

NEWSLETTER

FOX VALLEY SECTION

MARCH 2024

QUOTE(S) OF THE MONTH FROM ASQ QUALITY :

"WATCH THE LITTLE THINGS; A SMALL LEAK WILL SINK A GREAT SHIP."

BENJAMIN FRANKLIN

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Newsletter Chair

Paul Suffredin

We will be hosting the March General meeting in-person. It will be held at the-

Courtyard Banquets, 3 S 200 Rt 59, Warrenville, IL. 60535

The March Senior Leadership meeting as of this printing is scheduled to be on line on March 19th.

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

Important Notes regarding Registration: It will Close at 12:01 am on Monday March 4th 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. - 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 March 5 th 2024 program

Cost:\$35.00

5:30 - 06:00 Check-in / Networking

6:00 - 06:30 First Presentation

6:30 - 07:30 Dinner

7:45 - 08:30 Second Presentation

Presenter : Bob Hafey

Topic: Lean Safety Part I & Part II

Please see page 3,4 and 5 for information on tonight's speaker.

Please see pages (2) for Menu.



March 05, 2024

5:30PM to 8:30 PM

Dinner to start after first presentation
around 6:30pm.

Courtyard Banquets

3s200 State Route 59

Warrenville, IL 60555

Menu:

Vegetable lasagna

Roast loin of Pork & Breast of Chicken

Roasted potatoes

Steamed Vegetables

Rainbow Sherbet

Coffee/Tea

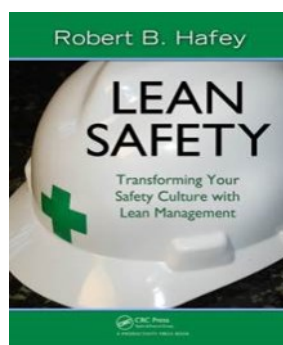
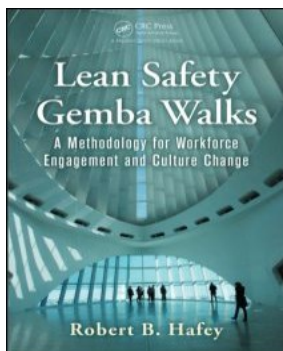
Meeting cost \$35.00

Speaker Biography



Robert is passionate about continuous improvement and has a broad range of operational, maintenance and safety experience. He authored the first book that linked lean to safety - *Lean Safety – Transforming your Safety Culture with Lean Management*, followed by *Lean Safety Gemba Walks – A Methodology for Workforce Engagement and Culture Change*. He is a skilled presenter, facilitator, and teacher whose work has taken him to China, Australia, Ukraine, England, Germany, Canada, and all over the US.

His work history is in industrial maintenance and operations management at both US Steel and Flexco. His current role is president and founder of RBH Consulting LLC which assists businesses on their lean journey by helping them understand the safest and surest path to lean success is employee engagement.



Pre-dinner Meeting:

Lean Safety - Part I

Robert B (Bob) Hafey

Founder & President, RBH Consulting LLC

It is impossible to truly engage the hearts and minds of a workforce in continual improvement (lean) if they believe the result of their efforts will be the loss of their employment. Labor reductions linked to corporate lean efforts has created a deep and widening trust gap between hourly employees and management.

To narrow or bridge this gap one must find common ground on which to begin a new lean implementation dialogue. That common ground is safety. Safety is a rallying point for all stakeholders. Unions, managers, front line supervisors and hourly employees will all get in line and support safety.

To positively impact the safety culture of a business leaders must engage their employees. Managers must change their leadership style to that of a coach – someone who asks the right questions versus having the right answers. This presentation will challenge attendees to engage employees in honest safety discussions that have a dual benefit. The dialogue, and the subsequent improvement activities, will reduce the risk of injuries by pro-actively improving the safety of the work performed and at the same time reduce the cycle time of the work processes.

