



Scholarship Newsletter

“INTELLIGENCE PLUS CHARACTER-THAT IS THE GOAL OF TRUE EDUCATION.”

— MARTIN LUTHER KING JR.

“LIVE AS IF YOU WERE TO DIE TOMORROW. LEARN AS IF YOU WERE TO LIVE FOREVER.”

— MAHATMA GANDHI

INSIDE THIS ISSUE:

Introduction	1
From the Chair	2
Mia Vavaroutsos	3
Ethan W. Clayton	7
Giuseppe Paladino	10
Barbara Doyle	13

Welcome to the first edition of the Scholarship Newsletter. This special edition will be dedicated to the scholarship recipients each year.

The Fox Valley Section awards two scholarships. They are the Richard A. Maass Memorial Scholarship for local high schools and the ASQ Section Scholarship for children and grandchildren of our active members. The scholarship is a one-time award of \$2000 that goes directly to the college.

The recipients must be college-bound graduating high school seniors. They are asked to prepare a package that includes a 700-word essay on “The importance of quality products and/or services to the future of our country.” Other documentation is needed such as volunteer hours and a recommendation letter from a reference.

The Scholarship time period is from October—March and the final recipients are named during the May meeting. Please see the website for full information: <https://asq-foxvalley.org/Scholarship>.



Letter from the Scholarship Chair

By Renée Webb

May 2022

Hello colleagues!

I'm excited to introduce the first Scholarship Newsletter! The plan is have a yearly special edition to showcase the scholarship recipients. I have had the honor of being the Scholarship Chair since 2016 and I look forward to sharing these outstanding students with you.

Our primary scholarship honors Richard A, Maass, one of our section's founding members and a leader in Quality. This scholarship is for local high school students. The second is the ASQ Section Scholarship that is open to children and grandchildren of our active members.

The talented students who apply are truly remarkable. In the following pages, you will get a chance to meet them and read their essays. I'm starting the first edition with our recipients from last year, as well as this year.

On behalf of the Scholarship Committee, I wish Mia, Ethan, Giuseppe and Barbara a successful college experience and believe they will be strong advocates for Quality in their chosen fields.

Best Regards,

Renée Webb

Fox Valley ASQ Section 1208 Scholarship Chair



Mia Vavaroutsos

Ricard A. Maass Memorial Scholarship Recipient
2021-2022



Mia Vavaroutsos graduated from St. Charles High East and is attending the University of Illinois/Urbana-Champaign. Mia is majoring in English with a double minor in Spanish/ Environmental Econ (pre-law). Mia presented the Scholarship Committee with an application that included scholastic activities such as co-President of Spanish National Honor Society and a member of the Peer Leadership Program. Her service volunteer activities include Feed My Starving Children, National Food Bank, Christmas cards for the nursing home and ushering/set up/take down of various events. She also held a part time job. Mia's reference describes her as "one of the most capable and intelligent students she had in class."



I, like so many others, depend on medicine to survive. It's a lifeline, invented by someone I've never met, produced in a building I've never seen, and distributed by an organization I've never been a part of, yet I have no choice but to trust all of these unknown entities with my life. Even though the medication I use is owned and managed by an American company, it is manufactured in a factory halfway across the world. Quality products and services are essential to allow people like me to live healthy, fulfilling lives, but they also function as the backbone of the United States economy, and without them, not only does our economy crumble, but our quality of life does as well.

In essence, the United States must maintain a standard of quality for products and services in order for the American Dream to remain possible. If the United States does not offer quality products and services, people will stop supporting American-made products, business will move elsewhere, Americans will lose their jobs, and, eventually, the entire United States economy will fall apart. As of December 2020, the U.S. monthly international trade of goods and services was at a deficit of \$66.6 billion, rounding out the calendar year with a total goods and services deficit of \$678.7 billion (census.gov). Although the deficit is up \$101.9 billion from the 2019 deficit, it is not a mere short-term consequence of the COVID-19 pandemic, but, rather, it is a continuation of the over forty-year-long U.S. trade deficit (census.gov). While economists argue as to what may be the root cause of the deficit, the core of this issue is that the United States has a longstanding history of failing to produce goods and services that are desirable to the rest of the world. Between the trade deficit and the 300,000 jobs that are currently being outsourced by the United States annually, our country is in serious danger of economic collapse (capitalcounselor.com). Further, as of February 18, 2021, the U.S. Department of Labor reported that 10.1 million Americans are currently unemployed, largely due to the COVID-19 pandemic,



and there is no certainty as to how long the pandemic will continue (dol.gov). When pairing these two sets of data together, the U.S. trade deficit and the current unemployment statistics reflect an extremely fragile U.S. economy—one that desperately needs to be repaired.

