

The Quality Times

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Section 0904
East Central Indiana
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Volume 57

Fall 2005

Number 1

Fall 2005 Programs Announced **Wednesday, September 21, 2005 6:00 PM**

Six Sigma in Healthcare; It's Not The Slope of The Biscuit!

Speaker: Marilyn Sherrill

Performance Improvement Coordinator, Cardinal Health System, Muncie
Pre-Clinic: "Span Plan in Problem-Solving" by Steve Harmeyer

Wednesday, October 19, 2005 6:00 PM

**FARO Control Station and FARO ScanArm -
Demonstrations and Examples of Industry Usage**

Speaker: Rod Chaffee

Regional Manager, FARO Technologies, Inc.
Pre-Clinic: FARO GAGE Demonstration and Hands-On Workshop
by Alan Arkus

Wednesday, November 16, 2005 6:00 PM

Transitioning the Quality System - QS to ISO at GM

Speaker: Don Wegman

ISO-9001 Coordinator & Lead Auditor, General Motors, Marion, IN
Pre-Clinic: Documenting the Quality System by Steve Zylka

December, 2005

Plant Tour planned – check our Web Site

Pre-Clinic: 6:00 PM - Selected Topics

Dinner: 6:30 PM Meal Cost: Pay Restaurant

Program: 7:30 PM - Featured Speaker

Meeting will be held at:

Sirloin Stockade

4949 W. Hessler Rd., Muncie, IN Phone:(765) 287-9051

Bad Weather! – Call the Restaurant Directions on Page 4

RESERVATIONS: Not Required - Pay the Cashier as you enter

ASQ Meetings are open to the Public

Section Information:

2005-2006 Section Officers

Section Chair	Steve Zylka Document Control Coordinator/ Lead Auditor DynaAmerica, Muncie IN (765) 286-1980 ext 238 jzylka@sprynet.com
Chair-Elect	Steve Scott Duffy Tool, Muncie (765) 741-0234 sscott@duffytool.com
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Program Chair	Steve Harmeyer
Re-Certification	Vicki Storer Sherry Labs, Muncie, IN v.storer@insightbb.com
Region 9 Director	Dick McKeever d2quality@earthlink.net

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Section 0904 Calendar

2005 – 2006

September 21	Dinner & Program
September 26	Board Meeting
October 15	Certification Exams
October 19	Dinner & Program
October 26	Board Meeting
November 16	Dinner & Program
December 3	Certification Exams
December	Tour - TBA
January 6, 06	Deadline: March Cert. Exam
January 18	Dinner & Program
January 25	Board Meeting
February 15	Dinner & Program
February 22	Board Meeting
March 4	Certification Exams
March 15	Dinner & Program
March 22	Board Meeting
April 1	Deadline: June Cert Exam
April 19	Dinner and Program
April 26	Board Meeting
May 17	Dinner & Program
May 24	Board Meeting
June 3	Certification Exams
June 10	Officer Training - Indy

Advertise in The Quality Times

- Support Section 0904
- Reach 250+ Quality Professionals twice annually

Ad Rates

	Approximate Size	Cost per Year
Full Page	7.5" x 10"	\$320
Half Page	7.5" x 5 "	\$210
Quarter Page	3.5" x 5"	\$110
Eight Page	3.5" x 2.5"	\$60

Contact:

The Newsletter Editor: Bob Cooper

Chat from the Chair:

Last month's question was: "How can a Management Representative "ensure the promotion of awareness of customer requirements throughout the organization"?" My opinion is that the Management Rep can't do it alone. One of the things that the organization must understand is that the task of responding to a customer's needs belongs to everyone. This understanding must be generated from top management on down through the staff. Whenever a customer changes a shipping instruction, a part specification, or a billing method, these must be discussed, preferably during a meeting when ALL Managers are present. It is true that the usual discussion deals with only two prime topics. Those two are: BOY, we did good, or OH boy, we screwed up, again. Being proactive is always better than being reactive.

DID you know that September is Health and Aging Month (aka Healthy Aging Month)? In keeping with this theme, our main speaker this month will be Marilyn R. Sherrill, Performance Improvement Coordinator in the Quality Management Department at Cardinal Health System, Muncie. Ms. Sherrill will speak on Six Sigma application in healthcare; and her presentation is called, "It's Not The Slope of The Biscuit!" We would like to see all of you at our meetings. Remember "Be there or be square".

Healthy Aging Month is an annual observance month designed to focus national attention of the positive aspects of growing older. The US Administration on Aging web site informs individuals that Medicare now covers preventive screenings and offers dependable coverage for prescription drugs. Everyone with Medicare is eligible for Medicare Prescription Drug Coverage. They also have a link to Aging Statistics and a publication on "The Key Indicators of Well-Being.

