



Charlotte Section

The Global Voice of Quality™



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From The Chair! By Kisha McLain

Come join the 2017 ASQ Charlotte Leadership Team!

This is the time of year when the ASQ Charlotte team starts the strategic planning process for 2017. One of the key metrics is developing a succession plan for the positions on our 2017 leadership team.

Why volunteer? Being a part of the ASQ Charlotte leadership team opens doors for networking opportunities that may not be available to general membership. As Section Chair, I have been able to interact with a number of senior executives from various corporations across the Charlotte Area. This has enabled me to successfully leverage best practices from other organizations into my role with my current employer. It has more importantly provided exposure to other industries that I typically don't experience.

Looking for a promotion or planning to change jobs? Four of our current leadership team members were able to successfully gain new employment through ASQ Charlotte. Here is one testimonial, "A hiring manager advertised for a lean consultant. A past chair forwarded my resume and provided a great reference. Within two weeks of the initial contact, I was offered a position. I love my new job!"

Do you need to maintain your ASQ Certification? Officers earn 2.0 RU's per year of service. Member leaders earn 1.5 RU's per year of service.

The following positions are currently open for 2017:

- Section Chair
- Section Secretary
- Nomination Chair
- Voice of the Customer Chair
- Program Co-Chair
- Continuous Improvement Co- Chair

The ASQ Charlotte leadership team is composed of passionate and committed volunteers. This makes being a member leader an enjoyable experience. Most positions require no more than 4 hours per month. If you are interested or want more information about upcoming member leader roles, please contact me at chair@asqcharlotte.org.

Come join the 2017 ASQ Charlotte Leadership Team!

Welcome New Charlotte Section ASQ Members!



Thank you for taking the first step in making your mark on Quality in the Charlotte area. ASQ Charlotte Section is always looking to increase our membership base and at the same time improving the quality of services and learning opportunities. For more information, please contact our Membership chair, Jerrod Higgins at membership@asqcharlotte.org.

Michael Beech Taylor	Kathryn Thomas
Staci Zacharko	John Gray Jr
Daniel Ko	Michael Phillips
Emilie Rudisill	Dan Whitaker
Samuel Buie	Jon Croft

Image Source: <http://iflbcc.club/wp-content/uploads/2015/11/new-members.png>

2016 Upcoming Events

Date and Time	Event Details
Tuesday September 13	Lean Success Stories. More details to follow.

"The starting point for improvement is to recognize the need." - Masaaki Imai

ASQ Certified Reliability Engineer (CRE) Refresher Course- Charlotte, NC



**Certified
Reliability Engineer**
The Global Voice of Quality™

24 – 25 August 2016 (Wednesday – Thursday)

Certified Reliability Engineer (CRE) Preparation taught by Jim Breneman and Mohammad Pourgolmohammad

This course will teach all the foundational material in order to pass the ASQ Certified Reliability Engineer (CRE) Exam your first time! The Certified Reliability Engineer is a professional who understands the principles of performance evaluation and prediction to improve product/systems safety, reliability and maintainability. This body of knowledge (BOK) and applied technologies include, but are not limited to, design review and control; prediction, estimation, and apportionment methodology; failure mode effects and analysis; the planning, operation and analysis of reliability testing and field failures, including mathematical modeling; understanding human factors in reliability; and the ability to develop and administer reliability information systems for failure analysis, design and performance improvement and reliability program management over the entire product life cycle.

- 2 day, 8-hours per day course
- Course fee includes lunch
- Students are expected to bring their own laptop with Minitab statistical software installed (free 30-day trial available at www.minitab.com)

Course Location:

DoubleTree by Hilton, Charlotte NC Airport
2600 Yorkmont Rd, Charlotte, NC 28208
(704) 357-9100

Negotiated group rate: \$149 (expires 25 July 2016). Please make sure to mention group code "ASR" when booking in order to receive discounted group rate!

CRE Preparation (08_2016)

If you an ASQ member, but not a member of the Reliability Division please register by contacting us at orders@asqrd.org
Price: \$ 1200.00

ASQ Member Price: \$ 1000.00

ASQ-Rd Member Price: \$ 1000.00

Sign up for the course using the following link: <http://www.asqrd.org/2016-courses/>

ASQ Certified Quality Auditor (CQA) Refresher course- Online



**Certified
Quality Auditor**
The Global Voice of Quality™

ASQ Olde Colony is providing an online refresher course on the ASQ Certified Quality Auditor (CQA) certification exam starting September 20, 2016. Their section has been offering this course online for the past 6 years. ASQ Fellow Tony DeMarinis is teaching this refresher course.

