



ASQ

AMERICAN SOCIETY  
FOR QUALITY™

## Chairman's "Corner"

We're On The Web  
[www.asq-akron-canton.org](http://www.asq-akron-canton.org)

Our Chairman, Ed Russell, asked that I, Mark Holdredge, 1<sup>st</sup> Vice Chair, write the **Chairman's "Corner"** this month. I am focusing on changes on the horizon for the 2005 -2006 Program Year.

One of the suggestions we have heard is " *the Section's programs need to address my Industry.*" Section 810's Leadership Team set a goal to identify ways to bridge the gaps and integrate Division activities and interests with our Section activities; thus, the reasoning for the following initiatives:

- Encourage and support the formation of more "Focus Groups". Please see the article elsewhere in this Tally Sheet that addresses this in detail.
- During the 2005-2006 Program Year, we hope to have one technical clinic or dinner meeting speaker to focus on the interests of each of the divisions. We plan for these programs to be of a general-enough topic to be of interest to numerous Members of our Section and community. We will need to have two concurrent technical meetings prior to our dinner meeting to accomplish this.
- We hope to identify a Section Member from each Division to serve as a liaison between our Section and their Division. A future article will further describe the purpose and role and of the Division Liaison.

Please don't wait to be contacted. If you have any interest in serving as Division Liaison or in recommending a Dinner Program or Technical Clinic that will focus on your industry or discipline, please contact me at either (330) 202-7647 or [Coach@QualityCoach.Net](mailto:Coach@QualityCoach.Net).

We will be conducting a 'Member Satisfaction Survey' in the near future. Please plan now to complete the Survey. Your feedback should help Section 810 serve you better.

All Members should soon be receiving a ballot for changes in the restructuring of the National Board of Directors. I understand the proposed change reduces the number of Regional Directors from 16 down to 6. Regional Directors represent the interests of the Sections. Please take time to vote.

Mark Holdredge (ASQ CQE, CQA, CQM) at [Coach@QualityCoach.Net](mailto:Coach@QualityCoach.Net)

### Prelude To The April Technical Clinic

A 1904 St. Louis automobile, one of only eight known to exist in the world out of approximately 360 built, was purchased by The Timken Company in 1997. After 15 months of restoration by Timken associates, it served as a centerpiece during the celebration of the Company's Centennial Anniversary in December 1998. The significance of the St. Louis automobile is that it was the first car to be equipped with Timken tapered roller bearings. Thus, the Company, well-known at the time for buggy and carriage bearings, entered the fledgling automotive industry. And, as the saying goes, the rest is history. From a Quality perspective, the restoration effort is an excellent example of effective project planning and teamwork. The presentation will be highlighted with a video tape of the restoration effort and the 1904 St. Louis automobile in action.

### WELCOME

Section Member Mary Schultz has joined your Section's Leadership Committee. She assumes the newly-created duties of SMP 'Champion' for Customer Satisfaction. In this capacity, Mary will be measuring, reporting, and establishing plans for Section Member 'satisfaction'.

### Are You Getting Our E-Mail ??

Section e-mail is used to alert Members of updates in schedules and/or programs. It serves as a useful reminder of programs you may want to remember to attend. The e-mail is sent about four days prior to our Monthly Tech Clinic / Dinner Meetings. If you wish to start receiving these electronic messages, or were receiving them but no longer are, do the following:

Go to <http://www.asq.org>. Sign in to the ASQ web site as a current Member (inputting both your Member Number and password). Click on the "change address" button. Go down to the "e-mail address and preferences" section, and review/update as needed. If you do not have the "sections" box checked you will not get e-mail from our Section. Please check to make sure your e-mail address is correct.

If the above settings were correct, consider the possibility that your spam filters may be blocking these messages. If possible please have your spam filter set to allow mail from our domain ... [asq-akron-canton.org](mailto:asq-akron-canton.org). If this is not possible, consider changing the e-mail address you have on file with ASQ to a personal address that you have more control over. If you still do not receive e-mail from Section 810 please contact Web Site Administrator, Mark Holdredge (ASQ CQE, CQA, CQM) at "[coach@qualitycoach.net](mailto:coach@qualitycoach.net)".

### Changing Mailing Address ??

Help The Society, And Your Local Section, To Continue To Provide You With The Latest "Happenings" Of ASQ. Contact National As Soon As Possible With Your New Mailing Address. They Will Notify Your Section Of This New Address. To Ensure "Timely" Arrival Of Akron-Canton Section News, You Can Contact The Section Database Administrator, Jerrold Hoover, At "[jbhoover@megsinet.net](mailto:jbhoover@megsinet.net)".

The Most Important  
Events Are Often  
Determined By Very  
Trivial Causes.  
- Cicero

### Tally Sheet Articles

The May-2005 Edition Deadline Is  
04/18/2005.