From [Older Americans 2004: Key Indicators of Well-Being
Federal Interagency Forum on Aging-Related Statistics](#)

Americans age 65 and over are an important and growing segment of our population. Many Federal agencies provide data on various aspects of the challenges confronting older Americans. Because these data come from multiple agencies, it is sometimes difficult to understand how this group is faring overall. In light of the anticipated growth of this segment of our population, it is increasingly important for policymakers and the general public to have an accessible, easy to understand portrait that shows how older Americans are doing.

***Older Americans 2004: Key Indicators of Well-Being (Older Americans)* provides a unified picture of the health and well-being of our older population. This is the second chartbook prepared by the Interagency Forum on Aging-Related Statistics (Forum), which now has participants from a dozen Federal agencies.**

I also found out that September comes from "septem" which means seven (go figure) and (courtesy of gkindia.com) that September is: Baby Safety Month, Classic Music Month, Library Card Sign-up Month, National Bed Check Month, Emergency Care Month, and among several others Be Kind to Editors and Writers Month

So be kind to Coop and myself this month (and the other 11 months, also).
If you know of a good teaser or "food for thought" subject, let me know.

Your 05-06 chair,

Steve Zylka

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Directions to Sirloin Stockade:

From Muncie: Follow McGalliard Road. (SR 332) West to Morrison Road. Landmarks: Wal-Mart and Lowe's on your left. The Sirloin Stockade is behind the Village Pantry on your right. Turn North (RIGHT) onto Morrison. Road Construction has changed the Sirloin Stockade entrance. Turn LEFT just north of the Village Pantry. Turn LEFT again then straight into the Sirloin Stockade parking lot.

From Anderson: Follow I69 North to SR332 (Exit 41). Follow 332 into Muncie. Turn LEFT onto Morrison Road.

From Marion: Follow I69 South to SR332 (Exit 41). From there it's the same as the Anderson instructions.

From Richmond: Follow US35 North to the Muncie Bypass (SR3 & US35). Follow the Bypass North to the first traffic light and turn LEFT on McGalliard Road (SR332). Follow the Muncie directions.

From Hartford City: Follow SR3 South to the Muncie Bypass and continue to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie directions above.

From Portland: Follow SR67 South to the Muncie Bypass (SR3 & US35). Continue south to the first traffic light (McGalliard Road). Turn RIGHT on McGalliard Road (SR332). Follow the Muncie directions above.

Welcome New Members:

Sheila M. Mack - Valeo Sylvania
Mel D. Sparrow - DIY Group, Inc

Free Meal Offer:
 Get a free meal at an ASQ meeting! Bring a guest and if that person joins ASQ Section 904, your dinner at the next meeting will be free. Membership forms will be available at all meetings.

Bob Arnold – Membership Chair

Section 904 to publish Fall and Winter Newsletter Editions only

You may notice that this is the Fall edition, not the September edition of **The Quality Times**. ASQ Headquarters is encouraging Sections to reach members electronically rather through paper newsletters. As our Section membership declines we find that we are operating at a deficit. Fortunately we have the reserves but it's only prudent to control expenses. This year we will publish two newsletters, one in the Fall and a Winter edition to announce the January – May programs. Members who have opted-in to email contact will receive an email reminder each month. Members who have opted-out of email will receive a postcard reminder of the October, November and December meetings. In between mailings, check our web site www.asq904.org for any changes. Also let the Section Leaders know your opinion of this change. Our goal is to serve the ECI Quality community within our means. Give us your feedback. – **we need data!**

September 2005

Six Sigma in Healthcare; It's Not The Slope of The Biscuit!

About the Program:

The presentation will cover Six Sigma application in healthcare.

About our Speaker:

Marilyn R. Sherrill is employed as a Performance Improvement Coordinator in the Quality Management Department at Cardinal Health System, Muncie, Indiana. Marilyn is a graduate of Indiana University School of Nursing and has worked in all aspects of perioperative nursing throughout her nursing career. The last four years she has worked in quality where she is responsible for ongoing process improvement with training and coaching of leaders and facilitators for process improvement teams throughout the organization. She successfully completed ASQ Six Sigma Black Belt Training in February 2003. She is a member of AORN (Association of Operating Room Nurses), ASQ and NAHQ (National Association of Healthcare Quality). Certifications include CNOR – Professional Achievement in Perioperative Nursing Practice and CPHQ - Certified Professional in Healthcare Quality.

Certification Exams - given at Ivy Tech

Our Section proctors the ASQ Certification exams given in the East Central Indiana area.