The meeting attendees should leave with an understanding of the following:

Change is the only constant

A clear understanding of the value of Lean thinking

A leader's responsibility to lead change

Process focused leadership versus firefighting

The value of coaching versus managing

Engagement and empowerment methodologies

How to use safety as the entry point for a lean journey



Post-dinner Meeting:

Lean Safety - Part II

Robert B (Bob) Hafey

Founder & President, RBH Consulting LLC

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*** 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.



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.



Leadership

To learn more about any officer committee role, click the link in the officer/committee name.

If you are interested in chairing or becoming a member of any committee, please use the email link to contact that committee's chair, or contact the [section chair](#).

[Chair](#)

Danielle (Dani) Hestermann

chair@asq-foxvalley.org

Oversees the management of the section and presides over Section Leadership Committee meetings.

Immediate Past Chair

Bob Kutter

past-chair@asq-foxvalley.org

Assists the incoming chair.

Leads ad-hoc committees as assigned.

Chair-emeritus

Mohammad Khan

chair-emeritus@asq-foxvalley.org

As the most senior member of the Section Leadership committee, advises the SLC chair, leadership committee, and other offices and chairs as requested.

[Chair-Elect](#)

Mike Vella

chair-elect@asq-foxvalley.org

Assists the chair in leading the section. The chair-elect generally assumes the role of Chair when the Chair's term ends.

Works with the SLC to develop, implement, manage, and report on the Process Excellence Program (PEP) business plan and budget for the section.

Identifies section award candidates and develops methods to recognize section members and others who have contributed to the section, ASQ, or Quality as a whole.

[Secretary](#)

Open

secretary@asq-foxvalley.org

Records and maintains all meeting minutes.

Schedules SLC meetings and reserves conference bridge as needed.

[Treasurer](#)

John Goerner

treasurer@asq-foxvalley.org

Oversees section funds. Maintain accurate section financial records. Reports on financial condition of the section at times directed by the bylaws and policies and procedures.

[Arrangements](#)

Jeff Seyl

arrangements@asq-foxvalley.org

Oversees arrangements for all regular meetings of the section and other special programs and conferences as assigned by the Section Leadership Committee (SLC) or other committee chairs.

Community Outreach

Craig Heinze

outreach@asq-foxvalley.org

TBA

[Education](#)

Charles Gates

education@asq-foxvalley.org

Creates and oversees all education related activities.

[Internet](#)

Alan Berow

internet@asq-foxvalley.org

Designs, implements, and maintains the structure of the section on-line services within limits set by ASQ and service providers.

Maintains credentials and access control for section's on-line assets

Maintains on-line content as directed.



[Membership](#)

Mohammad A. H. Khan

membership@asq-foxvalley.org

Drives section recruitment and retention efforts. Develop and implements plans to maximize membership renewal and encourage interested persons to join ASQ. Upholds Society bylaws, policies and procedures, and section operating agreement.

[Newsletter](#)

Paul Suffredin

newsletter@asq-foxvalley.org

Creates and delivers the section newsletter. Establishes and adhere to a publication calendar for the newsletter and share this information with other volunteers who will need to submit content throughout the year.

[Nominations](#)

Chris Gay

nominations@asq-foxvalley.org

Bob Kutter

Identifies candidates for elected positions, manages the election process, and assists in identifying candidates for committee chairs and members in conformance to the ASQ Section Operating Agreement.

[Programs](#)

Open

programs@asq-foxvalley.org

Chris Gay

Works with the section leadership committee to set goals/metrics to support the section's management process as they relate to soliciting speakers to match topics, and scheduling/planning of programs, events and activities.

[Publicity and Social Media](#)

Craig Heinze

social-media@asq-foxvalley.org

Promotes ASQ and other quality-related events in value-added media venues. Manages section's social media programs and presence. The goal is to promote awareness and draw new members. This includes scholarship opportunities and recognition, an area typically underutilized by the population at large.

Renee Webb

[Scholarship](#)

Bob Kutter

scholarship@asq-foxvalley.org

Mohammad A. H. Khan

Manages the section's scholarship program.

Student Branch Counselor

Charles Gates

student-branch@asq-foxvalley.org

Facilitates student organizations in the creation and operation of ASQ student branches associated with the section. Voice of student branches to the SLC. Coordinates activities between student branches and the section.

