

NEWSLETTER

FOX VALLEY SECTION

OCTOBER 2023

QUOTE(S) OF THE MONTH FROM ASQ QUALITY :

QUALITY HAS TO BE CAUSED, NOT CONTROLLED."
PHILIP CROSBY

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Newsletter Chair

Paul Suffredin

We will be hosting the October General meeting in-person. It will be held at the- Courtyard Banquets, 3 S 200 Rt 59, Warrenville,IL. 60535

Novembers meeting is tentatively planned as a plant tour. We will keep you posted as to the status of each meeting as soon as possible. Thank you for your patience, understanding, and support.

The October Senior Leadership meeting as of this printing is scheduled to be on line.

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

Important Notes regarding Registration: It will Close at end of day (midnight), Sunday October 1st in order to give section volunteers enough time to prepare.

*Please note: on-line ticket purchases will not be refundable, if you do not attend the meeting. See information on page 3.

- Attendees will earn **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.



Tuesday October 3rd 2023 program

Cost:\$35.00

05:30 - 06:00 Check-in / Networking

06:00 - 06:30 First Presentation

06:30 - 07:30 Dinner

07:45 - 08:30 Second Presentation

Presenter : Michael Vella

Topic: Emotional Intelligence and Leadership - Part I & Part II

Please see page 4 and 5 for information on tonight's speaker.

Please see pages (2) for Menu.



Letter From The Chair

October 2023

Fox Valley Section 1208 Members,

Where did the month of September go? I thought I was mostly on top of everything, but this month disappeared too fast.

For our Section, I am pleased to announce that we have several members interested in assuming key positions on our Senior Leadership committee. Please see the Nominations Committee report elsewhere in this Newsletter. We will also formally announce our whole officer slate at our next member meeting, an in-person meeting at Courtyard Banquets, Warrenville, with our program speaker: Mike Vella. See details in this Newsletter.

Our planned tour for our November program has not materialized—we are continuing to search for a manufacturing business, a service business, or a lab for us to tour as one of our programs. We are also still working on setting up a program for December about Artificial Intelligence. Both November and December member meetings are still planned as virtual meetings—starting a half-hour later at, 6:30p.

I noticed an interesting article originally printed in the Financial Times by Grace Lordan titled “The quieter gentler bully boss”. In this article Grace Lordan makes the case that the loud bully of yesteryear who used mockery, shouting, tantrums, and intimidating behavior has evolved to a new type of “negative persona”. This is someone who can mimic the traits of an empathetic leader—but who use insidious techniques like, “ignoring or excluding colleagues they don’t like or who don’t agree with them.” She goes on to say, “They forget to invite these colleagues to meetings, avoid giving them feedback, and then pass them over for promotion.”

I do not know what your individual experiences are with bad managers—but I would suggest that this brand of bullying has always been around and has been noticeable in the places where I have worked. What is now making this seem more prevalent and evolving could be our current work modes related to COVID—remote, virtual work. It is extremely easy to “not invite” someone to a discussion or a meeting when using WEBEX or TEAMS.

And, who is the loud noisy Bully going to shout at, mock, insult with a tantrum, or intimidate, when almost everyone is working at home remotely? On the other hand, these bullies whether they are your peers or managers, can still exhibit these hostile behaviors on Virtual Teams calls.

Perhaps a Member Program about workplace cultures could be of interest?

I am looking forward to seeing you at our Member Meeting on Tuesday October 3 rd .

Bob Kutter

Chair, Section 1208



Schedule

05:30 - 06:00 Check-in / Networking

06:00 - 06:30 First Presentation

06:30 - 07:30 Dinner

07:45 - 08:30 Second Presentation

Dinner Menu

- Mixed greens salad
- Roast sirloin of beef with chicken
- Roasted potatoes
- Mixed vegetables
- Vegetarian option available
- Chocolate ice cream

Cash bar

Please indicate vegetarian option or any other needs in the *Special Instructions and Comments* section of your reservation.

Cost:\$35.00

Note: Registration closes at end of day (midnight) three days before the meeting in order to give the venue enough time to order food and the section volunteers enough time to prepare meeting credentials. If you do not see the Register Now button, registration has been closed for the meeting. Walk-ins are welcome, though we cannot guarantee a meal.

