



Akron-Canton Section

1958 – 2008
50 Years Of Quality Leadership
For The
Akron-Canton Community

The TALLY SHEET NEWSLETTER

April 2009
Volume 24
Issue 09



The Chair's "Corner"

Hi Everyone, and Welcome to the April Edition of the Tally Sheet.

Next month I will be attending the WCQI – World Conference on Quality and Improvement, in Minneapolis, to represent our Section 810 ... as will Dilip Shah (ASQ CCT, CQA, CQE), our Website Committee Chair. I am very interested in 'networking' with others around the country and around the world, to see what they are doing in their Sections during this stressful economic period. In our own Section this past year we have begun to feel the pressures of the economy, in that we have lost several of our Members.

I want to make sure you are all aware that if you are in need of assistance in retaining your ASQ membership when you are unemployed, you can receive help from ASQ National just by asking. There is a form you can fill out, and they will pay up to 100% of your dues ... depending upon the 'length' of your membership. I heard from one of our Members that this can only be used two times, for the life of your membership.

Another way you can 'economize' and still retain membership is by becoming an Associate, for \$74 (details can be found on the HQ website). So, please explore these options to retain your membership; we would hate to lose you!

Additionally, we have a Placement Committee here at Section 810; Committee Chair, Tracy Smith (ASQ CQA), can provide you with local employment opportunities through our contacts. If you find yourself unemployed, be sure to visit our website and make contact with Tracy.

I hope that you will all manage to get through these hard times, and believe that things will be better soon. Happy Easter to you and all of your Families!

Marie Derr (ASQ CQA, CQT, CMQ/OE)

Technical Clinic & Dinner Meeting

Thursday, April 16th

356th Fighter Group Restaurant
4919 MT. PLEASANT ROAD - NORTH CANTON, OHIO 44720

Technical Clinic

5:30PM —> 6:30PM

Free Admission

"Quality Jeopardy"

Janet Book—Director, Quality Audit
Philips Home Healthcare Solutions

Dinner Meeting

6:30PM —> 8:30PM

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

"Quality Jeopardy"

[continued from Tech Clinic]

Janet Book—Director, Quality Audit
Philips Home Healthcare Solutions

Make Reservations To Attend The
April-2009 Activities Through
Either Your **ARRANGEMENTS**
COMMITTEE "CONTACT" *
Or The **Section Web Site**.

*

CONTACT

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Company 'Profiles': Introduction To Company Sponsors Of 50 Years Ago

The University Of Akron

The University of Akron was founded as Buchtel College in 1870, by the Ohio Universalist Convention, and named after Akron industrialist John R. Buchtel. By 1907, Buchtel College's emphasis on local interests led it to become a private, non-denominational school.

With the college's strong ties to the community, the Buchtel College trustees transferred the institution and its assets to the city of Akron in 1913. For the next 50 years, the municipal University of Akron, assisted by city tax funds, brought college education within the reach of many more young people. During those years, enrollment swelled from 198 to about 10,000.

The University's growth paralleled the remarkable expansion of Akron. Companies such as Goodyear, Firestone, and Goodrich were headquartered in Akron; so, it was only natural that the world's first courses in rubber chemistry would be offered at the

University, beginning in 1909. With the formation of the Rubber Technical Institute in 1942, University researchers and students were well-prepared to contribute to the development of synthetic rubber to aid the Allied war efforts.

A long era of expansion followed World War II. Overseeing much of this growth was the University's 10th president, Dr. Norman P. Auburn. Under Auburn's leadership, the institution made the transition, in 1967, from a municipal to a state university.

ASQ's Education & Training System Renamed

ASQ HQ has announced a new name for its education and training system (formerly ETI) ... the **ASQ Learning Institute™**. The need to create a 'unified' vision for how the Society carries out its education and training emerged from the Member Leader Summit. After extensive work between member leaders and ASQ headquarters, the **ASQ Learning Institute™** was developed and approved by the Board.

The Institute will house all of ASQ's learning offerings in one convenient 'online' location. Full Members of the Society will have free access to online tools that will customize and track their learning progress. Key benefits of the new system for Member Leaders—particularly Education Chairs—is the ability to save time and money by working directly with ASQ headquarters to schedule instructors, assist with course registration, and provide marketing and research support.

Quality Systems Management AUDITING & CONSULTING SERVICES

QSM offers cost-effective solutions for improved business performance, including ...

- ISO 9001:2008 Upgrade
- ISO/TS 16949:2009 Implementation
- Lean Manufacturing Support
- Six-Sigma Black-Belt Project Leadership
- Continual Improvement Workshops



Comprehensive, value-added support is provided by a Certified Quality Engineer with ASQ, RAB, IAQB Auditor Accreditation, and years of demonstrated experience, successes, and results.

Project-based or hourly rates available.
For further details, references, and scheduling, contact:

Paul Theken, MBA
ptheken@qsmgmt.com
or visit
www.qsmgmt.com

Reminder Of Spring-2009 Activities !!

Spring Is Here !!

Plan on joining your fellow ASQ Members at an

Akron Aeros Baseball Game.

There are (2) reserved dates:

Friday, **May 22nd** and Friday, **June 26th**.

A pre-game picnic dinner will be served, beginning at 6:05pm (both games), with 'first pitch' at 7:05pm, and a fireworks display after the 'last out'.