When speculating about where to go from here, it is clear that the future of the United States relies on quality products and services as a means of boosting our economy, returning millions of people to work, and creating the foundation for a more sustainable economic structure. The task of repairing the American economy is a daunting one—from mitigating the trade deficit to managing the unemployment crisis, the U.S. needs to employ strategies and initiatives that will guarantee positive results. Establishing a new, stricter federal initiative regarding quality standards for products and services made in the United States would serve as a monumental investment in the future of our country; specifically, improving the quality of American products and services will make our commodities more internationally desirable, which will increase the need for labor within the country and begin the long process of recovering our national trade balance. In doing this, the United States economy improves and strengthens from within, and Americans are rewarded with both employment and higher quality commodities, thus improving our overall quality of life on both an individual and societal level.

Ultimately, American society relies on quality products and services to function. From food, to infrastructure, to healthcare, all Americans depend on these products and services to survive. Initiating new efforts to achieve the highest quality products and services will not only improve the lives of all those who use these goods in their daily lives, but it will also begin the process of repairing our national economy and ensuring a brighter future for our nation.



Works Cited

- “International Trade in Goods and Services, December 2020.” *International Trade in Goods and Services* | U.S. Bureau of Economic Analysis (BEA), U.S. Department of Commerce, 5 Feb. 2021, www.bea.gov/data/intl-trade-investment/international-trade-goods-and-services.
- Jessica Edgson Jessica is a writer and editor from Cape Town, et al. “25 Eye-Opening Outsourcing Statistics - An Overview (2020).” *Capital Counselor*, 6 Apr. 2020, capitalcounselor.com/outsourcing-statistics/.
- Long, Heather. “How Many Americans Are Unemployed? It’s Likely a Lot More than 10 Million.” *The Washington Post*, WP Company, 19 Feb. 2021, www.washingtonpost.com/business/2021/02/19/how-many-americans-unemployed/.
- “Monthly U.S. International Trade in Goods and Services, December 2020.” *Monthly U.S. International Trade in Goods and Services* | U.S. Census Bureau and U.S. Bureau of Economic Analysis, U.S. Department of Commerce, 5 Feb. 2021, 8:30am EST, census.gov/foreign-trade/Press-Release/current_press_release/.
- “News Release.” *Economic Data from the Department of Labor*, U.S. Department of Labor, 18 Feb. 2021, 8:30am EST, <https://www.dol.gov/ui/data.pdf>.



Ethan W. Clayton

Ricard A. Maass Memorial Scholarship Recipient

2021-2022



Ethan W. Clayton graduated from Yorkville High School and is attending the University of Illinois/Urbana-Champaign. Ethan is majoring in Math and Physics. Ethan presented the Scholarship Committee with an application that included scholastic activities in a variety of areas including multiple National Honor Societies, World Youth in Science and Engineering and Math Team Captain. His service volunteer activities include math tutoring, piano tutoring, construction work at the Owego Presbyterian Church and volunteering at Fermilab Expo events. Ethan's reference describes him as "one of the most exceptional students to walk the halls of Yorkville High."



Richard A. Maass Memorial Scholarship Committee
American Society for Quality

In a world that is connected more than ever before, where you can search for almost any product from the palm of your hand, get it in days and sometimes even in hours, does quality even matter any more? Quality absolutely matters and it matters even more in our immediate consumer driven world. Quality is a relationship cycle between the company or business and it's consumers.

Although the ability to hunt for the best deal or lowest costs seems to be the culture of customers now, quality still plays the most important factor in our products. What causes a person to engage in research of a product, ask friends for their input, and spend time examining countless reviews of products? We do these things because we are looking for quality in the product. In fact, after all the hunting and gathering is done, people will pay more for a product if they come to believe and more importantly experience quality from a product.

When customers believe in the quality of a product or service, a reputation begins to develop. If a company consistently delivers quality products, customers will reflect such beliefs through product reviews or social media posts. As the reputation strengthens it feeds a cycle for other consumers. New consumers are fed this reputation, either through their own searching of desired products or through advertisements. As a result, a bigger and bigger consumer base grows and this cycle continues. This is why companies who compete in crowded markets can increase the price of their product or service. Their reputation for quality products allows them to push customers to spend more.

