

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

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Newsletter Chair

Paul Suffredin

General Meeting Information

Welcome

The Fox Valley Section of ASQ will **not host the next two section meetings or senior leadership meetings in-person and will continue to be held online. If this changes ,we will inform members as soon as possible. Thank you for your patience, understanding, and support. Thankyou for your support when we had our in-person meeting in February. We are optimistic about going in-person in September.

The next general meeting will be held on **Tuesday ,May 2nd2023**

via:

WebEx Conference Bridge (Webinar)

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

Only people who have registered will be sent the meeting link.

Important Notes regarding Registration:

- **Registration closes end of day (midnight) Saturday, April 29th ,2023**
- The meeting link will be sent to all registrants **after** registration closes. You will **not** receive a link to attend without prior registration.
- Attendees will earn **0.5 RUs**. **Note: RU letters are issued during on-site meetings and via e-mail, normally the next day for Virtual meetings. If the letter does not arrive the next day. Members should contact us right away and not wait until recertification deadline to request the letters. You must attend a minimum of 50% of the meeting to receive your RU credit.**

- There is no fee for this meeting.

Etiquette on the call/during the webinar (Online):

- If possible, join the meeting using the link so that you can see the presentation.

TUESDAY May 2nd 2023 program

Log In: 5:45-6:00pm

Scholarship Presentation:

6:00-6:15

Renee Webb

Presentation:6:00-7:00pm

Presenter : Bob Kutter, Sr

Topic: High Reliability Organization In Healthcare-

An Introduction



Letter From The Chair

May 2023

Fox Valley Section 1208 Members,

As we look forward to the awarding of our yearly scholarships at our next Member Meeting, this part of our member year is rapidly coming to a close. Spring breaks and Easter are over and we are getting ready for the Spring and Summer outdoor activities—store the snow blowers and get the lawn mowers and bikes adjusted and running again.

For those members in our Section 1208 who are or who would like to be, in career transition, I would like to make an observation and a suggestion.

First, from the April 14th issue of The Week magazine, “a survey of 2,067 college students and recent graduates found that 16 percent hope to work for Google. The next-most attractive job [employer] was the federal government (6 percent), followed by Apple (5 percent), and Disney (2.2 percent). *Axios*.

On the same page (page 40) of The Week magazine, it was noted that “Google’s parent Alphabet said in January it was cutting 12,000 jobs, or about 6 percent of its staff, in the largest layoffs in the company’s history.” Now what?

Observation: For those looking for stable employers, our economy is variable and it is challenging to find solid stable employment. Remember, most of the “tech” companies like Google were massively hiring not that long ago. There is this boom and bust cycle in private businesses and also in those businesses that do major construction projects or large defense contracts with the government.

Suggestion: The Federal Government is, I believe, somewhat more stable than most businesses in the private economy. Just like the 6 percent of the college students and recent graduates surveyed above, perhaps one should seriously consider the Federal Government as your next employer.

In fact, at Hines Hospital, we have been and are trying to hire two more Systems Redesign Coordinators to help teach lean healthcare and mentor project leaders and teams doing process improvement projects. We are growing our current Quality and Patient Safety group of three Systems Redesign Coordinators to a group of five.

If you are a Certified Quality Engineer or have any of the Six Sigma or Lean Certifications, and are looking to move into healthcare, you need to access USAjobs.gov and get started on creating your on-line USA Jobs resume. This way, when jobs are posted that you would like to apply for, you will be ready to respond and quickly apply. This is also good advice for those with project management or Information Technology (IT) or information systems and security careers. These types of jobs are being posted almost every week in the Federal Government’s, USAjobs.gov, job posting system.

See you at our next member meeting on May 2nd.

Bob Kutter
Chair, Section 1208



Speaker: Bob Kutter, Sr



Webinar – Presentation

“High Reliability Organizations In Healthcare—An Introduction”

Contact Information

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Presentation – At Fox Valley Section 1208 Webinar meeting on

Tuesday, May 2, 2023

Title: High Reliability Organizations in Healthcare—An Introduction

Abstract:

Are you working in an organization where, if you “Stop The Line”, you live in fear of being disciplined or even fired? If so, you are not working in a High Reliability Organization. One of our basic Lean Manufacturing principles is being able to “Stop The Line” when you see a quality or safety issue or problem. But putting this into practice and achieving the organizational cultural changes to fully embrace this principle can be an extremely difficult cultural shift. Achieving this, however, is on the pathway to becoming a High Reliability Organization.

I will be sharing and discussing what the Chair of the Joint Commission, Dr. Mark Chassin, presented at a High Reliability Conference held at John Hopkins a few years ago. This discussion summarizes the current situation at that time, and points out a number of the basics required to become a High Reliability Organization and the related challenges.

I will close my discussion with a few observations and points about what the Veterans Health Administration is now doing to drive the organizational cultural shift to becoming a High Reliability Organization.

Biography

Bob Kutter has over 40 years of experience working for Fortune 100 companies and the Federal Government. His experience includes working in: manufacturing, telecommunications, product research, and healthcare.