Find out more details using the below link:

<https://www.eventbrite.com/e/live-webinar-certified-quality-auditor-cqa-refresher-course-10-sessions-starting-92016-tickets-24954431376>

ASQ Certified Quality Engineer (CQE) Refresher course- Online



**Certified
Quality Engineer**
The Global Voice of Quality™

ASQ Silicon Valley is providing an online refresher course on the ASQ Certified Quality Engineer (CQE) certification exam starting October 3, 2016. Find out more details using the below link:

<http://events.r20.constantcontact.com/register/event?oeidk=a07ec4wn1og71a2628e&llr=6ghqt5nab>

"Commitment is measured in terms of visible and tangible things, not in terms of rhetoric." - Murgatroyd and Morgan

Community Outreach Opportunities!

We are trying to revamp our community outreach programs.... But we need your help.

GET INVOLVED

Be a volunteer. Make a difference.

Do you know of any opportunities in the Charlotte area that we can support who need volunteers to help with a project? We have almost 450 members in our Charlotte section, most of which have extensive lean and six sigma knowledge and skills who are willing to apply their expertise. Send us any ideas you have as we want to continue to find ways where we can impact our local community by supporting projects that may not have the resources otherwise.

Do you want to join our group? We are working to grow our resource pool of those members willing to volunteer on projects within the community where they can utilize their lean and six sigma skills. In the past we have had great success, and impact, in other quality projects helping non-profit organizations through utilizing plan-do-check act, root cause analysis and more.

Please contact me if you have any ideas on upcoming projects or if you would like to join our team of members supporting the projects: Community Outreach Chair, Carolyn Minnock, communityoutreach@asqcharlotte.org

Image Source: <http://www.parentsunitedus.org/get-involved>

June 2016 ASQ Charlotte Event- Survey results

Our June 2016 ASQ Charlotte Section Event featured ASQ Region 11A Deputy Regional Director & ASQ Charlotte Section's Voice of the Customer (VoC) Chair, [Tyrone Crossland](#)'s (TC) Risk Based Thinking Presentation.

Event survey:

#	Question	5	4	3	2	1	Average
		Very Satisfied				Very Dissatisfied	
1	Overall satisfaction with the meeting	11	5	1	0	0	4.59
2	Overall satisfaction with the presenter	13	2	2	0	0	4.65
3	Networking opportunity	5	8	3	1	0	4
4	Hospitality of section leadership and members	17	0	0	0	0	5
5	Value/Relevance of the information shared	14	2	1	0	0	4.76

6	Content provided new knowledge to you	9	7	1	0	0	4.47
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Average overall satisfaction with the meeting was 4.59 out of 5 (5 point ordinal scale with 5-very satisfied and 1-very dissatisfied). Average overall satisfaction with the presenter was 4.65 out of 5.

Recommendation for future meetings included Presentation on the APQP methodology, Risk consortium and plant tours showcasing continuous improvement.

July 2016 ASQ Quality Progress Magazine



“..10 years from now, 65% of jobs will be roles that don't exist today”, “If your job contains quality control in its title, start looking around fast” Read about this important article “A World Without Work” (pages 42-44) written by Peter Merrill, past Chair of the ASQ Innovation Division.

<http://asq.org/qualityprogress/departments-columns-current/index.html?ssUserText=&column=267&mode=nav&lst=hp>

If you don't hold an ASQ certification you may be missing out on a lot of benefits. Read articles “Clear Pathway” (pages 22-27) and “Putting It All Together” (pages 28-34).

<http://asq.org/quality-progress/2016/07/career-development/clear-pathway.html>

<http://asq.org/quality-progress/2016/07/career-development/pulling-it-all-together.html>

Every function in the Organization is a customer or supplier to someone else. Do you know your internal voice? Read “Remember Your Internal Voice” (page 64).

<http://asq.org/qualityprogress/departments-columns-current/index.html?column=9&mode=nav&lst=hp&lang=English>



What would be your choice to the above question? ASQ conducted this poll recently. Find out the answer on Page 12 of our newsletter.

Grow Your Influence: Submit a Proposal to WCQI 2017

ASQ is currently accepting proposals for the 2017 ASQ WCQI to be held in Charlotte from May 1-3, 2017.

