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Section 0904
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Volume 54

September 2002

Number 1

"Use of Variation Tools in Sales and Operations Planning"

Wednesday, September 18, 2002

Pre-Clinic: 6:00 PM "Regression Analysis"
Dinner: 6:30 PM Meal Cost: Pay Restaurant
Program: 7:30 PM
Speaker: **Kevin Kensinger,**

EMG Consulting, Fort Wayne, IN

About the Program: The agenda for the presentation begins with a discussion of the barriers to high performance production. A discussion follows on the topic of understanding customer demand patterns. These are brought together in the framework of using variation analysis to drive problem solving.

About the Speaker: Kevin Kensinger is a partner with EMG Consulting located in Fort Wayne. He has an extensive background which includes leading numerous consulting projects at an array of companies, plant managerial assignments, and teaching at Indiana Institute of Technology. He is co-author of the book Process Effectiveness Pocketguide (Supply Chain Management Series). He has a BS degree in Computer Science and Accounting from Purdue and an MS in Computer Information Systems from Boston University. He holds the following certification: Certified in Production and Inventory Management (CIPM), Certified Quality Engineer, Certified Quality Auditor, Certified Six Sigma Black Belt, and a Certified Public Accountant. Ken is a member of ASQ Section 0904.

Pre-Clinic: Regression Analysis by Rhonda Goss

Meeting will be held at:

Sirloin Stockade

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

Directions on Page 4

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Immediate Past Chair	Rhonda Goss
Region 9 Director	Mike Mazu (812) 853-4896 pmazu@aol.com

Section 0904 Calendar

2002 – 2003

September 18	Dinner & Program
September 24	Board Meeting
October 4	Deadline: Dec. Cert Exam
October 16	Dinner & Program
October 19	Certification Exams
October 22	Board Meeting
November 6	Delco Remy Tour
November 26	Board Meeting
December 4	Delphi Plant 20 Tour
December 7	CQE / CQA Exams
Jan 7, 2003	Board Meeting
January 10	Deadline: March Cert. Exam
January 15	Dinner & Program
January 21	Board Meeting
February 19	Dinner & Program
February 25	Board Meeting
March 1	Certification Exams
March 19	Dinner & Program
March 25	Board Meeting
April 4	Deadline: June Cert Exam
April 16	Dinner and Program
April 22	Board Meeting
May 21	Dinner & Program
May 27	Board Meeting

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Full Page	7.5" x 10"	\$320
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Contact:

The Newsletter Editor: Bob Cooper



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Chat from the Chair:

Excerpts from an article by Mitchell E. MacDonald in Supply Change Management Review and some personal comments:

"Change happens. It always has and it always will. The only variable is its rate and degree. Some changes are subtle and have little or no impact on our lives while others can be quick and have profound effects." Subtle changes, like the growth of a child, are often imperceptible on a daily basis. A company merger or the loss of a job, are anything but subtle.

The discovery of electricity, perhaps one of the most profound of developments, has dramatically changed our lives. Without it, computers and the internet would not exist, and what a change they have made. Likewise, the events of September 11, 2001 have had an unprecedented effect on our world.

Several weeks after the September 11th attacks, noted business author Steven R. Covey conducted a seminar entitled "Managing Change in the Face of Crisis and Economic Uncertainty," during which he said: "The key to successful change management is remaining focused on a set core of principles that do not change. Principles are like lighthouses; they do not move. You can totally, absolutely depend on them." Section 904 has some "lighthouse" individuals, upon whom we can depend during the next year. I am honored to be associated with these individuals, and I know that they will help Section 904, during the coming year as we attempt to meet the changes that we will face, be they subtle or dramatic.

Thanks to our Immediate Past Chair, Rhonda Goss, and the Executive Board for being our "lighthouses."

Chuck Darger - Section Chair

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ISO9001:2000 Transition Managing Change \$495 October 17, December 9	ISO/TS 16949 Internal Upgrade Training \$495 October 3, December 18	
ISO9001:2000 Transition and Upgrade \$495 October 17, December 9	ISO/TS 16949 Management Transition Training \$395 October 3, December 18	www.trainingforISO9000.com e-mail: info@trainingforISO9000.com
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James Snyder - Elevator Equip Co

Dawn Van Effen - MTI-DynAmerica

Fredena Williams - Neaton Auto Prod

May 2002 Meeting Summary

Twenty-one (21) quality professionals attended in May. Door Prizes: **Chuck McPherson, Mike Devine, and Carl Myers (Free Meal)**. **Steve Scott** won the "Six-Sigma Handbook" - contributed by Quality Publishing in consideration of space in our newsletter.

Duane Buckenroth's name was drawn for the **\$100** Jackpot but unfortunately Duane did not attend the meeting - you must attend to win.

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





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Our Section proctors the ASQ
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Gas City-Mill Township Public Library
135 E Main St
Gas City, IN 46933-1455
Phone: 765-674-4718

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

Future exam dates and deadlines:

CQE, CQA, CSQE, CQIA
December 7, 2002 (10/4/2002)
June 7, 2003 (4/4/2003)

CQA, CQT, CMI, CRE, CQManager
October 19, 2002 (9/6/02)
March 1, 2003 (1/10/2003)

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Conference Highlights: **Keynote Speakers**

Charles L. Korbell, Jr. President and CEO Clarke American
Journey Toward Performance Excellence

Joe DeFeo. President and CEO, Juran Institute
Back to Basics: Lessons Learned from Decades of Experience

Tim Donahue, Assistant Vice President. Sprint Global Markets Group
Sprint: Raising the Customer Experience Bar for the Telecom Sector

Mark Scott, President and CEO, Mid-Columbia Medical Center
Speaking on how a strong foundation for service excellence resulted in the development of innovative medical resources

Concurrent Sessions

Track 1: Tools & Methods, Track 2: Case Studies. Track 3: Leadership in Action, Track 4: Measuring Service Quality

For complete conference information and online registration go to www.asq-sqd.com, or
Call ASQ customer service 800-248-1946 to request the conference brochure item B0373



Section 0904 has achieved the Commitment and Implementation Level in ASQ's Section Management Program.

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Section 0904
East Central Indiana

Founded: 1949

50+ Years of Quality in East Central Indiana

What's Inside:

1. Membership Meeting Notice

Wednesday,

September 18, 2002

@ Sirloin Stockade, Muncie

**"Use of Variation Tools in
Sales and Operations
Planning"**

Speaker: Kevin Kesinger

2. Directions to the Meeting

3. List of 2002-2003 Officers

4. Section Calendar 2002-2003



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