

QUOTE(S) OF THE MONTH FROM ASQ QUALITY :

"IF YOU CAN'T DESCRIBE WHAT YOU ARE DOING AS A PROCESS, YOU DON'T KNOW WHAT YOU'RE DOING."  
 W. EDWARDS DEMING

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**Newsletter Chair**  
**Paul Suffredin**

The **December** section meetings and senior leadership meetings will be held on-line. 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 next general meeting will be held on Tuesday December 5th 2023 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:** It will Close at end of day (midnight), Sunday December 3rd in order to give section volunteers enough time to prepare.

- 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.
  - Avoid joining from multiple devices if possible, to avoid taking two conference slots.
  - **Mute** your microphone and remain muted until speaker asks for questions, or you are prompted.
  - Use the chat window to ask questions.



**Tuesday December 5th Program**

**Log In: 5:45-6:00pm**

**Presentation: 6:00-7:00pm**

Presenter : Sean Wetherell  
Chief Product Officer, Intellect

**Topic: Explore the Power  
of**

**Artificial Intelligence in Quality**



## Letter From The Chair

December 2023

Dear Fox Valley Section 1208 Members,

The end of this year is approaching and this note will be my last message to our Section Members as your Section Chair. I will try to craft at least one note next year for publication in a 2024 Newsletter.

Overall, our Section 1208 has had another successful year. We managed to run eight member meetings this year, six (6) virtually, and two (2) in-person. One of our in-person meetings was a tour of “Made To Measure” in East Dundee. This was our first tour in several years and it drew a number of our members who have not attended our other Member Meetings. We have once again granted two, \$2000 scholarships to deserving high school students.

I count one of our biggest recent accomplishments as our having both a new Chair, Dani Hestermann, and a new Vice Chair, Mike Vella, for 2024. I am sure our SLC and our Section Members will support and work with our new Section officers to improve this Section’s operations and value going forward.

One of my friends from College is also a Section Chair with a Section in North Carolina that is now in the process of being shut down and terminated—primarily due to the lack of member interest in picking up Senior Leadership Committee (SLC) functions and serving in leadership roles.

In my opinion, Section Members who continue refusing to “get in the flow” are not considering the ever increasing challenges in maintaining their careers in quality and pursuing career transitions to better career positions. Section benefits include networking with your peers in the quality field and for SLC leadership positions, getting valuable experience in leadership roles.

I am thankful we have a solid Senior Leadership Committee made up of highly skilled members who actively volunteer their time and effort to support our Fox Valley Section.

We still need a Program Chair, which earns 1.5 RU’s per year.

While we are just starting to plan the Member Programs for 2024, at our last SLC meeting we sketched out having at least half of our member meetings in 2024 as in-person meetings. Thus, our February Meeting will likely be Virtual, and then the next two meetings as In-Person meetings. The May meeting, where we award the Scholarships, will likely be another Virtual meeting.

Meanwhile, we have arranged for our December meeting to be a virtual meeting with a program addressing Artificial Intelligence. Please see details in this Newsletter, and sign up.

Have a great Holiday Season.

You can still “Get in the Flow”, I will be on the side observing—  
*You can observe a lot, just by watching.* —Yogi Berra, News & Record, Greensboro, N.C.

Bob Kutter  
Chair, Fox Valley Section





## Explore the Power of Artificial Intelligence in Quality

Sean Wetherell  
Chief Product Officer, Intellect

Elevate your AI knowledge as you discover how AI is already enabling a 10% increase in the average worker's productivity. Join us for an engaging session where Sean unveils the transformative impact of AI on product and service quality. Through real-world examples, live demonstrations, and highlighting (free) AI tools, you'll gain valuable insights and immediate actions you, your team, and their departments can use to propel quality programs to new heights.

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### Speaker Biography

As Chief Product Officer at Intellect, Sean's passion is helping quality professionals succeed by building products that drive business impact. He works alongside his team to listen to client and market needs and bring together partners across Technology, Marketing, Sales, and Customer Success to deliver innovative solutions. In his free time, Sean enjoys woodworking, learning new skills (ask me about restoring my '81 RX-7), and spending time with his beautiful wife and two girls.



## Fox Valley Leadership

**CHAIR: Bob Kutter**

chair@asq-foxvalley.org  
Chair –Elect Danielle Hestermann

**Vice Chair Elect: Mike Vella**

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: Open/Chris Gay/Alan Berow**

programs@asq-foxvalley.org

**Scholarship: Rene Webb, Bob Kutter,**

Mohammad Khan, & Danni 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](mailto:help@asq-foxvalley.org).**

| Date           | Location |
|----------------|----------|
| 2023<br>6:30pm |          |
| December 12th  | 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.

### 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
- My ASQ 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 /2024 Future Meeting Dates and Locations

| DATE                         | Location | Speaker        | Topic                   |
|------------------------------|----------|----------------|-------------------------|
| Tuesday<br>December 5th      | Webinar  | Sean Wetherell | Artificial Intelligence |
| Tuesday<br>February 6th 2024 |          |                |                         |
| Tuesday<br>March 5th 2024    |          |                |                         |

**Section Scholarship:** 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 have been sent to the area High Schools . Keep watching this spot for more information.