[Voice of the Customer](#)

Thomas Kozlowski

voc@asq-foxvalley.org

Collects and analyzes voice of the customer data to recommend section programs and services.



Fox Valley Leadership

CHAIR: Danielle Hestermann
chair@asq-foxvalley.org

Vice Chair:/PEP/PAR: Mike Vella
vice-chair@asq-foxvalley.org

Secretary: Open
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/Bob Kutter
nominations@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 2023 6:30pm	Location
March 19	webinar
April 16	webinar
May 21	webinar



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
May1-31, 2024	April 7th,2024
July 1-31 ,2024	June9th,2024

EVEN-MONTH EXAMSEVEN-MONTH EXAMS

[CQA](#), [CQE](#), [CQIA](#), [CSQE](#), [CSSGB](#), [CQPA](#), [CCT](#), [CPG](#)

Testing Window	Application Deadline
April1-30,2024	March10,2024
June1-30,2024	May 12,2024
August 1-31	July7th,2024

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](#)



2024 Future Meeting Dates and Locations

DATE	Location	Speaker	Topic
April 2nd	Courtyard Banquets	Tim O'Hara	Senior Risk Advisor The Hack Ninja
May 7th	Virtual	Renee Weller /Scholarship committee. Lauren Milligan	Present Scholarship's ResuMayDay Career Advancement Coach
September 5th	TBD		
October 1st	TBD		

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.



Scholarship

Section Scholarship Committee

Chair: Renee Webb - scholarship@asq-foxvalley.org
The Scholarship chair position description may be found [here](#).

Scholarship Committee News:

The Fox Valley Section of the American Society for Quality is pleased to announce the 2023-2024 scholarship program. As in previous years, we will award the Richard A. Maas Scholarship via the local high school, and a section scholarship to the graduating high school child or grandchild of an active section member.

The applicant should fill out the [requirements](#), [instructions](#), and [form](#). To be considered, your application must be submitted as a complete package and postmarked no later than **Saturday, March 2, 2024**.

Scholarship Committee:

The section offers two scholarships each year. One, the Richard A. Maass Memorial Scholarship, honors one of the founders and a long-time leader of the section. It is presented to the one candidate, selected from the recommended applications received from the graduating seniors at local high schools in the Fox Valley section's area who are pursuing a college degree the next academic year at an accredited University or four-year College. All applications come through the schools. Anyone interested in this scholarship should contact their guidance counselor for more information.

The second scholarship is the ASQ Section 1208 Scholarship. It is a one-time, monetary award presented to one selected candidate from the applications received from children and grandchildren of active 1208 members. This scholarship program is open to graduating high school seniors pursuing a college degree the next academic year at an accredited University or four-year College.

Both scholarship awards are paid directly to the awardee's college.

The Scholarship Committee meets in person or by teleconference at least twice per year. It submits a verbal or written report to the Fox Valley Section 1208 Leadership Committee on the progress of the committee's work.

The Scholarship Committee is made up of seasoned members. Two members have been on the committee since its inception in 1990. The third member has been on the committee over 8 years. Our newest member started in 2017.

* We strongly suggest downloading the application form, then using a pdf viewer, such as the free Adobe Acrobat Reader, to fill in and print the application. If you fill in the form through your browser, you will not be able to save a copy. You will not be able to save and return to a partially completed application. Depending on the pdf reader you have, you may or may not be able to fill in the application at all. If you encounter problems you cannot resolve, please contact help@asq-foxvalley.org.

Mike Villa ,Our Vice Chair and Chair Elect, will be presenting at a Webinar for the Inspection Division on April 9th.

- April 9th
- 6 – 7 pm CST
- “Introduction to Statistical Decision Making”
- Will cover hypothesis testing and DOE
- Hosted by the Inspection Division
- Toronto ASQ contact: Sarah Manara

If you would like more information, or to register please visit -

<https://asq.webex.com/webappng/sites/asq/meeting/register/a51391142ac545aebea7323d7eb52dc2?>

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