

# The Chairman's "Corner"



AKRON-CANTON SECTION 810

The "Tally Sheet" Newsletter

April is here; Spring is here. And, welcome, everyone, to the **Chairman's Corner!** I have been so busy this month that I really have not had time to get ahead of things and really come up with a good topic to discuss. For that, I apologize...

Since I last wrote to you, we have had two fantastic dinner meetings, and the Spring Conference. Thanks to these events, I do have a few things to share with you.

February's turnout for Roxanne Robinson's informational presentation on A2LA and ISO 17205 was phenomenal. Fifty-nine people came together to become better informed, enjoy good food, and network. I really enjoyed hearing just who A2LA was, and how they relate to the whole 17205 accreditation business.

March's dinner meeting featured Grace Duffy discussing "customer service". For those Members who were unable to attend, I believe a great opportunity was missed to hear from one of our Society's elected officers. I, also, believe that the twenty-five + attendees enjoyed an engaging and interactive Session. I definitely picked up some pointers

that I am going to try and implement in my life. Grace's presentation is available on the Section's website. You might know a co-worker or two who would find the presentation of benefit.

I am pleased to say that the Joint Section Spring Conference was a success. There were almost eighty people at the Kent State Conference Center. Jill Cochran and her Conference Committee put together an excellent group of speakers who addressed a diversified assortment of topics. Not only was there a lot of good information shared by the speakers, but there was a great deal of information being shared amongst the attendees. My thanks to all of the speakers and volunteers who made these three events possible, and successful.

And finally ... watch the website and **Tally Sheet** for more information. It looks like I finally have the program schedule set for the rest of the year, and I have actually started on the '06-'07 program year. I am still open to topics of interest, or even volunteers to deliver those topics.

Jeff Pfouts - Section Chair (ASQ CQT, CQA)

## Technical Clinic & Dinner Meeting

**Thursday, April 20<sup>th</sup>**

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

4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

### Technical Clinic

5:30PM —> 6:30PM

Free Admission

**"Effective Documents Meet  
Multiple Needs."**

Gordon MacDowell

Director of Quality  
AKRO & NBP Plastics

### Dinner Meeting

6:30PM —> 8:30PM

Dinner ... 6:30PM Start ... \$20  
Meeting ... 7:30PM Start ... Free

**"Continuous Improvement:  
Cashing the Check."**

Michael Claxton

North American Director of Quality  
A. Schulman, Inc.

**Make Reservations To Attend The  
April-2006 Activities Through  
Either Your ARRANGEMENTS  
COMMITTEE "CONTACT" \*  
Or The Section Web Site.**

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## Continue Your Education With ASQ – Section 810

One of the valuable services your local Section provides to you is the opportunity to continue your education with local support from quality professionals with hands-on experience.

This Winter, we offered courses in topics as diverse as “Excel for QA Applications”, “Introduction to Minitab”, and “ISO/TS 16949:2002”. Courses range in length from a single day to several days, and are held on days and at times designed to best meet your needs ... including weekends.

As we prepare for our new Program Year (beginning July 1<sup>st</sup>), the Education Committee would like your input. What topics are you interested in learning more about? What days of the week and times of day are easiest for you to dedicate to education? What suggestions do you have for our program? Please send your comments to Dilip Shah (ASQ CQE, CQA, CCT) at [Emc3solu@aol.com](mailto:Emc3solu@aol.com).

For those of you interested in an opportunity to volunteer, the Education Committee is a wonderful place to get involved. The Committee is responsible for long-term and short-term planning, curriculum development and implementation, etc. Whether or not you have experience in the field, there are ways to contribute to the growth of the Section via Education. Contact Dilip at the e-mail address above.

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**“When I consider all ASQ has meant for me as a professional, and for me as a person, I am humbled, and proud. I am humbled by those around me in the ASQ community, and proud to be among you.”**

These words are from ASQ’s “President’s Message”, written by ASQ President Jerry Mairani specifically for ASQ’s 60<sup>th</sup> anniversary. Read the Message in its entirety on ASQ’s web site ([www.asq.org](http://www.asq.org)). In addition, a web site dedicated to the Anniversary is housed at [www.asq.org/60/](http://www.asq.org/60/).

### *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 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> party auditing. Reasonable rates are available on a fixed hourly basis. For further details, references, auditor’s credentials, scheduling and/or additional services contact:

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5632 Everhard Rd., NW  
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**SPECIAL OFFER** - Travel expenses waived for ASQ Members



## Science Fair Participation

Thanks to all who assisted this Winter/Spring with judging at area science fairs. I think all who participated would agree that it’s a wonderful experience. There’s nothing like seeing a passion for science ignited in a young person. Sharing the impact that quality tools can have on experimental design, evaluation of data, etc., with these young scientists is a pleasure as well as a service to the community.

