



The Chairman's "Corner"

We're On The Web
www.asq810.org

As I start to write this it is the beginning of November and Fall is full upon us. The leaves are falling fast and furious, the little monsters have come and gone, and our thoughts are turning towards the holidays. By the time you read this, I hope you have had a wonderful Thanksgiving and are looking forward to a Merry Christmas.

October was a busy month. Thanks to the hard work of our Conference Committee, headed up by Jill Cochran, we had a great Fall Conference. Jill, along with Mary Schultz, Ed Russell, Cheryl Buxton, and Dilip Shah, combined to bring in excellent speakers ... including celebrity Dick Goddard. These folks put together a conference that was highly rated by all attendees.

Looking ahead to our next conference, Spring 2006, we are working with the Elyria-Lorain and Cleveland Sections to create a larger and more regional conference. Mark your calendars for March 16th and 17th. The Akron-Canton Section is hosting its regular Dinner Meeting on the 16th and features one of the keynote speakers for the next day's conference. Anyone wanting to be a part of the planning process should contact the Conference Committee. We have a lot of things to do before Spring.

While at the Leadership Summit in Milwaukee, I volunteered to try out for the next group of "Faces of Quality". Pictures were taken in Milwaukee and apparently no damage was done to the camera as I was contacted to fill in my biographical information. This information consists of a series of questions that, if you have not already done so, forces you to put into words just what role quality plays in your life. Among these questions are:

- How does the use of quality tools and processes make an impact in your community and in the world?
- How does your use of quality tools and processes make an impact in your personal life?
- How has ASQ assisted you in your career?
- How does your focus on quality impact your purchasing of products and services?
- How or why did you become interested in and

New Region-8 Leadership For 2005-2006 Program Year

December 31, 2005, is the deadline to submit candidates to fill the position of ASQ Region-8 Director, beginning with the 2005-2006 Program Year.

The Akron-Canton Section Leadership Committee will have this topic as an agenda item at its December-2005 Leadership Meeting.

Requirements for Director can be found at www.asq.org.

involved with quality?

- What was your first job (inside or outside of quality)?
- What did it teach you?
- What lessons did you learn at the job that you still use today?

Quite frankly, I have had a hard time answering these questions and I think that many of you can appreciate why. In fact ... I would like to challenge each and every one of you to answer these questions for yourselves. I would, also, like to hear your answers. I think that it would be awesome to be buried in almost six hundred responses. If HQ can have a global "Faces of Quality", why can't we show our "Faces" in both Region-8 and the Akron-Canton Section?

Something that really hit home at Milwaukee was a discussion about community. Groups of five people sat around tables thinking and talking about just what constitutes a community. Many people started out with the traditional family, friends, and church. Then we started throwing in the finer details of support, love, friendship, respect, and a host of other thoughts. As more people reflected on the support and respect aspect the definition of community widened to include work and community organizations.

Why did it hit home for me? I hope you've guessed it. Section 810 has become my community. Yes, I have a loving family and no, they do not completely understand what I do. Community is a place where you can grow and learn. Section 810 has provided me with so many opportunities to grow in new directions by increasing my "body of knowledge" and developing my leadership skills. Section 810 is a community full of supportive people. People who understand what it means to be a quality professional will assist willingly where needed.

I would like to welcome all of our new Members and I fervently hope that you take the opportunity to avail yourself of all of the resources your Section has.

Jeff Pfouts - Section Chair (ASQ CQT, CQA)

New HQ 'Administrator' For Region-8

Jeanette Cook has been named the new ASQ Community Care Administrator for Region-8 Sections, including the Akron-Canton Section. She replaces **Karen Prosser**, who has moved into another administrative assignment with ASQ. As Region-8 Administrator, Jeanette will be responsible to provide information, advice, and assistance to the Section Leadership.