Articles For Publication In The Section's Monthly Newsletter Can Be Forwarded To The Editor For Consideration. It Should Be Pertinent To Aspects Of Quality And Reliability, And Can Be Either Business Related Or A Personal 'Lessons Learned' That Might Benefit The Membership.  
Forward Articles To "[michael\\_marley@goodyear.com](mailto:michael_marley@goodyear.com)".

# Your April Technical Clinic & Dinner Meeting

Thursday, April 21<sup>st</sup>

## **356<sup>th</sup> Fighter Group Restaurant**

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

### Dinner Meeting

6:30PM —> 8:30PM

\$20 Admission For Dinner ... Starting @ 6:30PM  
Free Admission For The Meeting ... Starting @ 7:30PM

### “Past Chair’s Night”

Robert P. Meyer (ASQ CQE)  
WINOC  
Section Chair 1979—1980

John R. Sedlak (ASQ CQE)  
Smithers Quality Assessments  
Section Chair 1980—1981

### Technical Clinic

5:30PM —> 6:30PM

Free Admission

### “The 1904 St. Louis”

Richard K. Mautz (ASQ CQA)  
The Timken Company

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

#### AKRON-Area Les Heckeler

330-796-7847 or les.heckeler@lmco.com

#### CANTON-Area Richard Mautz

330-471-3636 or mautz@timken.com

#### Robert Meyer

Bob is Vice Chairman and Executive Vice President for WINOC, with key involvement and responsibilities in areas of Labor Management Cooperation, Public Programs and Memberships, as well as being an experienced quality and productivity advisor. He is active on local and national committees that foster employee involvement in workplace change. He is Director for the NE Ohio Center for Labor Management Cooperation, funded by the Ohio Department of Development. Bob has been with WINOC for 18 years, having served previously as the Corporate Director of Productivity for Babcock and Wilcox, Director of Technical Services for Club Aluminum Co., and Quality Manager for Ohio Match Co., Division of Hunt-Wesson Foods. He is a former Baldrige Examiner, and an ASQ certified quality engineer. Bob received his Bachelor of Science in Physics from Xavier University, and his Master of Business Administration from the University of Akron.

#### **\* PACT CONTACTS**

#### John Sedlak

John is Vice President and Chief Operating Officer for Smithers Quality Assessments, Inc., Akron, Ohio. His professional, engineering and quality control / assurance career spans more than 30 years. Prior to joining SQA, he held engineering, supervisory and management positions in various industries, including chemicals, electronics, home appliances, steel manufacture and fabrication, and gas and diesel engines. John has significant quality and environmental experience in a broad range of industries, having worked for such corporations as Union Carbide Corporation, Republic Steel, The Hoover Company, Hercules Engines and Steere Enterprises. He is an IRCA and SQA certified QMS lead auditor and a SQA certified EMS lead auditor. He has extensive experience auditing in the automotive sector for both QS-9000 and ISO/TS 16949. John is a senior member of ASQ, and a member of the Board for the Independent Association of Accredited Registrars (IAAR). He is vice chair for the International Automotive Certification Bodies Association (IACBA). John holds a B.S. degree in industrial management from the University of Akron and is an ASQ certified quality engineer. He has conducted numerous seminars and training classes on quality and environmental topics.

#### DOVER-Area Marianne Burns

330-364-6000 or mburns@baerlocher-usa.com

#### NORTH CANTON-Area Barb Gardner

330-499-9200-x2968 or bgardner@hoover.com

#### WOOSTER-Area Jeff Massoni

330-345-7319 or jmassoni@msmp.net

#### Richard Mautz

Dick began his career at The Timken Company in 1970. He received a B.S. degree in Business Administration from Youngstown State University, majoring in Industrial Management. Over a 10-plus year span, he gained broad management experience in the manufacture, control inspection, finish inspection, and assembly of tapered roller bearing components. The rest of his career has focused on a variety of management and staff level responsibilities in the Quality function. He has been involved with the Akron-Canton Section's P.A.C.T. Committee for over 23 years, has served as a Science Fair Judge for 14 years, and is an ASQ certified quality auditor. His current job position at The Timken Company is Principal Quality Advancement Analyst.

## **Bridging Section 810 with ASQ's Divisions and Forums**

ASQ's Sections are established by geographical area. Divisions and Forums (Divisions) are organized around an Industry, discipline, or other special focus of Quality Professionals and Practitioners. Earlier this year, Section 810's Leadership Team set a goal to identify ways to bridge the gaps and integrate Division activities and interests with our Section activities.