**Ivy Tech Muncie Campus
North Building - Room 533
4301 South Cowan Road
Muncie, IN 47302**

Contact Steve Zylka for more information.
Our website has a map

Future exam dates and deadlines:

**CQT, CMI, CRE, CQManager,
CQA-Biomedical, SSBB**

October 22, 2005 (August 19, 2005)

March 4, 2006 (January 13, 2006)

CQE, CQA, CSQE, CQIA, CCT

December 3, 2005 (October 7, 2005)

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Quality America donates the quality handbooks we give as door prizes at each meeting.

October 2005

FARO Control Station and FARO ScanArm Demonstrations and Examples of Industry Usage

About the Program:

Our October 2005 program is a demonstration of the FARO portable CMM system and portable laser Line scanning system. The FARO Control Station is used by manufacturers as a quality control tool to inspect and measure parts on the manufacturing floor rather than in a quality laboratory. The FARO ScanArm is used measure and compare parts against the nominal CAD data. Industry applications in inspection and reverse engineering will be discussed.

About our Speaker:

Rod Chaffee - Regional Manager - FARO Technologies, Inc. Rod has been involved with portable measurement for over 4 years. He has dealt with all FARO products, including the FARO Control Station, FARO Gage, FARO Digital Template, FARO ScanArm, and FARO Laser Tracker. He has sold, installed, and implemented FARO solutions to many manufacturers throughout Indiana, Illinois, Kentucky, and Tennessee. Rod thrives on the challenge of solving difficult measurement applications, and changing the way manufacturers inspect their products. Located in Indianapolis, Indiana, Rod is responsible for sales of all FARO products in Indiana, Illinois, Kentucky, West Virginia, North Carolina, and Virginia.

November 2005

Transitioning the Quality System: QS to ISO at GM

About the Program:

The main presentation will discuss transitioning from a QS-9000 system to the new ISO-9001 system. Differences will be discussed as well a "how to approach," and why ISO-9001 instead of TS16949.

About our Speaker:

Donald Wegman, Quality Professional from GM Metal Fabrication, will be the special speaker for the main presentation.

Don specializes in the quality / management discipline.

Currently employed with General Motors he has held various positions such as, Quality Engineer, Management Representative, Document Control Manager, Quality Supervisor, and Production Supervisor. Currently Don is the ISO-9001 coordinator and lead auditor for the Marion, IN. Plant. He is working full time on the QS to ISO transformation process.

Don has an MBA from Indiana Wesleyan University. He holds various ASQ certifications that include, Quality Manager, Quality Engineer, and Quality Auditor. He is also an RAB accredited Lead Auditor.



**Section 0904 achieved the Total Quality Level
in ASQ's Section Management Program
in 2001- 2002, 2002-2003, 2003-2004 and 2004-2005**

ASQ Section 0904 Scholarship:

The Leadership Committee of Section 0904 is implementing a scholarship in the name of Halmond Parks, the founder and first Chair of Section 0904 in 1949. The scholarship will be in the amount of \$500.00 for a graduating high school senior from the Section 0904 geographic region. I would like to ask all members to consider donating \$5.00 to the scholarship fund. If every member of the section donates \$5.00 we will be able to fund this worthwhile project. To donate send a check payable to ASQ Section 0904 to :

ASQ Section 0904
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Muncie, In. 47302

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Future Programs

January 15, 2006

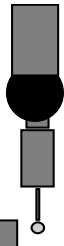
February 15, 2006

March 15, 2006

April 19, 2006

May 17, 2006

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Certification Exam Pass List

Exam Date: 3/5/2005

Steven Harmeyer – CQManager

Jerry Reeves – CQT

Steele Jarrell – CQT

Exam Date: 6/4/2005

Mike Haston - Spartech Plastics - CQA

Robert Kidd - Guide Corporation - CQE

Dee Clutch - Guide Corporation - CQE

Steve Sperry - Guide Corporation - CQE

Mark Russell - Raytheon - CQE

Congratulations to All

\$ Fund Raiser \$

Rhonda Goss is collecting empty ink-jet printer cartridges for recycle. Bring your empties to the meeting. Proceeds go to ASQ904.



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Section Newsletter



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**Section 0904
East Central Indiana**

Founded: 1949

56 Years of Quality in East Central Indiana

What's Inside:

1. Membership Meeting Notices

Wednesday,

September 21, 2005

**"Six Sigma in
Healthcare"**

Speaker: Marilyn Sherrill

2. Directions to the Meeting

3. List of 2005-2006 Officers

4. Section Calendar 2005-2006

5. Certification Pass List

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