We offer our unemployed members an opportunity to continue their education and to network with their peers. Please review the conditions for receiving a complimentary meal below.

Our integration with the ASQ systems is not yet complete. If you are paying on-line, in advance of the meeting, please visit <https://app.memberplanet.com/#/event/asqfoxvalleysection/october2023asqsection1208membermeeting>. I apologize for the additional steps needed. We will not issue refunds for unused tickets.

If you are getting a meal, you may pay by credit card in advance or by cash, check, credit card, meeting card, or by special arrangements (see tickets for options) at the door. Discounted, multi-meeting ticket cards may be purchased on-line and picked up at the door or purchased at the door with cash, check, or credit card. If you are paying by credit card on-line, in advance, please visit <https://app.memberplanet.com/#/event/asqfoxvalleysection/october2023asqsection1208membermeeting>. Note that some browsers cannot reach this page. **On-line ticket purchases are not refundable.**

There is no charge for attending the meeting only. The section is able to provide a complimentary meal for a limited number of unemployed members. To take advantage of this program, you must:

1. Pre-register. This benefit is not available at the door.
2. Be actively seeking employment.
3. Be a paid member of the ASQ Fox Valley Section 1208.
4. Submit your resume to the ASQ web site, <http://www.asq.org>.

Friends and colleagues are always welcome!

Special Discount: When you buy a 5-tickets pass, you pay only \$150.00, a 14% discount off the regular price. You can bring your friends and colleagues at the discount rate or use them one at a time for meetings throughout the year. Either way you win. The pass will be good for two years from the date of purchase. See chapter web site for more information.



*** Notice for “No Refunds” for On-Line Payments.**

We are pleased to announce that we are continuing to move back toward in-person section member meetings. Behind the scenes, we worked out most of the credit card payments issues arising from the change in how ASQ and its sections manage finances, new equipment, and training.

Before these changes and the long-term effects of the Covid pandemic, we ordered extra meals in anticipation that more people without reservations would attend than people with reservations would not. The cost of any extra, but uneaten meals was reflected in the meal cost. We are proud that, despite this extra cost, we were able to deliver meals for less than many other sections.

Past in-person meetings refunds were offered to no-shows as their meal costs were usually close to walk-in meal payments. As part of our efforts to minimize the now-higher meal costs, and in light of rising uncertainty on attendance, we have changed our practice.

On-line ticket purchases are not refundable.

Continuing as in past in-person meeting practices, if you do not make a reservation for an event where there is a cost for a meal, and you “walk-in” to attend, you will be charged the full meeting cost (includes the meal), when “extra” meals are available. Otherwise, if you decline the meal, or if there are no “extra” meals available, you will not be charged.

We hope that you approve the rationale we used.



Emotional Intelligence and Leadership - Part I & Part II

Mike Vella

Senior VP Operations at the Suter Company, Retired

Take a minute and think about a person who has had a great positive impact on you. Maybe it was a relative, a coach, a teacher, a colleague, or your boss. Maybe it was someone in your childhood, during your growth into an adult or in the present. No matter who, something in them made a positive difference in you. Perhaps because of your relationship, you followed their lead, took their direction, trusted that they had your best interest at heart. They led, you followed. It is a good and natural thing.

In the same way, you recognize a 'natural' leader at work, in your church or in the community as someone who seems to draw others towards them, engages confidence and you find them easy to follow. These leaders seem to be more successful than their peers, even more than those who, on paper, may be more qualified through education, certification and even experience. It is hard to quantify what difference they bring, other than they instill confidence and you find them easy to trust.

On the other hand, perhaps you have seen others who find it hard to lead. They may have an impressive background and education which would seem to fit the formula of an effective leader, but often, they fall short. They work hard at it, but somehow these really smart and qualified people stumble in their assignments and are soon replaced. There must be something missing and you need to know what.

In every organization there are examples of success or failure due to a lack of, or capability for, Emotional Intelligence. This session will introduce the work of Daniel Goleman, whose research led him to discover the cause for significant differences in personal performance and team performance...notwithstanding seemingly superior capabilities of individuals and teams. Why some individuals, some teams and some organizations perform better (or worse) than their peers and provide a few ideas to recognize the value of and growth in Emotional Intelligence.