As a result we are introducing these initiatives:

1. For the 2005-2006 program year, we hope to have one technical clinic or dinner meeting speaker to focus on the interests of each of the Divisions (hopefully, many of these programs will still be of a general enough topic to be of interest to numerous Members of our Section). We will need to have 2 concurrent technical meetings prior to our dinner meeting. This should provide more topics of interest and, hopefully, bring more folks out to our monthly meetings.
2. Over the course of a year, have a representative from each Division that will take a few minutes to share with us the main activities and focus of their Division. We hope to learn about certifications that the Division sponsors, learn of activities and events that we may be interested in, and learn of the benefits of membership in that Division.
3. Identify a Member from each Division that will serve as a liaison between the Division and the Section. The role of the Division Liaison will include:
  - keeping the Section informed of activities and events of possible interest to the section members.
  - assisting in identifying and arranging a speaker that will be of special interest to Members of their Division.
  - providing communications to local Division Members, getting them more involved at the Section level.
  - encouraging and facilitating networking among local Division Members.

Mark Holdredge (ASQ CQE, CQA, CQM), the Section's 1<sup>st</sup> Vice Chair, will be coordinating the 2005-2006 program schedule. He will be contacting some Members, seeking their assistance in putting together programs of interest to specific industries and disciplines (yet broad enough to be of interest to many in our Section).

Please don't wait to be contacted. If you have an interest in becoming a Division Liaison or in recommending a Dinner Program or Technical Clinic that will focus on your industry or discipline, contact Holdredge at 330-202-7647 or Coach@QualityCoach.Net.

## **Focus Groups**

What is a Focus Group? It is, basically, a group of people who get together either monthly or bi-monthly to discuss a specific topic. Some of our Section Members have been hard at work establishing a Healthcare Focus Group. Out of this Group grew our Section's first conference with a track specifically targeted to Healthcare Professionals and Practitioners.

Some Sections have had success in serving their membership by facilitating the organization of Focus Groups. For example, our Pittsburgh neighbors have Focus Groups on Environment/ISO 14000, ISO auditing, Quality in Education, Software Quality, Government Services, Six Sigma, Food Industry, Malcolm Baldrige, Six Sigma, as well as Health Care.

We have at least one Member whom would like to get together with other Section Members to form a Focus Group on "Quality Improvement In Manufacturing." He proposes this *"could involve touring a facility that would be used as a benchmark for the area of discussion, or, simply, a round table discussion amongst the Members, discussing what's worked for them, what hasn't, and the current challenges they face."*

If you think you may be interested in participating in a Focus Group, let us know so we can help facilitate you to get these going. Use the Web Site "feed back" form at [asq-akron-canton.org](http://asq-akron-canton.org) to let us know of your interest. Or, contact Mark Holdredge (ASQ CQE, CQA, CQM) at either 330-202-7647 or "Coach@QualityCoach.Net".

## **Automotive Supplier Pushing Safety With Six Sigma**

SOURCE: *The Detroit News* ... printed from [www.asq.org](http://www.asq.org).

At a time when other auto suppliers are struggling, TRW Automotive is shooting for annual sales growth of 4%, using cost cutting programs—including Six-Sigma—and relying more on safety equipment.

The Michigan-based auto supplier provides seatbelts, airbags, anti-lock brakes, and electronic stability control systems to major automakers, including Ford, DaimlerChrysler, Volkswagen and General Motors.

TRW has been undergoing general belt tightening measures in every area, said TRW president and CEO John Plant. The company has been looking at its business and operational excellence programs, raising the number of workshops that are lean enterprises, he said, adding that TRW has a Six-Sigma quality program in place.

Aside from cost cutting, the company is also taking advantage of a growing emphasis on safety, and attracting Asian customers. "We've been developing, for example, our air bag crash sensors rapidly," Plant said. "The progress we're making with tire pressure monitoring has given us more opportunities with the Japanese."

Part of the growth in that portion of the business has been due to growing consumer interest in safety, Plant said.

Without Systems Thinking, The Seed Of  
Vision Falls On Harsh Soil.

- Peter Senge



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**"Past Chair's Night"**  
**04/21/2005**  
**356th Fighter Group Restaurant**

**ASQ Akron/Canton New Members**

**February—2005**



Joseph M Click	Northern States Metals
Robin D Cotton	The Timken Co
Michael B Fox	Trilogy Plastics
Paul Herbst	West Akron N. America
Hugh R Loveday	Loveday Associates
Shachi Rai Gupta	Student
Darla L Rowland	Diebold, Inc.

Section "Special Activities"

**"Akron Aeros Baseball"**

Two Dates Scheduled For This 2005 Season:

**==> Friday, May 20 <==**  
(Fireworks Night)

**==> Friday, June 03 <==**  
(Fireworks Night)

Picnic Included In Ticket Price Of  
\$10 Per Person

Contact Les Heckeler (ASQ CQE)  
330.796.7847  
les.heckeler@lmco.com

Section "Special Activities"

**"Golf Outing at The Pines"**

**==> Friday, June 17 <==**  
(The Friday Before Father's Day)

\$65 Pre-Registration ... \$70 At The Door

Contact Les Heckeler (ASQ CQE)  
330.796.7847  
les.heckeler@lmco.com

**Well, Quality Isn't Complex.**  
**But It Is Hard. Hard As**  
**Hell.**