Not only is there a relationship cycle between a company and it's consumers, there is an even more important relationship between a company and its employees. When the quality of a product and its reputation is established, stronger and more equitable pay to its employees becomes available. As companies strengthen their economic performance and in turn their



employees, they strengthen communities, which strengthens our society. Societies with strong economic output can produce more new products and services. When these new products and services find quality and establish a reputation, the relationship cycle with it's employees and communities continues and again, we strengthen our society. Quality not only has a cyclical relationship with reputation and economic performance, it is also linked with innovation.

The quality of a product can easily be associated with its physical attributes and its performance because these are immediately experienced by a person and are the first to be determined as good or bad. When we go beyond these attributes, we understand that the quality of the idea of a product, or the innovation of products, is much more directly and indirectly linked to it's quality.

Quality products and services are innovative. Quality products go beyond good products, they become inseparably linked to the development of new ideas and technology. To continue to provide quality products companies must look to new developments in science and engineering as well as new perspectives on problems and possible solutions. Remaking an existing product from years ago will never achieve the same level of quality as that product did. Designs must always change to correspond with users needs and desires. Furthermore, changes in design must be significant and improve the function of the product.

Most importantly, quality products must be impactful. They should make a difference in their users' lives and improve their quality of life in some meaningful way. This should be the goal when designing any product. On a more global scale, there are many challenges facing the world today. Climate change and the effects of COVID-19 affect people around the world. These problems require quality solutions to ensure a more prosperous and safe future.



Giuseppe Paladino

Ricard A. Maass Memorial Scholarship Recipient

2022-2023



Giuseppe Paladino is a senior at Addison Trail High and plans to major in Aerospace Engineering at the University of Illinois/Urbana-Champaign. Giuseppe is a competitive soccer player with Sockers FC Chicago and holds a part time job. Giuseppe’s application included scholastic activities in the National Honor Society and Math Team. His volunteer hours include being a Nike Assistant Referee, working with the Mission Church and 500 hours with the Luv Michael organization. Luv Michael advocates for autism acceptance. His reference describes him as “extremely bright, very well-rounded and works hard at everything he does.”



In life, many people continuously settle for less. This stops people from reaching their full potential and may result in feelings of disappointment. In our country, if products and services were no longer held to the highest standards and producers settled for less quality, our country could be affected negatively. The products and services people pay for would not be equitable for the consumer and products of less quality may even harm consumers. Quality products and services are very important to the future of our country because they help improve our everyday lives and keep people healthy and safe.

As our country continues to progress, we need the quality of our products and services to progress as well. The improvement of quality products and services will help make our everyday lives easier. Being able to produce products more quickly and efficiently will help us save time and money. In addition to this, competition in an open marketplace will make producers in other countries continue to improve their products and services. If one country continues to produce better products than the United States, they could become more powerful financially and politically than we are. This could lead to international and economic problems. If we are not able to produce items as fast and with the highest quality as other countries people may buy the products from them. This will give them more money and more power. Producing products and services at the same or faster rate could help avoid these problems. However, improving the quality of our products and services will help us be ready to confront and overcome any challenges.

The importance of having quality products and services must be a top priority for both consumers and producers. Most countries have private companies or governmental agencies



that may provide consumers with information regarding products or services. This information can contain specific data on products such as quality, rating and testing of products, and allows consumers to research similar products made by different producers. These agencies can also test products to make sure they are safe and that these products will provide to the consumer the promised result. Products and services not made with high quality could also cause harm to our economy and environment. When a person buys a product or service they want to receive top quality products or services. If what they receive is not of good quality, then the money paid would not be equitable for the consumer. In addition to the economy, the environment could also be affected. Products and services that are not made with the best quality could be harmful to the environment. These products could pollute the environment and certain products could deplete the Earth of its natural resources. A major factor that producers must incorporate when developing products is that the world may have limited resources available as natural resources are being depleted. Therefore, quality products and services are important because they can help people without harming the Earth.

Quality products and services are very important to the future of our country because they help improve our everyday lives and keep our world healthy and safe. Our country relies on quality products and services to maintain our reputation as a strong economic power and quality products and services make a vital contribution to long-term revenue and profitability. Settling for less than what is needed can result in our country losing money and could be detrimental for all. Quality products and services will not only help the future of our country, but help people progress in their everyday lives.