Speaker Biography

Mike has 42-years of experience in Quality and Operations in the Automotive and Food Manufacturing industries. When he retired in 2021, Mike was 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. Mike was with TI Automotive for 30 years.

Since his retirement, Mike turned his efforts in spreading what he's learned. Most recently he has joined over 75,000 instructors at the global training site Udemy, an education technology company that provides online learning and teaching to 64 million learners who speak nearly 75 languages.

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 received his MBA from Wayne State University and his BS from Western Michigan University. Mike has been honored as Greater Detroit Section ASQ's Man of the Year.

Mike resides in Aurora with his wife Lynne



NOMINATIONS UPDATE

The new slate of elected SLC officers for 2024 as follows:

Chair-Danielle Hestermann

Vice Chair-Mike Vella

Treasurer-John Goerner

Secretary-Juli Stober

Please join me in welcoming Danielle Hestermann and Mike Vella to the SLC!

Danielle will serve as the Vice Chair for the remainder of 2023, transitioning to Chair next year.

We are still in need of a Programs Chair at present if anyone is interested.

The programs chair sets up speakers for upcoming member meetings.

Often these are people who they work with or other quality contacts.

If interested, please contact me.

Chris Gay-Nominations Chair

Cell (630) 836-9854



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.



Fox Valley Leadership

CHAIR: Bob Kutter
chair@asq-foxvalley.org

Vice Chair: Danielle Hestermann
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

Auditing: Craig Heinz
auditing@asq-foxvalley.org

Education: Charles Gates
education@asq-foxvalley.org

Internet: Alan Berow
internet@asq-foxvalley.org

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

Networking: Open
networking@asq-foxvalley.org

Newsletter: Paul Suffredin
newsletter@asq-foxvalley.org

Nominations: Chris Gay
nominations@asq-foxvalley.org

PAR: Randy Stadtfeld
par@asq-foxvalley.org

Process Improvement: Ken Place
process@asq-foxvalley.org

Programs: Chris Gay/Alan Berow
programs@asq-foxvalley.org

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

SLC Meeting Coordinator:
OPEN
SLC_Meeting_Coordinator@asq-
foxvalley.org

Social Media: Craig Heinze
Social-media@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

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	Location
2023 6:30pm	
October 17	TBD
November 14 or 21	TBD



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
Tuesday October 3rd	Courtyard Inn, Warrenville, IL	Michael Vella	Leadership Topic
Thursday November 2nd Note day of week change	Plant Tour (tentative)	Tour	Made to Measure (tentative) 302 E Main Street East Dundee, IL
Tuesday December 5th	Webinar	TBD	Artificial Intelligence (Tentative)

Section Scholarship: The time is approaching where the letters for the Richard A. Maass Memorial Scholarship for local high schools and the ASQ Section Scholarship for children and grandchildren of our active members will be sent to the High Schools. Keep watching this spot for more information.

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.



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
November 1 - 30, 2023	October 8, 2023
January 1 - 31, 2024	December 10, 2023
March 1 - 31, 2024	February 11, 2024

EVEN-MONTH EXAMSEVEN-MONTH EXAMS

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

Testing Window	Application Deadline
*December 1 - 31, 2023	November 5, 2023
February 1 - 29, 2024	January 7, 2024

* The new CPGP BoK will be tested in the October 2023 window

*The new CSQE BoK will be tested in the December 2023 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

Get four free at-home COVID-19 tests this fall on COVIDTests.gov

Every U.S. household may place an order to receive four free COVID-19 rapid tests delivered directly to your home.

[Order Free At-Home Tests](#)

Accessible covid test: <https://special.usps.com/testkits/accessible>

Need help placing an order for your at-home tests?

Call [1-800-232-0233](tel:1-800-232-0233) (TTY [1-888-720-7489](tel:1-888-720-7489)).

The U.S. government will continue to make COVID-19 tests available to uninsured individuals and underserved communities through existing outreach programs. Please contact [a HRSA health center](#), [Test to Treat site](#), or [ICATT location](#) near you to learn how to access low- or no-cost COVID-19 tests provided by the federal government.

Before You Throw Out "Expired" Tests: [Check FDA's website to see if your COVID-19 tests' expiration dates have been extended](#)

