

ASQ Raleigh Section Newsletter



ASQ Raleigh

American Society for Quality – Section 1113

The Global Voice of Quality™

October 2016

ASQ Raleigh Section, P.O. Box 5589, Cary, NC 27518
www.asqraleigh.org

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**THE CUSTOMERS DO NOT
FEEL THE AVERAGE. THEY FEEL
THE VARIATION.**
-TOM GROARK



QUALITY QUOTE 

Click on the orange Eventbrite link to view all the current ASQ-Raleigh live events, and to register. It is recommended that you bookmark it in your browser.



Upcoming Events/Conferences

October 15, 2016	ASQ Food Bank Volunteer Opportunity
October 18, 2016	Syngenta RTP Tour Register at https://octsyngentatour.eventbrite.com
October 25, 2016	Raleigh ASQ Six Sigma Special Interest Group Meeting View details at http://asqraleigh.org/six_sigma_sig
November 3 - 4, 2016	International Team Excellence Award Judging ASQ Denver Presents: The Rocky Mountain Quality Conference
November 5, 2016	ASQ Food Bank Volunteer Opportunity ASQ Region 11B Member Leader Training
November 9, 10, 12, 2016	ASQ Region 11B Member Leader Training
November 15, 2016	LabCorp Tour Register at http://labcorpburlingtonontour.eventbrite.com
December 5-7, 2016	Lean Bronze Review Class and Exam
December 8, 2016	ASQ Sponsor of the Executive Roundtable Series hosted by the NC National Guard
December 13, 2016	Tutorial and Dinner Meeting

Is a local company employing interesting or cutting edge technology? Are they on the front lines of quality toolkit implementation? [Send us](#) your ideas for tours!

Member Re-Certifications September 2016

- Jennifer Pettiford CQA
- Faye Watkins..... CQA, CHA, CQE, CMQ/OE
- Linda Binkley CMQ/OE
- John Peoples CQA
- Adam Dahlke CQE



Certification Opportunities

Now that ASQ has transitioned to computer-based testing, members have the opportunity to see a demonstration of the test experience. The demo allows you to experience the look and feel of the test platform that will be used for computer-based test delivery at Prometric test sites.

Go to https://www.prometric.com/_layouts/results/index.html to view the demo.

Career Opportunities

Post Your Resume

ASQ Raleigh Section members may post their resumes on the ASQ Raleigh page by contacting Placement Chair Angie Lucas at angela.lucas@grifols.com and placement@asqraleigh.org

If your company has a position it would like to list with the Raleigh, North Carolina ASQ Section send your listing to Placement Chair Angie Lucas at angela.lucas@grifols.com and placement@asqraleigh.org

Local Job Opportunities posted on the ASQ Raleigh Website:

Jobs
Quality Engineer - Wakefield-Vette - Raleigh NC
Quality Assurance Manager - Raleigh Area
Quality Auditor - Skyware Global - Smithfield, NC
Quality Engineer II - Rexnord Ind., LLC - Sanford, NC
QMS Training Professional (Part Time Consulting)

Performance Excellence Contributions

If you would like an opportunity to apply your skills and collaborate on items and activities related to the Performance Excellence program, please contact Mark Morton mortom01@nc.rr.com for more information.



Recertification tip:

Just a reminder to check your recertification due dates. Recertification applications can be submitted up to six months in advance of the recertification due date. There is also a six month grace period for submission of recertification applications after the recertification due date.

When claiming training classes in the Professional Development category of your Recertification Journal, it is required to have listed as evidence the total number of actual training time performed. This is required in order to calculate the ASQ RU credit. If your certificate does not tell the number of hours, an agenda that reflects the training hours will work too. To qualify, all training must correlate to the Body of Knowledge for your particular certification and remember you can receive .1 RU for every hour of qualified training. This is the most common issue seen when reviewing Recertification Journals.

ASQ Dinner Meeting Cancellation Policy:

Cancellation notification must be received no later than 48 hours prior to the start of the event in order to receive a full refund. To request a cancellation, please send an email to ASQ at info@asqraleigh.org

Registration for Dinner Meeting Events after Registration is closed in Eventbrite:

To register for an event after the deadline, please send an email to ASQ at info@asqraleigh.org. ASQ Raleigh can only accept cash or checks when paying at the door. Credit or debit cards are not accepted.

ASQ Raleigh is Getting More Social

You will notice increased activity on the ASQ Raleigh social media sites.