Winter Plant Tour

(In Lieu Of The Technical Clinic & Dinner Meeting)

Thursday, December 15th

Featuring The Timken Company's Faircrest Steel Plant

4511 Faircrest Street

Canton, Ohio 44706

Tour Limited To The First 40 ASQ Members (Only) To Register *

Tour is scheduled for 6:00 - 8:00PM. Please be at the meeting site several minutes early so that the tour can begin promptly at 6:00PM. Donuts / cookies and coffee will be available before the start of the tour. The total visit, including introductions, receiving safety glasses and hard hats, and the tour itself, will take approximately two hours.

GUIDELINES: There will be a great deal of walking, including many stairs and elevated walkways. All guests must wear sturdy, flat, leather shoes or boots. **NO ATHLETIC FOOTWEAR, OPEN-TOED, OR HIGH-HEELED SHOES ARE PERMITTED. NO SKIRTS OR DRESSES.** Long-sleeved shirts / sweaters or a jacket must be worn when near the melt furnace. Guests with pace-makers need to know that there are magnetic fields present in the steel making areas. No video recording or cameras are permitted. Guests not adhering to these guidelines will not be permitted to tour the plant.

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

*	CONTACT	PHONE	E-MAIL
AKRON-Area:	Les Heckeler	330-796-7847	les.heckeler@lmco.com
CANTON-Area:	Richard Mautz	330-471-3636	mautz@timken.com
DOVER-Area:	Marianne Burns	330-364-6000	mburns@baerlocher-usa.com
N. CANTON-Area:	Barb Gardner	330-499-9200-x2968	bgardner@hoover.com
WOOSTER-Area:	Jeff Massoni	330-345-7319	jmassoni@msmp.net

Directions To The Timken-Faircrest Plant

From I-77, take Exit 101, and go West on Faircrest Street. The plant, well-lighted, is on the right (North) side of the street. Park on the West side of the parking lot, Visitor's section, near the western-most gate entrance. There will be a speaker there to announce your presence (say "ASQ Tour") to Security, to gain entrance. Proceed on the walkway to the Administration Building, where you will meet your tour guides.

The Timken-Faircrest Steel Plant

Brought 'on line' August 5, 1985, this facility brought together components representing the leading edge of proven technology, and allowed Timken to move from a 'vertically-integrated' bearing manufacturer to a worldwide leader in bearings & steel.

Why Become A Section 'Volunteer'

[article #3 of 3]

There are many reasons why one considers membership in a professional society such as the American Society for Quality. Among them are opportunities for professional growth, networking with peers, or maybe even that their employer recommends joining the society. But, beyond general membership, there is the opportunity to serve in the society's management system. Current Leadership Committee Members offer their views on the benefits of serving on the Section Leadership Committee. The initial (7) views were printed in the October-2005 Tally Sheet. The next (7) were printed in the November-2005 issue. Following are the final (7) of (21):

- Make new friends with common interests, and enjoy the camaraderie of the SLC
- Learn or improve selling and negotiation skills
- Learn or improve presentation skills
- Learn things that can be immediately transferable to and applied on one's job
- Learn or improve time management skills
- Learn or improve teambuilding / teamwork skills
- Learn or improve communication skills, both verbally and in writing

The Section Leadership Committee for the Akron-Canton Section, ASQ, is seeking Members to serve on various Committees and in other leadership roles. They welcome your participation.

Quality Systems Management

presents

INTERNAL AUDITING SERVICE

WHY?

Most internal audit programs eventually fail to meet top management's expectations due to several common causes:

- **Availability of auditors** (as a result of right-sizing, attrition and extensive developmental costs most organizations do not have enough competent auditors)
- **Overlooked opportunities** (independent internal auditors rarely have the technical expertise needed to identify value-added, cost-saving opportunities)
- **Cancelled audits** (changing production demands, customer needs and special projects often preempt internal audit schedules causing delay or reduction in audits)

WHAT?