I’m sure we all look forward to hearing from the winners of our ASQ Quality Award from each of the fairs we attended at an upcoming Section Meeting. Those of you who attended the Science Fair Dinner Meeting Presentation last year will recall it was quite a night!

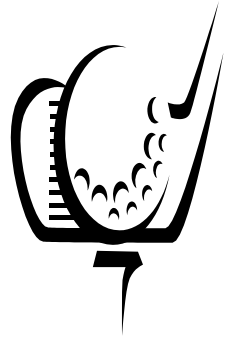
Thanks, again, to the Members who supported this effort, especially Bart Hamilton (ASQ CQE, CQM) and Dan Lewton (ASQ CMI, CQT, CQA, CQM), who led the program. And, our thanks to the students who participated as well!



## Summer Fun

While we may still be brushing the occasional snowflake off the windshield, Summer fun is not far away!

We hope that you will take advantage of upcoming opportunities to get together with other ASQ – Akron-Canton Members, family and friends, as we sponsor trips to see the Akron Aeros (May 26<sup>th</sup> and June 9<sup>th</sup> – includes fireworks and picnic!). The Section will have (25) tickets for each of the games. And, don't forget the Section's "golf outing" on June 16<sup>th</sup>.



Watch your mail and visit our web site ([www.asq810.org](http://www.asq810.org)) for further details. If you've attended these events in the past, you know what a good time they can be. Hope to see many of you at one event or another!

## Upcoming 'Professional' Events ...

ASQ World Conference on Quality and Improvement

Milwaukee, Wisconsin  
May 1 – 3, 2006

Celebrate 60 years of Quality with ASQ at this exciting conference.  
Further detail available at [www.asq.org](http://www.asq.org).



### **... Also ...**

Quality Expo Detroit  
Novi, Michigan  
June 6 – 8, 2006

Sponsored By Quality Magazine  
Further Details Available @ [www.qualitymag.com](http://www.qualitymag.com).

Check" with CIP's and you may find a long-term commitment within your organization towards Continuous Improvement. This presentation will provide guidance from establishing criteria for project selection through senior management commitment to continue. See how you can begin immediately on a small scale and grow into top level commitment.

### Abstract: Technical Clinic

**Effective Documents Meet Multiple Needs:** An effective, single document can serve multiple roles. Examples will be presented which meet the requirements of work instructions, corrective and preventive measures, procedures, etc. Then, a document will be created at the meeting, to demonstrate the investments involved. Good "hands-on" practice with a tool that has immediate application in any business!

### Abstract: Dinner Meeting

**Continuous Improvement; Cash-ing the Check:** As we all know, identifying contributions to the bottom line is critical to sustaining an effective quality program. Learn how to effectively quantify goals, identify measurable achievements, and turn improvements into dollars.

How do you maintain momentum once the 'newness' of Continuous Improvement Projects (CIP's) wears off? Learn how to "Cash the

### Dinner Speaker Bio: Michael Claxton

Mr. Claxton is the North America Director of Quality for A. Schulman, Inc. His 'primary' responsibilities include Quality Systems, Laboratory Operations, Environmental, Safety, Continuous Improvement, and OEM approvals. He is a "long-term" Member of ASQ, and is a practitioner of Lean Manufacturing and Six Sigma Methodology.



**The Tally Sheet  
Newsletter**

AKRON-CANTON  
SECTION 0810

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**ASQ Akron/Canton New Members**

**January—2006**

OOPS !!

Correction To Our January-2006 Listing Of New Members

**Jody Mullett**

**Aleris Rolled Products**

**February—2006**

**Ronald A Chislow**

**Buckeye Polymers**

**Ronald B Hoover**

**Ramco Specialties, Inc.**

**Lily Liang**

**Diebold Company**

**Christopher W Smith**

**Amersco, Inc.**



**New 'Senior' Members For Akron-Canton's 2005-2006 Program Year**

- Thomas Brammer
- Lawrence Bridges
- David Cordea
- Robert Dirgo
- Lynn Dupuy
- Gary Eubank
- Kathleen Mack
- Larry Martof
- Hossein Mirzai-Tehrani
- Crystal Moore
- Patricia Shea

***Congratulations !!***

**Congrats To Section 0810 !!**

**ASQ Recently Acknowledged (39) Sections For Achieving The SMP "Section Excellence, Gold Level" For The 2004-2005 Program Year. The Akron-Canton Section Was Included In The Listing. Good Job.**