Tickets are \$10 each, and seating is limited.

So ... plan to reserve your seat soon!!

Additionally, we are planning a

Golf Outing at the Pines Golf Course

in Orville for Friday, **June 12th**. Tee time is 8:00am.

For more information on either activity, contact Daniel Gray at

dsbinc@roadrunner.com

Mail Checks, made payable to ASQ Akron/Canton Section, to:

Dan Gray
915 E. 3rd St.
Dover, OH 44622

This Is Jeopardy!

Quality Jeopardy that is.

Come join us for an evening of FUN and EDUCATION with a trivia game presentation resembling a popular TV show. Janet Book, our own "Alex Trebeck", will facilitate the evening's activities, challenging attendees with such topics as: "Influential People", "7 Tools of Quality", and "Quality Quotes", to name a few. Prizes will be given out to the team with the winning score.

Introducing Janet Book

Ms. Book has worked in a wide variety of industries, which includes blood banking, food processing, quality consulting, pharmaceuticals, and medical devices with such companies as Bayer Corporation, Becton Dickinson, Columbia Quality Inc., Respiroics, Serono-Baker Diagnostics, and Symbiosis Corporation.

Ms. Book is a Senior Member of ASQ, and ASQ-Certified in Quality Auditing, Quality Engineering, and Manager of Quality / Organizational Excellence; she is, also, an RAB Quality Systems Lead Auditor and a trained Six-Sigma Black Belt. Ms. Book has served as the Vice Chair of Administration and Vice Chair of Technology for the Quality Audit Division (QAD). She has served twice as the Quality Audit Conference Chair.

What Is Service Quality?

As part of an initiative to create a "Service Quality Body of Knowledge", the Service Quality Division seeks to develop authoritative definitions of 'service' and 'service quality'. If you have experience in a service-oriented organization or functional area, a short survey has been created to help finalize the "SQBoK" definitions. The survey from the electronic version of this newsletter is included; otherwise, contact ASQ HQ for access. [take this short survey](#)

Help Sponsor The 2009-2010 Program Calendar

The Section Leadership Committee (SLC) has begun to prepare the Section Calendar, for the upcoming 2009-2010 Program Year.

Each calendar month will feature **advertisement space for 'sponsorship'** by a company, organization, or institute that supports the Section through its membership.

Contact Michael Marley at michael_marley@goodyear.com if interested.

SPRING - 2009 EDUCATION PROGRAM

Projected Start Week	Class Timeframe	Duration (weeks)	Class Hours	RU's	Course Number	Course Name	Course Fee *
April 13	6PM - 9PM	8	24	2.4	405	Certified Quality Auditor Refresher	\$405 / \$445
April 20	6PM - 9PM	8	24	2.4	355	Certified Quality Technician Refresher	\$405 / \$445
April 20	6PM - 9PM	8	24	2.4	400	Certified Quality Engineer Refresher	\$405 / \$445
April 20	6PM - 8PM	5	10	1.0	425	ISO Internal Auditing	\$365 / \$405
May 11	6PM - 8PM	5	10	1.0	473	FMEA - 4 th Edition	\$365 / \$405
**	N/A	10	20	2.0	111C	Basic Quality Control [correspondence course]	
**	N/A	10	20	2.0	211C	Intermediate Quality Control [correspondence course]	

* Member / Non-Member Fee.

** Student Determines Start Date.

"On-Site" Training May Be Requested, Provided An Instructor Is Available.

Visit the www.asq810.org 'Education Program' web page for additional information, including the course Registration Form. The web page includes the complete Akron-Canton ASQ Curriculum, that lists other courses offered, if enough students are interested. The web page is updated if changes occur.

Contact the **Education Committee Chair**, Joe Decker, at educhair@inbox.com or **330-730-2933**, if there are questions about course offerings.



**The Tally Sheet
Newsletter**

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ASQ

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FOR QUALITY™

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Membership w/ASQ, If Unemployed.
See Information @ www.asq810.org

ASQ Akron/Canton New Members

February—2009



Susan Batten	Ben Venue Lab
Ronald M Coiner	Coiner Compliance Consultants
Santino J DeSimone	Blair Rubber
Michael D Duvall	Zimmer OSP
Frederick Halterman	Meggitt Aircraft Braking Systems
Joyce Middleton	Green Lines Transportation
Jeffrey Morris	Student
John M Rabb	Blair Rubber Company
Ian Skinner	Summit Instruments
Hugh P Walters	Supply Chain Analytics

Congratulations On ASQ Certifications !!

The following Section Members have attained ASQ recognition, upon becoming 'certified' within the stated "Body Of Knowledge".

Quality Inspector (CQI):
Bambi Biscan

Six-Sigma Black Belt (CSSBB):
**Thomas Roberts
Jackson Wegelin
Kevin Liticker**

Quality Manager / Organizational Excellence (CQM/OE):
Michael Mascali

A Look Back ... April, 1959:

- Oklahoma ends prohibition, after 51 years.
- The St. Lawrence Seaway, linking the North American Great Lakes with the Atlantic Ocean, officially opens to shipping.
- NASA names the first seven astronauts for Project Mercury.
- Cuba invades Panamá.
- A Vatican edict forbids Roman Catholics from voting for communists.

"No man ever reached to excellence in any one art or profession, without having passed through the slow and painful process of study and preparation."

Horace