Twitter

If you have a Twitter account, follow @ASQRaleigh and retweet interesting notes. If you don't have a Twitter account, ASQ Raleigh tweets can be reviewed with these steps:

Type search.twitter.com in your browser

Enter @asqraleigh in the search box

Remember that Twitter posts have a 140 character limit.

FaceBook

If you have a FaceBook account, "Like" us and comment on posts.

ASQ-related information can be posted on Twitter and FaceBook by sending write-ups and photos to: pamschodt@gmail.com

LinkedIn

Members of the ASQ Raleigh LinkedIn group can submit posts directly. Membership is open.



2016 ASQ Raleigh Section Leadership Council

Chair	Mark Morton
Past Chair	Joanne Mayo
Chair-Elect	Kelli Collin
Vice Chair/QMP Chair	Joey Martin
Arrangements	Lilli Abdullahi
Certification	Heather Payne
Education	<i>Open</i>
Membership	Kelli Collin
Recertification/Examining	Fred Rich
Communications	Communications Chair Sukonya Gogoi
	Newsletter Subcommittee Sandy Waddell and Bryan Ambrose
	Website Manager, Web Page Updates, and Website Calendar <i>Open</i>
	Eventbrite, Social Media Pam Schodt
Six Sigma SIG	Byron Wingerd
Food Bank	Jim Murrell
	Mary Chris Easterly

Executive Quality Round Table	Carol Poindexter
Treasurer	Joy Young
Secretary	Wendy Haines
Audit	Bob Carter
Community Good Works	Matt Demko
Historian	Doyle McGlone
Mentor Committee Chair	Joanne Mayo
Nominations	Jim Murrell
Placement	Angie Lucas
Programs	Doug McCorquodale
Publicity	Helen Sims
Quality Conference	Mike Porter
Student Advisor	Mark Morton
Scholarship	Wendy Haines
VOC Chair	Joey Martin

Interested in joining the Raleigh Section Leadership Council? Contact Mark Morton or any of the leaders. We welcome new talent and ideas. It's a perfect opportunity to develop leadership skills and build relationships. Come join us.

COME SEE THE NEW AND IMPROVED ASQ RALEIGH WEBSITE!

<http://asqraleigh.org/>



American Society for Quality Raleigh-Section 1113 Executive Quality Roundtable

Strategic Workforce Planning – Part 2

Hosted by BASF
September 8, 2016

On Thursday, September 8, 2016, American Society for Quality (ASQ) Raleigh section held the third Executive Quality Roundtable (EQR) meeting for 2016. ASQ Raleigh gathered twenty seven (27) executives that represented manufacturing, software (business and data management), local university, pharmaceutical, banking, and laboratory testing services, quality and compliance services, and a private nonprofit throughout the Raleigh Durham area.

BASF provided a very warm welcome to the Raleigh ASQ Executive Roundtable meeting. We would like to thank BASF for sponsoring this meeting and also providing an overview on "Bioscience Research at BASF".

Diane Parks Mesa, BASF Global Audit Manager, presented the following information on "Bioscience Research at BASF":



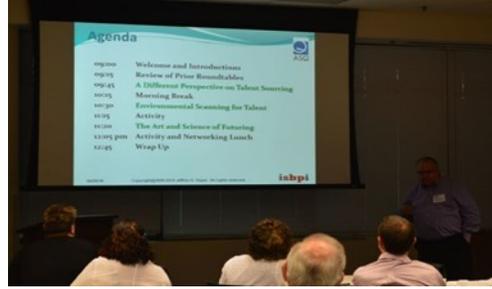
- BASF Overview:
 - Business overview
 - Purpose, strategic principles and values
- Industry information
- Global Know-How Verbund
- Bioscience research and development:
 - Business overview
 - Purpose statement
 - Worldwide spread
 - Focus areas:
 - Crop Protection Research
 - Plant Science
 - White Biotechnology
 - Experimental Toxicology and Ecology
- Tackling Future Challenges

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Key objectives for the ASQ Executive Quality Roundtable series

Provide an ongoing venue for executives to network and share *Continuous Improvement* best practices

- Collaboratively identify opportunities to drive improvements in our community
- Provide an ongoing venue for executives to network amongst themselves
- Encourage the sharing of quality continuous improvement and leadership best practices
- Enhance the value and relevance of ASQ Raleigh to meet your collective expectations



Topic of Discussion

Jeffrey G. Soper, Ph.D., Executive Director of the International Strategic Business Partner Institute (ISBPI) facilitated the discussion about "Strategic Workforce Planning". This was a continuation of the discussion from the last Executive Quality Roundtable held on June 10th at SAS.

