

Chairman's Corner

We're On The Web
www.asq-akron-canton.org



By now everyone should have received a copy of the 2003 fall educational program. Please take time and review the classes being offered. If you are just beginning a career in quality, wish to upgrade your skills, or prepare for a certification examination, I can think of no better way to prepare than to take one of the classes.

Soon you will receive the 2003-2004 program calendars. We have endeavored to offer a wide range of speakers and topics for the year. Please mark the dates that are of special interest to you and join us for the dinner meetings. Better yet, plan on attending all the meetings.

Chuck Estep

The Section's Publicity Committee is developing a mailing list of places to send out notifications (Press Releases) of upcoming Akron-Canton ASQ Section 810 events.

Sources we have in mind include Local Newspapers, Local and Regional Business Publications, Company newsletters and local chapters of technical and professional organizations.

We are asking for suggestions on any organizations that you think may welcome information about our upcoming events. Addresses and contact names may be e-mailed or faxed to the Publicity Chair, Mark Holdredge, at Coach@qualitycoach.net or faxed to him at 330-202-7647.

The Publicity Committee is seeking a few members whom are interested in serving on our Publicity Committee. For more information please Contact Mark at 330-202-7647.

"Change Begins At The Top." - Hradesky

Section Reminders For September-2003

Executive Board Meeting:	Thursday, 4 th
Technical Clinic & Dinner Meeting	Thursday, 18 th

Don't Forget Your Technical Clinic & Dinner Meeting

Thursday, September 18th

356th Fighter Group Restaurant

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

<u>TECHNICAL CLINIC</u>	<u>DINNER MEETING</u>
5:30PM - 6:30PM	6:30PM - 8:30PM
"Lean Metrics And Measures"	"The Carousel: Striving For Quality In All Facets Of The Company."
Rick Bohan -- WINOC	Joe Palmer (CEO) -- Carousel Dinner Theatre
Free Admission	\$20 Admission

Make Reservations To Attend Through Either Your PACT CONTACT * Or The Section Web Site.

* PACT CONTACTS

	<u>CONTACT</u>	<u>PHONE</u>	<u>FAX</u>	<u>E-MAIL</u>
AKRON-Area:	Les Heckeler	330-796-7847	330-796-7915	les.heckeler@lmco.com
CANTON-Area:	Richard Mautz	330-471-3636	330-471-4420	mautz@timken.com
DOVER-Area:	Marianne Burns	330-364-6000	330-364-9625	mburns@baerlocher-usa.com
NORTH CANTON-Area:	Barb Gardner	330-499-9200-x2968	330-497-5835	bgardner@hoover.com
WOOSTER-Area:	Jeff Massoni	330-345-7319		jmassoni@msmp.net

The Carousel Dinner Theatre

2003 Marks 30 Years of Carousel Magic - Experience the Glitter of Vegas and Broadway in the Midwest!

Over 2,100 motorcoaches visit the Carousel each year; bringing in over 84,000 tour members.

The largest professional dinner theatre in the country, the *Carousel* combines the plush atmosphere of a luxurious New York City Supper Club of the 1940's with the glamour of a Las Vegas showroom. With 51,000 square feet, the *Carousel* can entertain over one thousand guests. The state-of-the-art sound and lighting complement the beautiful and intimate proscenium thrust stage. The operation also includes a separate banquet facility - **Prescott's** - that is suitable for private parties, receptions and business meetings and features a private balcony from which to view the show. Off-premise catering is also available.

In its lavish surroundings, the *Carousel* features the special amenities of the finest restaurants in the country with elegant table service and fine dining menu selections. Before the show, guests enjoy a relaxing dinner served in the elegant surroundings of the stunning theatre. *Carousel* guests may enjoy a before-dinner or after-show cocktail at their table or in the sophisticated Brass Ring Piano Lounge. After dinner the house lights dim...and the magic begins!

Patrons can enjoy Dinner and Show for one low ticket price or take advantage of Show Only Tickets. Each performance is everything one would expect from America's Premier Dinner Theatre: the finest shows and professional casts New York has to offer and the best of Broadway musicals and Las Vegas entertainers.

The *Carousel Dinner Theatre* began operations in 1973 in a converted Ravenna, Ohio supermarket. Prescott F. Griffith bought and assumed management control of the theatre in 1978, and the *Carousel* moved to the current Akron location at 1275 East Waterloo Road in March, 1988.

{ Information Provided By The *Carousel Dinner Theatre* }

ASQ CUSTOMER-SUPPLIER DIVISION CONFERENCE
SPEAKERS TO PROVIDE SOLUTIONS TO TIMELY INDUSTRY TOPICS

Where: the Wyndham Hotel in Orange County, California.

When: October 6-7.