**Fox Valley ASQ Section 1208 is looking for opportunities to sponsor Quality Tours.**  
 Please contact [help@asq-foxvalley.org](mailto: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](mailto:help@asq-foxvalley.org) to pursue this opportunity.



A picture of our ASQ members from our November tour of “Made to Measure” in East Dundee.

This is their training room.



# 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 |
|----------------------|----------------------|
| 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 |
|-----------------------|----------------------|
| 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**



An engaging, supportive opportunity to discover and develop your professional path — **come join us!**

**Dec 7, 2023 | VIRTUAL**

**REGISTER NOW!**

## The Future of Work: Examining Quality 4.0

**December 6, 2023 | 6:00 PM Eastern Time**



Register on ASQ Under Quality management

There is a lot of optimism and some concern about where industry is going in the future. A lot of thought leaders have shared different points of view regarding where quality fits in the future of work. Attend this webinar with Zac Jarrard to learn more!

**This session will:**

1. Provide an overview of Quality 4.0
2. Examine key aspects of Quality 4.0 with regards to people, process, and technology
3. Share some thoughts on how quality professions can thrive  
In a Quality 4.0 environment and beyond.

**You will learn:**

- Basic definitions regarding Quality 4.0. , How Quality 4.0 applies to people, process and technology. ,How to thrive in a technology driven world.

# Building High-Performing Organizations: Driving Digital Transformation

Wednesday, January 17, 2023 | 5:00 PM Central/6:00 PM Eastern Time

Register on ASQ Under Quality management

**Over 75% of all projects fail and IT projects fail more often!**

**Do you understand the dynamics of High Performance Leaders needed to Drive Digital Change?**

This talk will share the characteristics of successful digital transformation leaders, but through proven best practices for their development and the history and importance of coaching, all lead-

**his webinar is for you if you are:**

1. Searching for best practices to develop high-performing leaders
2. Attempting to overcome the challenges of coaching managers and becoming a Coach

- **You will learn:**

- The high-performance leadership fundamentals of driving digital change
- Best practices for developing high-performance leaders, and

The importance of coaching for high performance in building, leading, and sustaining an innovative organization



## North Suburban Cook County American Job Center-Business and Care

Link for list of classes and jobs listed by North suburban Cook county Job Center

[https://r20.rs6.net/tn.jsp?f=0018masMduv-HZp218X\\_ON474KUUW4gt9aGDt7uAm0KZhnXtJq9XpkqaFybHu3XCviGgwaq-0SdBzBLK5rtCJ\\_OJzsdsACbmrR2o9WBgRClp24ivKx0GLqUR5uC3iJssDf9e8YY7UqUKWd9oDbbALQ0s2KuqrLMD9rCtQa4v1VorTnSpqHMIIhb4TLCXPg3DpLuWvZn2spVqF\\_ISORdfx-x95IA-fyAiOF\\_5Dy\\_2P4kJY=&c=wY-iDy4VKba1iWkbGkKAp3tMEy-wDpOjZTilPvzgx7s7WaqxbG2aydA==&ch=R04iFj9cmVWxib2U8qTLuOVyimHgVCmj01VnsALzitHYCXuhc-lcXw==](https://r20.rs6.net/tn.jsp?f=0018masMduv-HZp218X_ON474KUUW4gt9aGDt7uAm0KZhnXtJq9XpkqaFybHu3XCviGgwaq-0SdBzBLK5rtCJ_OJzsdsACbmrR2o9WBgRClp24ivKx0GLqUR5uC3iJssDf9e8YY7UqUKWd9oDbbALQ0s2KuqrLMD9rCtQa4v1VorTnSpqHMIIhb4TLCXPg3DpLuWvZn2spVqF_ISORdfx-x95IA-fyAiOF_5Dy_2P4kJY=&c=wY-iDy4VKba1iWkbGkKAp3tMEy-wDpOjZTilPvzgx7s7WaqxbG2aydA==&ch=R04iFj9cmVWxib2U8qTLuOVyimHgVCmj01VnsALzitHYCXuhc-lcXw==)

**Workshops (free) for click link above or contact** North Suburban Cook County American Job Center-Business and Care for details:

[Nov. 28 EXCEL: Focus on Functions – Working with Text and Dates \(VIRTUAL\) 9:30am](#)

[Nov. 28 Excel and Conditional Tools: IF functions, Data Validation, \(VIRTUAL\)1:00pm](#)

[Nov. 29 Excel Advanced Concepts Get Started with Tables \(VIRTUAL\) 9:30am](#)

[Nov. 29 Excel Advanced Concepts – Additional Data Analysis tools \(VIRTUAL\) 1:00pm](#)

[Nov. 30 EXCEL – Advanced Concepts – Dashboards \(VIRTUAL\) 9:30am](#)