Workforce Planning – 5 "R"s (Pepsi)

- Right People
- Right Place
- Right Time
- Right Skills
- Right Cost

Common management approaches

- Manage to headcount-no managerial accountability
- Labor Demand Forecasting-assume that the market is the same every year
- Zero based budgeting-justify every expense
- Benchmarking-need a culture of sharing what did not work
- Strategic Workforce Planning (SWP)

The HCI (Human Capital Institute) SWP model

- Key business activities
- Spectrum of Roles
- Alignment of business strategy, roles, competencies and talent fit

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Environmental Scanning (1st breakout session)

Attendees broke out into sub-groups to discuss/share:

- How their organization currently conducts environmental scanning for talent.
- How the results of environmental scanning are used in the planning process
- Who participates in this process, and who should participate.

The sub-groups then shared the results back with the roundtable group followed by a discussion around key takeaways that could be used immediately by all participants in their organizational human resource planning process.

Impact Analysis

Use of an Impact Analysis matrix (analysis on business goals vs. strategy) to prioritize the Environmental Scanning factors was discussed.



Targeted "Futuring"

Discussion focused on using the output of the environmental scan and impact analysis to develop a workforce planning model that would achieve preferred outcomes (as opposed to possible/plausible/probable outcomes). Various quantitative and qualitative "futuring" techniques were presented.

Scenario Planning (2nd breakout session)

This is a useful qualitative "futuring" technique where two environmental scanning factors identified as high-impact are compared against each other using potential scenarios. Attendees broke out into sub-groups to analyze two factors using scenarios and developed a workforce plan that would achieve preferred outcomes.

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Wrap-up

The group reviewed a case study and reflected on how they would apply SWP tools/processes to a comprehensive and realistic workforce planning scenario for a large-scale organization.

Next Steps

Our next Executive Quality Roundtable will be hosted by the N.C National Guard Joint Forces Headquarters in Raleigh on December 8th. Major Dale Cowen will provide an overview of their processes. Location details will be provided to all attendees approximately one month prior to the event and specific topic information will be based upon our sessions to date and discussions today. Please join us again to share your experiences, participate in group activities, and to enjoy networking with your peers.

Thank you!

The ASQ Raleigh section would like to thank BASF and Frances Lee, Diane Parks Mesa and Kimberly Christmas for hosting the Executive Quality Roundtable. We also thank Jeffrey Soper, all the roundtable attendees, and the ASQ Raleigh officers and volunteers for making this roundtable a success!

Space is Still Available to Support the Upcoming ASQ Food Bank Volunteer Opportunities

The ASQ Raleigh Section has two volunteer opportunities at the Food Bank of Central & Eastern North Carolina remaining in 2016. These opportunities will be held in Raleigh on Oct. 15th and Nov. 5th on Saturdays from 9am-12pm. View the Event Calendar for events and our section monthly newsletter for dates. Registration is available for these two events, and spots are still available. We have increased our number of participants to 12 per event.

Thank you for participating in the Food Bank event on September 25th. Our team worked with other local area teams to sort, inspect, and package 3600 dozen eggs. This shipment of eggs will provide 14,400 omelets for North Carolina families. See the picture of our team below.

We invite you to join us in helping the hungry in our state. Family and friends are welcome; children must be 12 or older and accompanied by an adult. If you register and later find out you are not able to participate, please contact Jim Murrell at jmurrell.asq@usa.net

Activities May Include: Warehouse volunteers help to sort and repackage Food Bank's warehouse inventory. We may also help with: sorting fresh produce into smaller containers; repackaging products from food manufacturers and distributors; and/or putting bulk items into family size portions.

Location: Food Bank of Central and Eastern North Carolina, events will be held at 3808 Tarheel Drive, Raleigh, NC 27609.

Recertification Units adhoc: 0.2

CAUTION: Please wear closed toe shoes and clothes that can get dirty. You may want to dress in layers during the months when it may be cool in the warehouse.