Barbara Grace Doyle

ASQ Fox Valley Section Scholarship 2022-2023



Barbara Grace Doyle is a senior at Oswego High School and plans to major in Forensic Psychology at Arizona State University. Barbara is the daughter of active member, Laura Doyle. Barbara’s application included scholastic activities such as being a member of five National Honor Societies, Choir, Marching Band and Drama Club. Her volunteer hours include Luv Michael that advocates for autism acceptance, assisting the Choir Director with musical auditions, working at pancake breakfasts and cleaning the school due to lack of custodial staff. Her reference describes her as “mature beyond her years, has a clear vision of her goals, an exceptional student, driven, passionate and naturally intelligent.” Barbara has accomplished all of this with hearing aids since the age of 1.



Barbara Grace Doyle

ASQ Scholarship Essay

05 March 2022

The Importance of Quality

Everyday, people benefit from quality products and services—often without even realizing it. Quality should be a top focus for everyone. The importance of quality products and services to the future of our country is evident when considering the impact on safety, the economy, and the environment.

Poor quality can lead to significant safety issues or even death. For instance, if every part of your car does not work exactly the way it should, you are putting yourself in danger and at risk of a car accident. In healthcare, if quality processes are not followed or there is a lack of quality controls, this could lead to administering the wrong drug, operating on the wrong body part, misdiagnosis, etc., which could result in accidents, injuries, or deaths. Poor quality ingredients and/or failure to follow storage and hygiene processes can lead to severe food poisoning. This also has downstream effects, such as loss of revenue and the business permanently closing due to their reputation being ruined—as restaurants particularly thrive on customer relationships, satisfaction, and word-of-mouth reviews, bad service could easily lead to closure just as much as an outbreak of salmonella.

Poor quality can deteriorate the United States' economy. If U.S. manufacturers don't produce quality products or services, corporations and consumers will go elsewhere. According to U.S. News and World Report, computers and electrical machinery, vehicles, chemical products, food, live animals, and military equipment are our most significant exports. If poor quality were to become a serious issue with these exports, other countries would fill the gap. This



could have a substantial negative impact on our nation's economic well-being and lead to job loss, recession, emigration, and other long-term consequences. "Made in the USA" should be a guarantee of good quality, but too many people are willing to go for the cheaper option instead. We need to put more emphasis on quality over quantity, and show why paying a little more for quality is worth it in the long run.

Poor quality can lead to an increase in waste, resulting in the degradation of our environment. When we treat items like appliances and furniture as "disposable", since they aren't made with enough care for quality to last the decades they should, it adds to the already large amount of waste we generate. Additionally, poor quality processes can lead to soil and water pollution by large industries and small companies alike.

Automating processes as much as possible can help to prevent human errors. It should be easier to follow the process correctly than to take shortcuts, and there should be signals to show when proper steps have not been followed sufficiently. It should be easy to correct failures when they occur, and employees should not be reprimanded for identifying and/or removing an item of poor quality before it leaves the warehouse. Quality is an end-to-end process; the product may be well made, but if the manufacturer is unable to ship it to the customer on time or the product is mislabelled and the wrong item is sent, the acceptable level of quality has not been achieved. However, quality should not just be the job of the manufacturer; rather, every employee needs to focus on quality. Quality should be built-in. To sum it up, proactive efforts to incorporate quality processes and controls are much better for our safety, economy, and environment than reacting after an issue occurs.



2022 Meeting Dates and Locations

Date	Location	Speaker	Topic
* <u>THURSDAY</u> September 8, 2022	Webinar	Elliot Witt	MakerSpace – Library Partnership with Business
Tuesday, October 4, 2022	Webinar	Rachel Cipriano	Trauma & Resilience – 5 Secrets to Becoming Stronger in the Broken Places
* <u>THURSDAY</u> November 3, 2022	Webinar	Mary Erlain	5-Generations In The Workplace
Tuesday, December 6, 2022	Webinar	Emma McGinnis	Preventing Workplace Inju- ries

****Note: These meetings are on a THURSDAY.***

Note: Labor Day is Monday, September 5, 2022.

As meetings become open, please register at
<https://asq-foxvalley.org/meetinginfo.php>