A pre-conference tutorial takes place on Sunday, with a post conference tutorial on Wednesday. Registration information can be found on the CSD website at www.asqcsd.org, or by contacting SG Meeting Services (Erika or Susan) at (254)776-3550.

Topics:

- * **Supplier Performance** - How do you improve supplier performance within your existing quality processes?
- * **Lean Operations** - What is the linkage between Lean Operations and ongoing quality? This track will feature speakers from the Advanced Manufacturing Interest Group.
- * **Customer Satisfaction** - How do you tie customer satisfaction into supply chain improvements?

FINAL REMINDER OF YOUR FALL-2003 EDUCATION OFFERINGS

Course Title	Start Date & Time	Course Number	Instructor	Fee
Classes beginning	August 28, 2003	6-9 pm (Tuesday)		
Certified Mechanical Inspector Refresher		345	Marcia K. Zawacky	340/400
Certified Quality Engineer		400	Bart Hamilton	360/420
Certified Quality Manager Refresher		460	Joe Decker	340/400
Classes beginning	September 8, 2003	6-8 pm (Monday)		
Advanced Quality Planning (APQP)		471	Bob Brigeman	190/250
Six Sigma Tools		481	Nick Turk	270/330
Classes beginning	September 8, 2003	7-9 pm (Monday)		
Basic Quality Control		111	Gerry Pedoto	270/330
Metrology III		340	Dilip Shah	270/330
CQIA Refresher		370	Tammy Fargo	320/380
Classes beginning	September 9, 2003	6-8 pm (Tuesday)		
Geometric Dimension & Tolerancing		255	Les Heckeler	270/330
Classes beginning	September 9, 2003	7-9 pm (Tuesday)		
CMM Programming Basics		350	Jeff Pfouts	270/330
ISO 9001: 2000 Implementation		470	Alan Leika	300/340
Classes beginning	September 10, 2003	7-9 pm (Wednesday)		
Statistical Process Control - AIAG		301	Gerry Pedoto	270/330
Certified Quality Auditor Refresher		405	Joe Decker	335/395
Classes beginning	September 11, 2003	6-8 pm (Thursday)		
Value Stream Mapping		430	Fletcher Birmingham	270/330
Class beginning	September 16, 2003	6-9 pm (Tues/Thurs)		
Metrology		140	Kathy Leckman	270/330
Class beginning	October 13, 2003	6-8 pm (Monday)		
Production Part Approval Process		472	Bob Brigeman	190/250
Classes beginning	October 13, 2003	6-9 pm (Monday)		
Certified Calibration Technician Overview		460	Dilip Shah	270/330
Correspondence Classes	Beginning week of	September 8, 2003		
Basic Quality Control		111C	Gerry Pedoto	270/330
Intermediate Quality Control		211C	Bob Brigeman	270/330

**ASQ SECTION RELATIONS:
WHO WE ARE, WHAT WE DO**

Have you ever wondered, "Who exactly are those (at National) Section Relations folks, and what do they do?"

Section Relations (SR) is the department at ASQ HQ (Milwaukee) dedicated to working with section, subsection, student branch, and regional volunteers. They are available as a resource - to develop and provide tools and training to help you run your section and serve your members, to answer your questions, and to help with problem solving. They, also, work with members who contact HQ with questions and issues about sections.

"Nobody will take his eyes off the income statement or put his heart on the line without constant demonstration of support from the top. "

- Davidow and Uttal

!!!! Class CORRECTION Above !!!!
The Certified Quality Engineer Class (#400) Will Begin Tuesday, September 16th, and is from 7-9pm (for 10 wks).



Quality and Productivity Improvement

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American Society for Quality



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ASQ Akron/Canton New Members

June / July - 2003



Willam Inman Bailey	No Company Given	Colleen Hudson	Sonoco Products
Robert E. Barrone	Quality Synthetic Rubber	John David Lasker	Morgan Electro Ceramics
Barbara Ann Davis	No Company Given	Michael Lee McMillan	ICI Paints
Gregory A Eldridge	Aircraft Braking Systems	Christopher Charles Nighman	Audio-Technica
Sam G Ewing	No Company Given	Michelle L Owen	Advanced Elastomer Systems
Shirley Harrison Graver	Rubber Associates	Gerald P Thompson	ColorMatrix Corp
Amy Kathryn Heidt	No Company Given	Daniel R Tilton II	The Timken Co
Albert Holzacker	Dixtal Biomedica		

New CQA Body-of-Knowledge Coming

A change to the CQA Body of Knowledge (BOK) will become effective with the administration of the June 5, 2004 exam. The exam will be 5 hours in length, and approximately 15-20% (25-30 questions) of the test will be devoted to case studies. For the new BOK, and a comparison of the old vs. new BOK, please go to www.asq.org or contact Terri LaMar at 1-800-248-1946.

**"Where Is
Quality Made?
Quality Is Made
In The
Boardroom."**

- W. Edwards Deming