QSM provides a cost-effective alternative for internal auditing. Your organization's policies, procedures, work activities and related results are audited (using the process approach) to all applicable standards and relevant requirements. Comprehensive, value-added audits are ensured by a professional ASQ, RAB, AIAG and IATF accredited auditor with ten years experience in 1st, 2nd, and 3rd party auditing. Reasonable rates are available on a fixed hourly basis. For further details, references, auditor's credentials, scheduling and/or additional services contact:

Paul Theken, MBA
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(330) 284-3535
5632 Everhard Rd., NW
Canton, Ohio 44718

SPECIAL OFFER - Travel expenses waived for ASQ Members

Community of Practice: Be "In" With The "In-Crowd" At ASQ

Grace L. Duffy, ASQ Vice President

Introduction

In July 2004, ASQ launched a new membership model for individual Members. The ASQ "Living Community Model" is built on the concept of community. Several of the design principles directly correlate to communities, seeking opportunities for both short-lived and enduring elements, allowing for freedom of choice and self-forming and self-dissolving communities, accessible via local interaction, virtual experiences, and/or a combination of both. Key concepts of the model embrace the community experience via multiple avenues of access, varying degrees of involvement as determined by individuals and collaborative partners, and the establishment of member and customer or public communities.

Best practice research on "Communities of Practice" (CoPs) indicates that organizations use communities to connect people to information and expertise across the "white space" created by functional, technical, political, and social boundaries. The most effective communities focus on solving business issues, for both the Members and the organization that supports the community. Inside of CoPs, experts document successful practices for others to use. Communities have proven very effective in developing the elusive knowledge-sharing culture.

This new concept holds significant promise for existing ASQ groups to involve potential or currently inactive Members. Within the newly ASQ Board-approved "Communities of Practice" are groups of Members and customers, both within and external to the quality profession, sharing similar situations, industries, and/or interests. These communities facilitate professional exchange, the transfer of knowledge and best practices. These loosely structured communities allow participants to establish a bond of common experiences and challenges, while building networks and relationships. New "Communities of Practice" have formed around "Services for People with Disabilities" and "Community Good Works". New Networks are growing around the issues related to the Sarbanes-Oxley legislation and other specialized topics.

Community in the New ASQ Living Community Member Model

The term "community" is the general description and name given to all member units, methods, and gathering points for ASQ Members, customers, and the general public who engage in the exchange of information, knowledge, and best practices as related to quality and the quality movement geographically, electronically, and within many industries, topics, and interests. Communities are currently further defined as Sections, Forums and Divisions, Communities of Practice, and Networks. Grace Duffy, current ASQ Vice-President, co-chaired the ASQ Board-chartered Team that defined and documented the two new Member and non-membership units. The definitions are:

Networks

"Networks" represent groups of people, who meet and exchange information online using the tools provided by ASQ. The leadership of the "Network", in conjunction with staff, defines their requirements. Resources are provided based on assessment of usage,

2004-2005 Total Quality Sections

The Section Management Process (SMP) is a management model to assist Sections in their planning and implementation of services and programs that will meet the needs of current and future Members.

Total Quality is one the highest levels of achievement in SMP. Sections that reach Total Quality prove their dedication and commitment by developing Business Plans that provide valuable, quality programs and services to their Members, achieving at least 75% of the Plan objectives.

The Akron-Canton Section is one of (104) Sections that attained the Total Quality Level for the 2004-2005 Program Year.

viability, and market need. Over time, as the "Networks" grow and develop content and "Bodies of Knowledge" (BoK), the group could explore the process to transition into a community of practice, a new forum, or a new division. "Networks" that do not continue to offer value or become inactive will be terminated. "Network" tools and resources include, but are not limited to, discussion groups, posting and sharing of documents, participant listserv, and participant profile and search.

Communities of Practice

ASQ's "Communities of Practice" (CoP) are designed to grow from the current Member units—Sections, Forums and Divisions, and with groups interested in working collaboratively with ASQ who are not currently part of the ASQ structure. These "Communities of Practice" will offer Members and nonmembers specialized topic, interest, industry, and niche groups the opportunity to meet, dialog and exchange knowledge for extended or short time durations. The CoP formation process is designed to be flexible and efficient, to meet the many unique and diverse needs of the ASQ membership, nonmembers, and collaborative partners. "Communities of Practice" represent a variety of combinations of groups, including geographic and industry or topic-specific.

