

QUOTE(S) OF THE MONTH  
FROM ASQ QUALITY  
QUOTES:

**"ALWAYS REMEMBER THAT STRIVING AND STRUGGLE PRECEDE SUCCESS, EVEN IN THE DICTIONARY." SARAH BAN BREATHNACH, AUTHOR**

**INSIDE THIS ISSUE:**

**Section Member Meeting** 1,3,9

**Message From The Chair** 2

**Message from the Nominations Committee** 7

**Education & Certification** 5  
10-11

**Networking** 6

**myASQ** 8

**Scholarship Update** 9

**Tours** 9

**Upcoming ASQ events** 12-14

**Newsletter Chair**

Paul Suffredin

newsletter@asq-foxvalley.org

## April Member Meeting

### Welcome

\*\*The Fox Valley Section of ASQ will host our next two section meetings and section leadership meetings **virtually**. Our thanks to those able to attend our in-person February meeting. We are optimistic about going back to in-person meetings in September.

Our next member meeting will be held on **Tuesday, April 4, 2023**

### Creating Change

by Mike Vella

WebEx Conference Bridge (Webinar)

**Login: 5:45-6pm**

**Presentation: 6-7pm**

Please register on our website: <https://asq-foxvalley.org/meetinginfo.php?id=297>

### Important information regarding registration:

- **Registration closes end of day (midnight) Saturday, April 1, 2023**
- There is no fee for this meeting.
- The meeting link is sent in the registration confirmation email.
- Attendees will earn 0.5 RU. You must attend a minimum of 50% of the meeting to receive your RU credit. Your RU letter will be attached to the survey email sent after the meeting. If your letter does not arrive within three days, contact us at help@asq-foxvalley.org. Do not wait until your recertification deadline to let us know of a problem.

### Webinar etiquette:

- If possible, join the meeting using the link so that you can see the presentation, and join from a single device to avoid taking two conference slots.
- Remain muted unless you need to speak.
- We will share the speaker's preferred way to ask questions before the meeting.



## Letter From The Chair

Fox Valley Section 1208 Members,

Our Section 1208 just had a Senior Leadership Committee (SLC) meeting where we discussed our current program events, administrative items, and what types of program events we would like to have at our Fall meetings. These Fall meetings are the four meetings in September, October, November, and December.

We are detecting real interest in having Face-to-Face meetings so at least one of these meetings will be planned as Face-To-Face. We are also detecting a real interest in doing some type of Plant, Hospital, or Distribution Center Tour for at least one of these meetings—to be held in the evening using our standard meeting timing. Plus, if we can make the arrangements, we might even have two meetings where we do tours. At this rate, it could work out that we may have only one Virtual Meeting in the Fall. These are just preliminary ideas, so let us know your ideas and what you prefer to do for our member meetings.

Our May Meeting is where we announce the Scholarship “winners”. We believe that all of our Scholarship candidates are winners. We select one from the Richard A Maas Scholarship process and one from our Section Scholarship process to receive nominal stipends toward the recipients’ first year of college.

Unfortunately our program speaker planned for the May Scholarship meeting will not be able to present. The SLC has graciously agreed to allow me to fill in as the program presenter for the May meeting. I am still working on determining the best topic to present and discuss. I am inclined to discuss High Reliability Organizations in Healthcare. I can share and discuss what the Chair of the Joint Commission presented at a High Reliability Conference held at John Hopkins a few years ago. Then, I can add some information about what we are currently doing at the Veterans Health Administration. If you are not aware, the

*(Continued on page 3)*



## **April Program: Creating Change**

Michael Vella

Business and organizations often must initiate change to adapt to their environments. Social change, organizational change, change to induce growth and change to meet customer requirements are just a few examples.

However, change, especially cultural change is difficult to accomplish. In this presentation, we highlight the work of Dr. Everett M. Rogers, Professor and Chair of the Department of Communication and Journalism, University of New Mexico, Diffusion of Innovations which provides historical perspective of change and valuable insights to accomplish this important, but challenging work.

*(Continued on page 4)*

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topic of High Reliability Organizations is a recent hot topic, along with Organizational Culture, and a few others.

### **Letter From the Chair**

This month's program by Mike Vella on Creating Change is also a program targeted at a hot topic. It is often easy to come up with ideas, the really tough part is doing the project implementation and properly handling the change management. Please plan to attend and as always, keep the notes and ideas coming.



