process improvement opportunities and develop an implementation roadmap. We will also share the approach that we used to secure buy-in from all levels of the organization from the front lines to leadership.

## **Richard Gordon**

Richard Gordon is an innovative and results-driven professional with diverse project management and continuous improvement experience spanning General Management, Finance, Marketing, IT, Manufacturing, and supply chain functions. Strategic thinker with the required organizational, leadership, analytical, and execution skills able to sell, plan, monitor, implement, and

support scalable people, process and technology solutions.

Strong experience in software package selection and implementation with focus on ensuring alignment with the business has led to numerous industry awards.

| <b>Education Schedule</b>                                    |  |                                 |  |                   |
|--|--|---------------------------------|--|-------------------|
| Web Interactive Course                                       | 2017 Dates & Times   | 2017 Exam Registration Deadline | CBT Exam Dates                                     | Member Course Fee |
| Certified Supplier Quality Professional (CSQP)               | Thursdays<br>6:00-9:00 p.m.<br>9/14, 9/21, 9/28, 10/5,<br>10/12, and 10/19.      | October 6                       | November 3 to<br>November 19                       | \$1,200           |
| Certified Manager of Quality/Operational Excellence (CMQ/OE) | Wednesdays<br>9:00 a.m. to Noon<br>9/20, 9/27, 10/4, 10/11,<br>10/18, and 10/25. | October 6                       | November 3 to<br>November 19                       | \$1,000           |
| Certified Quality Engineer (CQE)                             | Wednesdays<br>6:00-9:00 p.m.<br>10/18, 10/25, 11/1, 11/8,<br>11/15, and 11/29.   | November 3                      | December 1 to<br>December 17                       | \$1,000           |
| Certified Six Sigma Green Belt (CSSGB)                       | Mondays<br>2:00-5:00 p.m.<br>10/16, 10/23, 10/30, 11/6,<br>11/13, and 11/20.     | November 3                      | December 1 to<br>December 17                       | \$1,000           |
| Certified Quality Auditor (CQA)                              | Thursdays<br>2:00-5:00 p.m.<br>10/26, 11/2, 11/9, 11/16,<br>11/30, and 12/7.     | November 3                      | December 1 to<br>December 17                       | \$1,000           |
| Lean Bronze Certification (LBC)                              | Mondays<br>6:00-9:00 p.m.<br>11/13, 11/20, 11/27, 12/4,<br>12/11, and 12/18.     | No Exam Registration Deadline   | The LBC Exam can be proctored on site at any time. | \$1,000           |

Register for the courses and pay online by credit card at [www.asq-foxvalley.org](http://www.asq-foxvalley.org)