Resources and tools available to communities of practice include an online web template that will serve as the "home" for the community. The template will include, but is not limited to, the ability for participants to access discussion groups, networking, participant profile and search, post and share documents, newsletters, links to additional information related to the topic of the CoP, announcements and calendar of upcoming events, and group messaging to other CoP participants. Each CoP will have the opportunity to customize some of the features available to meet their group's needs.

Next Steps

The ASQ Board, Section Affairs Council, and the Division Affairs Council are developing draft policies and procedures for development of the "Network" and "Community of Practice" Member unit. The Quality Management Division has already started informal discussion groups in the areas of Economics of Quality, Quality Costs, Strategic Business Planning, Project Management, Financial Management, and Baldrige Process Improvement. Section leaders are supporting preliminary networks related to ISO, Biomedical, Automotive, and Lean/Six Sigma. A "Network" is informal enough that it does not require an ASQ Member leader. The "Community of Practice" is more structured and calls for at least a Regular Member of ASQ to serve as unit leader.

2005-2006 SMP Level-2 Achievers

The Akron-Canton Section has attained recognition by HQ, regarding its achievements "to-date" for the 2005-20 Program Year. The Section is eligible to use the Level-2 SMP logo on correspondence, and to achieve Total Quality for 2005-2006 by submitting a 'Cover Letter' showing attainment of at least 75% of its Business Plan objectives.

2005-2006 SMP Level-1 Achievers

The Section Management Process (SMP) is a management model to assist Sections in their planning and implementation of services and programs that will meet the needs of current and future Members. In the first level of the model, Section Basics, Sections demonstrate their viability and commitment to serving ASQ Members by meeting the "basic requirements" for being a Section. Sections meeting these Section Basics requirements are eligible for future recognition in the Section Planning Level and Performance Level (Total Quality and/or Section Excellence Awards).

The Akron-Canton Section is one of (135) Sections that met the Level-1 Section Basics Requirements for this 2005-2006 Program Year.



The Tally Sheet
Newsletter

AKRON-CANTON
SECTION 810

Published Since 1958

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ASQ Akron/Canton New Members

October—2005



Rajesh Anantharaman	Theken Spine
Scott T Bubar	Moore Wallace
Jeannette Cooke	ASQ
Randy S Duffield	SGS Tool Company
Richard Hanus	Hayes Lemmerz Int'l
Eva Herter	Morgan Precision Instruments
Chris Rose	NorthPak Container
David Ruller	City of Kent
Justin L Yoder	Theken Spine

Section Volunteers Needed !!!

Our Section is seeking volunteers to help launch a new program to expand the membership. If you are interested in serving on a Committee, or if you know of someone who is interested, please contact me at 330-327-3060 or e-mail me at nick@nckconsulting.com. It is very important that we identify potential new Members, and show them what the Society has to offer.

Nick Koumoutzis (ASQ CQM) Chair — Publicity Committee

Tally Sheet Articles

Articles For Publication In The Section's Newsletter Can Be Forwarded To The Editor For Consideration. They 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".

ASQ Section Education News

The Akron-Canton Section's Education Committee is in the process of redesigning the Section education program, and shall begin offering Winter-Spring classes starting the week of January 09, 2006. A number of Saturday classes are planned. For complete information, check the Section website at www.asq810.org. The Education Flyer shall be posted on the site on December 10, 2005.

Following is a preview of planned classes:

Saturday Classes:

AIAG SPC 3rd Edition (two Saturday Sessions)
Microsoft Excel© For QA Applications
Introduction to Minitab©
Continuous Improvement (Corrective, Preventive Actions)

Weekday Classes:

Certified Quality Technician Refresher
Certified Mechanical Inspector Refresher
Certified Quality Manager Refresher
Certified Quality Engineer Refresher
Certified Quality Auditor Refresher

Correspondence Classes:

Basic Quality Control
Intermediate Quality Control