*(Continued from page 3)*

Mike will joins us this evening following a 42-year career in Quality and Operations in the Automotive and Food Manufacturing industries. Most recently Mike retired in 2021 as Senior VP Operations at the Suter Company an employee-owned food producer located in Sycamore, Illinois. Prior to joining Suter, Mike was the Vice President and General Manager of TI Automotive's Brake and Fuel Group in North America before retiring in 2006. Mike was with TI Automotive for 30 years.

Mike received his MBA from Wayne State University and his BS from Western Michigan University.

A long-time supporter of the ASQ, Mike was active serving the Greater Detroit Section and as liaison to the Automotive Division. A Senior Member and Fellow of the Society, he retains his certification as a Quality Engineer and Reliability Engineer. Mike has been honored as Greater Detroit Section Man of the Year. Mike resides in Aurora with his wife Lynne.

While at TI Automotive, Mike led the cultural change required to drive Lean Manufacturing in that organization with significant results. In the period of 1998 through 2003 the cultural change to Lean Manufacturing resulted in bottom line improvements of \$49 million in cash flow through reduced inventory, \$45 million in performance through reduced fixed and variable costs and quality improving from 450 ppm to 15 ppm.

In this evening presentation, Mike will discuss the keys to implementing cultural change.



## Fox Valley Leadership

**CHAIR: Bob Kutter**  
chair@asq-foxvalley.org

**Vice Chair: OPEN**  
vice-chair@asq-foxvalley.org

**Secretary: Juli Stoiber**  
secretary@asq-foxvalley.org

**Treasurer: John Goerner**  
treasurer@asq-foxvalley.org

**Arrangements: Jeffrey Seyl**  
arrangements@asq-foxvalley.org

**Audit: Craig Heinz**  
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**Education: Charles Gates**  
education@asq-foxvalley.org

**Internet: Alan Berow**  
internet@asq-foxvalley.org

**Membership: Mohammad A. H. Khan**  
membership@asq-foxvalley.org

**Networking: OPEN**  
networking@asq-foxvalley.org

**Newsletter: Paul Suffredin**  
newsletter@asq-foxvalley.org

**Nominations: Chris Gay**  
nominations@asq-foxvalley.org

**Performance Excellence: OPEN**  
par@asq-foxvalley.org

**Programs: OPEN**  
programs@asq-foxvalley.org

**Publicity /Social Media: Craig Heinz**  
marketing@asq-foxvalley.org

**Recognition: OPEN**  
recognition@asq-foxvalley.org

**Scholarship: Rene Webb, Mohammad Khan,  
& Dani Hestermann**  
scholarship@asq-foxvalley.org

**Student Branch Counselor: Charles Gates,**  
student-branch@asq-foxvalley.org

**Voice of Customer: Thomas Kozlowski**  
voc@asq-foxvalley.org

## Workshops, Certificate Programs, and Certification Prep Web Interactive Courses

This is still the perfect time to receive customized, flexible, and virtual ASQ Training for your next certification! More and more people are getting ASQ certified in the Fox Valley Section! Now may be a great time to invest in your career development with a flexible Prep Course taught by our own Education Chair, Chuck Gates. Chuck brings over 40 years of experience in various quality management roles, and he teaches Quality Management and ASQ Certification courses to several colleges and businesses in Illinois. Reach out to Chuck Gates, Education Chair, [education@asq-foxvalley.org](mailto:education@asq-foxvalley.org), for more information..

**Please review the Training Catalog on our website -<https://www.asq-foxvalley.org> and select the Education tab for more information regarding the schedule of courses and workshops.**

**Web Interactive Courses can be scheduled on flexible dates and times. Participants must purchase the study materials and pay for Certification Exams.**

## Section Leadership Committee

We welcome everyone to attend one of our Section Leadership Committee (SLC) meetings. Virtual meetings begin at 6:30 and last about 1.5 hours. During these meetings, decisions and updates are managed for the section. All feedback and participation are appreciated. For more information or for an invitation to a future meeting, please contact [help@asq-foxvalley.org](mailto:help@asq-foxvalley.org).

Date	Location
April 18	MS Teams
May 16	MS Teams
August 15	TBA
September 19	TBA
October 17	TBA
November - TBA	TBA



# Networking Leads for Members in Transition

- North Suburban Cook County-  
American Job Center-  
[WWW.NORTHCOOKJOBCENTER.COM](http://WWW.NORTHCOOKJOBCENTER.COM)
- Linda Employment Transition –Elgin Com-  
munity College [lbrubaker@elgin.edu](mailto:lbrubaker@elgin.edu)

## Manufacturers Upbeat Working Remotely

Nearly 74% of manufacturers said they are optimistic about the future, and adapting and rebounding in the wake of the COVID-19 pandemic, according to a recent survey.