ASQ's World Conference on Quality and Improvement (WCQI) has a 70-year tradition of educating, engaging, connecting, and inspiring leading professionals from around the globe. Each year thousands gather to share best practices, expand their network and further develop their professional growth. ASQ is now accepting proposals for the 2017 WCQI technical program and has identified the theme of next year's event to be *Grow Your Influence: In the Profession, Through the Organization, and Around the World*. Whether it is called quality, continuous improvement, organizational excellence, or the like, ASQ is looking specifically for presentations that can integrate the conference theme with one or more of the focus areas.

FOCUS AREAS

- Risk and Change
 - Identifying and assessing risk
 - Managing risk; innovative approaches to mitigate risk
 - Resistance to change; approaches to shorten the change curve to move from resistance to improvement
 - Moving data to action and action to results
- Quality Fundamentals
 - Practical application and technical implementation of quality tools, methodologies, and techniques
 - The power and impact received through the use of basic quality tools
 - New applications of basic quality tools
 - Producing results
- Focus on the Customer
 - Voice of the customer
 - Customer experience
 - Customer satisfaction
 - Customer loyalty
- Quality as a Competitive Advantage
 - Quality to drive profitability

- Data-driven decision making
 - Trending and predictive analytics
 - Effective business metrics to measure quality
- Operational Excellence
- Innovation
 - Leadership
 - Culture of Quality
 - Employee engagement

Submit your proposal by August 5, 2016. For more details use the below link:
<https://www.conferenceabstracts.com/cfp2/login.asp?EventKey=SIUAEZYG>

2017 ASQ World Conference- Charlotte, NC: Volunteers Needed



The 2017 World Conference on Quality and Improvement (WCQI) will be held in Charlotte, NC (<http://asq.org/wcqi/>) at the Charlotte Convention Center (<http://www.charlotteconventionctr.com/>) from May 1-3, 2017.

The ASQ World Conference is top notch and is attended by around 3000 people from all over the world. Every year the world conference typically needs around 110 volunteers (preferably ASQ members) for the event. Our ASQ Charlotte Section is the host section for next year's event and we currently need volunteers. If you volunteer for a total of 8 hours from April 29- May 3 (Saturday, Sunday, Monday, Tuesday, Wednesday) the conference fee (~\$995) is waived and you may attend the conference events during unscheduled hours.

ASQ will not be paying for your travel, lodging or meals at the conference but being a Charlotte local it is still an excellent offer. **The volunteer spots get filled up very fast. Sign up today!**

If you or any other ASQ member you know is interested in becoming a 2017 WCQI volunteer, please email the following information to the Registration team, Laura Johnson & Celia Gray (volunteer@asqcharlotte.org):

1. Volunteer Name
2. Preferred Email Address
3. ASQ Section Name & Number
4. ASQ Member #
5. Contact Phone Number

A return email will acknowledge being added to the list of potential volunteers. Sometime after the 1st of January 2017, potential volunteers will be emailed the information regarding the formal process of signing up as a volunteer.

ASQ Certification: 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.

CQT, CQI, CRE, CBA, CHA, CMQ/OE, SSBB, MBB, SSYB, CSQP

Testing Windows:

Application Deadline

September 1 - October 14, 2016

August 15, 2016

January 6 - 22, 2017

December 9, 2016

March 3 - 19, 2017

February 3, 2017

May 5 - 21, 2017

April 7, 2017

July 7 - 23, 2017

June 9, 2017

September 1 - 17, 2017

August 4, 2017

November 3 - 19, 2017

October 6, 2017

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

Testing Windows:	Application Deadline
December 1 - 17, 2016	November 4, 2016
February 3 - 19, 2017	January 6, 2017
April 7 - 23, 2017	March 10, 2017
June 2 - 18, 2017	May 5, 2017
August 4 - 20, 2017	July 7, 2017
October 6 - 22, 2017	September 8, 2017
December 1 - 17, 2017	November 3, 2017

Find more details on ASQ CBT on the below link:

http://asq.org/cbt/?utm_content

Do you want to take the paper based test, check out 'SPECIAL ADMINISTRATION DATES' section on the below link:

<http://asq.org/cert/dates>

For additional questions, please contact our Certification Chair, Richard Jacob certification@asqcharlotte.org

Quality for Life Stories

As Quality professionals we have some days which are more challenging than the others. Do you need some inspiration?

ASQ has put together a website containing videos of how quality professionals are making a difference at work, in their personal lives, and through volunteer efforts. You can bookmark this page.

<http://www4.asq.org/qualityforlife/stories.html>

"Not everything that counts can be counted; not everything that can be counted counts." - Albert Einstein

ASQ TV

Global State of Quality Shows Organizations Aren't Linking Quality and Savings

Beth Cudney, Associate Professor, Missouri University of Science and Technology, discusses aspects of the new Global State of Quality Research report, including a mention about organizations having difficulty linking quality with financial gain/savings.