Bob started his career with AT&T Western Electric and then moved on to AT&T Bell Laboratories and AT&T Long Lines before returning to Alcatel Lucent Technologies. Bob was also a Manufacturing and Distribution Manager at International Harvester and a Quality Assurance Manager at Saint Gobain Performance Plastics. Currently Bob is a Systems Redesign Program Manager at the Veterans Health Administration coaching and mentoring Lean Healthcare process improvement efforts and projects.

Bob holds a Master of Science In Industrial Engineering from Texas Tech University specializing in Ergonomics and Experimental Design. He has a BS in Industrial Engineering from Bradley University. Bob is a Registered Professional Engineer in the State Of Illinois and holds Certified Quality Engineer and Certified Manager Of Quality & Operations Excellence Certifications with the American Society for Quality. Bob held a Project Management Professional Certification with the Project Management Institute for many years.

Bob has been active with Technical and Professional organizations throughout his career—serving at various times as President of the local Chapters of the Illinois Society of Professional Engineers, and of the Industrial & Systems Engineers, and as Chair of the local Section of the American Society for Quality.



Fox Valley Leadership

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Workshops, Certificate Programs, and Certification Prep Web Interactive

ASQ Fox Valley Section Web Interactive Exam Preparation 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 the Education Chair for more details.

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.

The Fox Valley Section of ASQ welcomes you and anyone interested in volunteering their time, to attend one of our Section Leadership Committee (SLC) meetings. It is during these meetings where decisions and updates are managed for the section. All feedback and participation are appreciated. For more information or if interested in attending a meeting, please contact help@asq-foxvalley.org.

Date 2023 6:30pm	Location
May 16th	Webinar
August 15th	TBD
September 19th	TBD



Pay It Forward or Pay It Back

Recently, several Fox Valley section leadership committee chairs and members left the section leadership committee (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 in this leadership role. We are depending on you for the future of the chapter.

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](#). 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.



My ASQ

The new myASQ.org site, part of ASQ.org is meant to offer you an area where quality professionals can share items 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
- ASQ awards
- Salary results
- Symposia and conferences
- E-learning opportunities
- Community conferences

Helpful Hints

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

Popular Discussions

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

Upcoming Events

Many varied options, near you or worthy of travel (if not remotely offered)

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



2023 Future Meeting Dates and Locations

DATE	Location	Speaker	Topic
September 7th 2023	TBD	TBD	TBD
October 3rd	TBD	TBD	TBD

Section Scholarship: The Big Day has arrived –May 2nd is the day the scholarships will be awarded.

Fox Valley ASQ Section 1208 is looking for opportunities to sponsor Quality Tours

Fox Valley ASQ Section 1208 is looking for opportunities to sponsor Quality Tours. Please contact help@asq-foxvalley.org for more details and assistance to pursue this opportunity.

What are we looking for?

Companies that would like to have 25-30 pairs of Quality eyes visit their operations for networking and dialogue on Quality applications, tactical ideas and new exposure of the great companies in the Fox Valley Area.

What do we need?

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

What is our goal?

Provide a Quality networking and educational event that is a win-win opportunity for both Fox Valley ASQ Section 1208 membership and companies in the Fox Valley Area.

What is our target area?

Most of our section’s members work or live between Elgin to the north, Yorkville in the south, Maywood to the east, and Dekalb to the west. We believe we will get the best turnout for a tour in this area.

What is needed for a tour?

Tours are most productive when there are Quality contacts working at the company to assist with completing the details. It is best if it is an area that doesn’t require extensive safety gear or high security restrictions. New projects, new ventures, new equipment and continuous improvement implementations are great opportunities for Quality feedback and networking exchanges. Early evening tours allow for good participation for our membership who work during the day.

What is the suggested layout of a tour (actual time frame is determined by the companies needs)

- 15 minutes introduction with organizational staff.
 - 45 minutes of guided tour through the areas to be reviewed.
 - 30 minutes for snacks and networking.
- 30-60 minutes of questions and dialogue on quality ideas and suggestions.
 Contact 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.

Computer-Based Testing Dates

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.

DD-MONTH EXAMS

CQT, CQI, CRE, CFSQA, CMDA, CMQ/
OE, CSSBB, CSSYB, CSQP

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

*The new CSSBB BoK and new CSSYB BoK will be tested in this window

EVEN-MONTH EXAMSEVEN-MONTH EXAMS

CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT,
CPGP

Testing Window	Application Deadline
June 1 - 30, 2023	May 7, 2023
August 1 - 31, 2023	July 9, 2023
*The <u>new CQE BoK</u> will be tested in the October 2022 window	

*The new CSSGB BoK will be tested in the August 2022 window

*The new CQE BoK will be tested in the October 2022 window

Contact our Education Chairperson –Charles Gates for training classes. Please review the Training Catalog on our website -<https://www.asq-foxvalley.org> select education tab

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

Last Meeting

Before the

Summer Break.

We will meet again

on Thursday

September 7th.

Have a safe summer .

Please fill out your survey after this meeting
to help us plan next years meetings.