Manufacturers said they are also adopting new technologies and processes for managing production and controlling quality, including 75% who noted more of their workers are now working remotely using cloud-based computing, reported InfinityQS International Inc., a U.S. software developer.

“The impact of coronavirus has been a massive wake-up call for all industries and manufacturing is no exception, particularly as a sector still heavily dependent on manual processes and legacy technologies,” said InfinityQS’s Jason Chester.

For more from the survey, visit <https://tinyurl.com/manufacturers-upbeat-future>.

[A good time to consider certification- see our training catalogue on our webpage](#)

\*Sanders, S. (2020, October). The Progress Report: ASQE. Quality Progress: The Official Publication of ASQ, 53(10), 8-9

## Job Submissions

**Job submissions should be sent to [ASQ.org](http://ASQ.org) for distribution to a much larger audience than what the Fox Valley ASQ Section 1208 can provide.**

If you want to network a local Quality position, send contact and basic job description to [help@asq-foxvalley.org](mailto:help@asq-foxvalley.org).



## LinkedIn Profiles

LinkedIn is a career networking site that also has social aspects. A career searcher’s LinkedIn profile is significant in an effective career search. There is high demand for quality skills in this current career environment. Are you being contacted about opportunities? Are recruiters looking at your LinkedIn profile? For future career networking your long term LinkedIn career network needs to be expanded and maintained. [The Fox Valley ASQ Section 1208 LinkedIn Group is open to all Fox Valley ASQ 1208 Members. Join us .](#)



## **Pay It Forward or Pay It Back**

Recently, several Fox Valley section leadership committee (SLC) chairs and members left the SLC due to relocation, health, or family needs. Those positions must be filled by you, our section members, for us to continue to provide programs and services. Without your involvement and support, we risk having to reduce or drop some of our services and offerings.

This is the time to pay it forward or pay it back to your peers in the section. Without regard to your unique interests, skills, available time, and experience, you can be a member of the SLC. Some roles are member-facing; others work in the background. The necessary tasks require a few hours a month. If you see an opportunity to help us improve existing services or create new ones, you can.

Benefits to you include seeing your ideas become real, learning, networking, working with a great group of people, expanding your resume, and earning Recertification Units.

A current list of committees and officers is on the [leadership page](#) of our website. If you would like to learn more or would like to sit in on a (virtual) leadership committee meeting, please contact Bob Kutter, section chair, at [chair@asq-foxvalley.org](mailto:chair@asq-foxvalley.org).



## myASQ

The new myASQ.org site, part of ASQ.org, is a space where quality professionals can share and network with peers. Timely information sharing is a primary goal. There are several parts with a lot of value-added areas of use and interest. I will highlight the main sections and some of the topics that I saw today (3/21/23) that could be useful to many of us.

### News and Announcements

- Registration information (certifications, training and examinations)
- News releases
- Salary survey results
- E-learning opportunities
- ASQ awards
- Symposia and conferences
- Community conferences

### Helpful Hints

- Platform updates
- Using blogs more effectively
- MyASQ discussion engagement
- Page functionality tips
- Platform features

### Popular Discussions

- Certifications
- PMP acquisition pointers
- CITI training as CEU's
- CQPA handbook
- Medical devices
- Root cause identification
- Business plan submissions

### Upcoming Events

- Many varied options, - near you, virtual, or worthy of travel

### Summary

A lot of items of interest and value await your discovery here. What are you waiting for?

Craig Heinze

Publicity, ASQ Fox Valley Section 1208

marketing@asq-foxvalley.org



## Future Section Member Meetings

Date	Location	Speaker	Topic
April 4, 2023	Virtual	Michael Vella	Creating Change.
May 2, 2023	Virtual	Scholarship Committee Robert Kutter	Scholarship Presentation TBA
September 7, 2023	TBA	TBA	TBA
October 3, 2023	TBA	TBA	TBA
November 2, 2023	TBA	TBA	TBA
December 5, 2023	TBA	TBA	TBA

### **Section Scholarship:** Save the Date to see the *Future*

*The recipients of these scholarships will be the young women and men who will help shape the future of our nation and the world.*

***Awardees will be introduced at the section member meeting on Tuesday May 2nd 2023.***

**The chapter awards two scholarships in the spring each year to a graduating high school student.**

**The Richard A. Maass Scholarship is awarded to a student whose high school is in the Fox Valley area. The section scholarship is awarded to a child or grandchild of an active section member.**

## Tours

Fox Valley ASQ Section 1208 is looking for opportunities to sponsor Quality Tours in the Fox Valley Area.