<http://videos.asq.org/global-state-of-quality-shows-organizations-arent-linking-quality-and-savings>

Quality and Work, Quality at Home

Find out how passionate Quality professional, Jennifer Stepniowski of Tampa, Florida started using quality tools at home as well as at work.

<http://videos.asq.org/quality-and-work-quality-at-home>

ASQ Blog

What Do We Expect from Senior Leaders?

As a Quality practitioner "Did you specify the necessary outcomes, behaviors, and expectations to top management?" Read more about it using the below link:

<http://asq.org/blog/2016/06/what-do-we-expect-from-senior-leaders/>

Elsmar Cove website is alive again

Like the ASQ LinkedIn group and ASQ Communities (<http://community.asq.org/home>), Elsmar Cove is also a popular forum among Quality professionals. The Elsmar Cove website has been on the internet longer than any other quality assurance/business standards web site of its kind. Elsmar.com went offline June 2015 and it has been back online as of May 2016.

One of the nice things about the Elsmar Cove is there is a lot of free information, free forms and free example quality manuals, various document templates and other things you would pay for at many sites. If you need something and you can't find it (or if what you're looking for isn't already here) and if you ask, someone will typically help out.

<http://elsmar.com/Forums/>

"Both processes and results are important for a well-functioning system. Processes without results are useless, and results without processes are unsustainable." - Govind Ramu

Want RU's? Have you read any good Quality and Process Improvement books recently?

You can submit an article (pertaining to quality or process improvement) or a book review for publication in our ASQ Charlotte Section Newsletter. Articles submitted will be reviewed by our section's board members prior to being included in the newsletter.

- Each work must apply to at least one area of the applicable Body of Knowledge.
- Published reviews of recently released books, instructional DVDs, etc., in an ASQ or other professional society publication, earn 0.5 RU per review.
- Original articles receive 1.0 RU per article.

Please submit your article(s) to our ASQ Charlotte Section's Newsletter Editor, Muthu (mut.quality@gmail.com)

Employment Clearinghouse

Check out the **two new job postings** from Snyder's Lance:

http://www.asqcharlotte.org/ASQ/job_openings

The Employment Clearinghouse is a local effort by the ASQ Charlotte section dedicated to communicating information relating to career opportunities for the section's members. The companies provide the relevant information about the job openings and the Placement Chair posts them on the ASQ Charlotte website, on the ASQ Charlotte Group on the LinkedIn website, and at section meetings. **This service is free to companies and members.**

Interested members and potential employers can contact:
Placement Chair, Janna Christenbury: [Job Postings](#).

Quick Poll Results:



(As of July 11, 2016)

Networking is found to be the most important for career advancement is quality. This is followed by attaining certification. Our ASQ Charlotte section provides with you lots of opportunities to network with other Quality professionals in our area. ASQ certifications are well recognized in the industry and can lead to higher salary, increased confidence in using best practices, recognition, etc. Read about the benefits of obtaining certifications in the July 2016 ASQ Quality Progress Magazine.

ASQ Charlotte Section 1110 Board for 2016

Section Chair:

Kisha McClain
chair@asqcharlotte.org

Past Section Chair & Community Outreach Chair:

Carolyn Minnock
pastchair@asqcharlotte.org

Secretary:

Tiffany Meyers
secretary@asqcharlotte.org

Programs Chair:

Chris Nietopski
program.chair@asqcharlotte.org

Arrangement & Conference Chair:

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Treasurer:

Joe Daniels
treasurer@asqcharlotte.org

Membership Chair:

Jerrod Higgins
membership@asqcharlotte.org

Certification Chair:

Richard Jacob
certification@asqcharlotte.org

Recertification Chair:

Lyle Moose
recertification@asqcharlotte.org

Nominating Committee Chair:

Amy Newman
nomination@asqcharlotte.org

Technology Chair:

Chris Sewell
technology@asqcharlotte.org

Education Chair:

Jeff Adkisson
education@asqcharlotte.org

Executive Quality Roundtables (EQR):

Kristin Myers
EQR@asqcharlotte.org

Audit Chair:

Nancy Williams
section.auditor@asqcharlotte.org

Placement Chair:

Janna Christenbury
placement@asqcharlotte.org

Continuous Improvement:

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continuousimprovement@asqcharlotte.org

Marketing Chair:

Amanda Akers
marketing.chair@asqcharlotte.org

Hospitality:

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hospitality@asqcharlotte.org

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