### **What we are looking for**

Companies that would like to have 25-30 pairs of fresh Quality eyes visit their operations for networking and dialogue on Quali-

ty applications, tactical ideas and new exposure of the great companies in the Fox Valley Area.

### **What we need**

Fox Valley Section members that can sponsor a tour at their company or business site.

Contact [help@asq-foxvalley.org](mailto:help@asq-foxvalley.org) to pursue this opportunity.



## Upcoming Certification Exam Dates

Please check exam dates & deadlines carefully as we will not make exceptions for late applications. All deadlines are at 11:59 p.m. US CST on the date specified.

ASQ certification examinations are delivered by ASQ's testing partner, Prometric. The examination scheduling instructions in your eligibility letter will direct you to a section of Prometric's website, where you can select and schedule your examination date and location.

### ODD-MONTH EXAMS

[CQT](#), [CQI](#), [CRE](#), [CFSQA](#), [CMDA](#), [CMQ/OE](#), [CSSBB](#), [CSSYB](#), [CSQP](#)

Testing Window	Application Deadline
May 1 - 31, 2023	April 9, 2023
July 1 - 31, 2023	June 11, 2023
September 1 - 30, 2023	August 6, 2023

### EVEN-MONTH EXAMS

[COA](#), [COE](#), [COIA](#), [CSQE](#), [CSSGB](#), [COPA](#), [CCT](#), [CPGP](#)

Testing Window	Application Deadline
June 1 - 30, 2023	May 7, 2023
August 1 - 31, 2023	July 9, 2023

Contact our Education Chairperson –Charles Gates for training classes. The Training Catalog is on our website -<https://www.asq-foxvalley.org/education>



**ASQ Fox Valley Section Education Report 1/17/2023**

**2023 Education Events Scheduled and Posted to the ASQ Fox Valley Web Site:**

**8 CERTIFICATION EXAM PREP COURSES**

LBC EXAM PREP COURSE	THURS	6-8PM	1/19	1/26	2/02	2/09	2/16	2/23
CSSYB ACCEL EXAM PREP COURSE	WED	12-2PM	1/18	1/25	2/01			
CSSGB ACCEL EXAM PREP COURSE	THURS	12-2PM	1/19	1/26	2/02			
CSSBB ACCEL EXAM PREP COURSE	WED	12-2PM	2/08	2/15	2/22			
CQE ACCEL EXAM PREP COURSE	THURS	12-2PM	2/09	2/16	2/23			
CMQ/OE ACCEL EXAM PREP COURSE	WED	12-2PM	3/01	3/08	3/15			
CSQP ACCEL EXAM PREP COURSE	THURS	12-2PM	3/02	3/09	3/16			
CQA ACCEL EXAM PREP COURSE	WED	12-2PM	3/22	3/29	4/05			

**17 THREE-HOUR WORKSHOPS**

PROJECT MGMT BEST PRACTICES	FRI	NOON-3PM	1/20
INDUSTRY 4.0, MFG 4.0, & DIGITAL TRANSFORMATION	FRI	NOON-3PM	1/27
STATISTICAL PROCESS CONTROL (SPC)	FRI	NOON-3PM	2/03
ADVANCED STATISTICS & HYP TESTING	FRI	NOON-3PM	2/10
LEAN & SIX SIGMA BEST PRACTICES	FRI	NOON-3PM	2/17
QUALITY MGMT SYSTEM ISO 9001:2015	FRI	NOON-3PM	2/24
FORECASTING ACCURACY IMPROVEMENT	FRI	NOON-3PM	3/03
LEADERSHIP & MGMT BEST PRACTICES	FRI	NOON-3PM	3/10
FINANCIAL ANALYSIS & COST ESTIMATING	FRI	NOON-3PM	3/17
RISK MGMT ISO 31000	FRI	NOON-3PM	3/24
QUALITY 101 FUNDAMENTALS	FRI	NOON-3PM	3/31
CUSTOMER RELATIONSHIP MANAGEMENT (CRM)	FRI	NOON-3PM	4/14
AUDITING FUNDAMENTALS	FRI	NOON-3PM	4/21
LABOR RELATIONS BEST PRACTICES	FRI	NOON-3PM	4/28
HIRING BEST PRACTICES	FRI	NOON-3PM	5/05
SUPPLIER QUALITY FUNDAMENTALS	FRI	NOON-3PM	5/12
SUPPLY CHAIN MGMT BEST PRACTICES	FRI	NOON-3PM	5/19



# WORLD CONFERENCE ON QUALITY & IMPROVEMENT

MAY 7 - MAY 10, 2023 | PHILADELPHIA, PA IN PERSON

Conference Location  
Pennsylvania Convention Center  
1101 Arch Street  
Philadelphia, PA 19107

Building on its legacy of innovation and improvement, the quality community is well-positioned to reinforce the essentials—total quality management, continuous improvement, ISO standards, data integration—and embrace emerging, universal concepts including culture, diversity and ESG (environmental, social, and governance). At WCQI 2023, attendees will learn how quality processes and methodologies bolster their organizations' response to risks like supply chain, economic pressures, and global volatility, and help spark a culture of excellence and a sustainable, strong foundation for success. Schedule on the following pages.



# 2023 SCHEDULE AT A GLANCE

Subject to change/All times EDT

## THURSDAY, MAY 4, 2023

8:00 a.m. - 5:00 p.m.      Public Courses      Philadelphia Marriott Downtown

## FRIDAY, MAY 5, 2023

7:00 a.m. - 5:00 p.m.      Public Courses      Philadelphia Marriott Downtown

## SATURDAY, MAY 6, 2023

8:00 a.m. - 5:00 p.m.      Public Courses      Philadelphia Marriott Downtown

1:00 p.m. - 7:00 p.m.      Registration & Information      Pennsylvania Convention Center

## SUNDAY, MAY 7, 2023

8:00 a.m. - 3:00 p.m.      Public Courses      Philadelphia Marriott Downtown

8:00 a.m. - 7:00 p.m.      Registration & Information      Pennsylvania Convention Center

8:30 a.m. - 4:00 p.m.      Member Leader Programming      Pennsylvania Convention Center

4:15 p.m. - 5:15 p.m.      ASQ Annual Meeting      Pennsylvania Convention Center

5:30 p.m. - 7:00 p.m.      WCQI Welcome Reception      Pennsylvania Convention Center

## MONDAY, MAY 8, 2023

8:00 a.m. - 5:00 p.m.      Registration & Information      Pennsylvania Convention Center

8:30 a.m. - 9:30 a.m.      Opening Session / Keynote      Pennsylvania Convention Center

9:45 a.m. - 11:30 a.m.      Breakout sessions      Pennsylvania Convention Center

9:45 a.m. - 11:45 a.m.      Workshops      Pennsylvania Convention Center

11:30 a.m. - 1:00 p.m.      Lunch      Exhibit Hall, Pennsylvania

1:00 p.m. - 2:45 p.m.      Breakout sessions      Pennsylvania Convention Center

1:00 p.m. - 3:00 p.m.      Workshops      Pennsylvania Convention Center

3:00 p.m. - 5:00 p.m.      Exhibits and Programming      Exhibit Hall

5:00 p.m. - 6:00 p.m.      After 5 sessions      TBA



\* Schedule as of December 12, 2022 and subject to change. Visit [asq.org/conferences/WCQI](http://asq.org/conferences/WCQI) for updates.

ASQ's 2023 World Conference on Quality & Improvement will take place at the Pennsylvania Convention Center, 1101 Arch Street, Philadelphia, PA 19107





# 2023 SCHEDULE AT A GLANCE\*

Subject to change/All times EDT

## TUESDAY, MAY 9, 2023

8:00 a.m. - 5:00 p.m.	Registration & Information	Pennsylvania Convention Center
8:30 a.m. - 9:30 a.m.	Opening Session / Keynote	Pennsylvania Convention Center
9:45 a.m. - 11:30 a.m.	Breakout sessions	Pennsylvania Convention Center
9:45 a.m. - 11:45 a.m.	Workshops	Pennsylvania Convention Center
11:30 a.m. - 3:00 p.m.	Lunch/Exhibits & Programming	Pennsylvania Convention Center
3:00 p.m. - 4:45 p.m.	Breakout sessions	Pennsylvania Convention Center
5:00 p.m. - 5:30 p.m.	General Session	Pennsylvania Convention Center
6:00 p.m. - 8:00 p.m.	Networking Reception	Grand Hall, Pennsylvania

## WEDNESDAY, MAY 10, 2023

8:00 a.m. - 11:30 a.m.	Registration & Information	Pennsylvania Convention Center
8:30 a.m. - 10:15 a.m.	Breakout sessions	Pennsylvania Convention Center
10:30 a.m. - 11:45 a.m.	Closing Session & Keynote	Pennsylvania Convention Center



\* Schedule as of December 12, 2022 and subject to change. Visit [asq.org/conferences/WCQI](https://asq.org/conferences/WCQI) for updates.  
ASQ's 2023 World Conference on Quality & Improvement will take place at the  
Pennsylvania Convention Center, 1101 Arch Street, Philadelphia, PA 19107