ASQ Region 11B Member Leader Training Nov 5th and Nov 12th, 2016

- **0.7 RUs will be awarded to those that attend the entire session.**
- **Registration and location details to follow**
- **Organizer:** [Luis Morales](#)

This year, we are fortunate to have two (2) sessions available to all members of the newly elected Section Leadership Committees (SLCs) and any members of our Sections that may be interested in a future leadership position!

The 1st session will be hosted by the Richmond Section, 1104, at the Meadowbrook Country Club in Richmond, Va on Saturday, Nov 5th. This has been the site of many former Regional Training sessions and has been quite popular.

The 2nd session will be hosted by the Blue Ridge Section, 1108, at Cadence, Inc., in Staunton, Va, on the following Saturday on Nov 12th, the site of last November's session.

Both sessions are free and will include a continental breakfast, beverages throughout, and then box lunches. You just need to get there and back, safely.

Topics will range from not just from Position Descriptions, but also to:

- What is the ASQ structure and how do we fit in
- How to Run an ASQ Member Unit
- Explain ASQ governing documents
- Understanding ASQ member unit operating requirements
- Review Good Standing requirements
- Discuss expected outcomes
- Demystifying the PAR (Performance Awards & Recognition)
- Thoughts on Member Engagement
- Leveraging the Annual Business Plan

ASQ Region 11B Member Leader Training Nov 9th and Nov 10th, 2016

In this interactive session, practical and business-focused non-negotiable process will be presented that promote employee engagement and accountability. Most importantly, realistic and simple implementation techniques that create and drive sustainable improvement in the areas of communication, productivity, employee satisfaction, and bottom-line business results.

For more information and registration details, click on the link below:

[ASQ NC Pricing for Executive Seminar and Kellogg's Benchmarking Event](#)



“Got Quality?”

The ASQ Raleigh section has established the Stephanie L Spencer Ploeger ASQ Raleigh Scholarship to encourage students who seek a career that incorporates quality concepts, technology, and tools to improve the workplace, products, and themselves. The Stephanie L Spencer Ploeger ASQ Raleigh Scholarship of \$500 per semester (\$1000 annually) will be awarded to an eligible Raleigh section member or an individual sponsored by an eligible Raleigh section member. Applications are currently being accepted for the Fall 2016 – Spring 2017 semesters. The scholarship is open to persons enrolled in either an undergraduate or graduate field of study at an accredited university or college. The application form and the requirements for selection are located on the Raleigh ASQ website, along with directions for submission of completed applications. The deadline for submission is October 21, 2016 with award notification on November 11, 2016. All award recipients will also receive free admissions to all ASQ Raleigh Section Dinner Meetings for a year. Please direct questions or concerns regarding the Stephanie L Spencer Ploeger ASQ Raleigh Scholarship to Wendy Haines (whaines@manganinc.com).

Lean Bronze Review Class and Exam

December 5-7
8:30 – 4:30PM Daily
Online

The Lean Bronze Certification Exam Preparation Course (with the ability to sit for the Bronze exam as an option), is designed to prepare you to take the multiple choice, open book exam.

2017 World Conference on Quality and Improvement

The 2017 World Conference on Quality and Improvement will be held in Charlotte, NC from May 1-3, 2017.

Our ASQ Charlotte Section is the host section for next year's event and we currently need volunteers. If you volunteer for a total of 8 hours from April 29 - May 3rd the conference fee (\$995) is waived. You are able to attend the conference events during unscheduled hours.

Although ASQ will not be paying for travel, lodging, or meals at the conference it is still an excellent offer.

If you are interested in becoming a 2017 WCQI volunteer, please email the following information to the Registration Team at volunteer@asacharlotte.org:

1. Name
2. Preferred email address
3. ASQ member #
4. Contact Phone number

A return email will acknowledge being added to the list or potential volunteers



ASQ Denver Presents: The Rocky Mountain Quality Conference Nov 3rd thru Nov 5th, 2016

From Kayli Bartlett on behalf of the 2016 Rocky Mountain Quality Conference presented by Denver ASQ.

The conference will be held virtually this November ; click [here](#) to review the flyer.

Please visit www.RMQC.org or contact [Terra Vanzant Stern, PhD](#) or [Kayli Bartlett](#) for more details

The Community Good Works Team (CGWT) continues to work with Wake Enterprises Inc. to develop and implement an ISO9001:2008 compliant Quality Management System:

For the past several months section members Doyle McGlone (Section Historian) and Matt Demko (Good Works Chair) have met bi-weekly with the staff and management of Wake Enterprises, Inc. with the purpose of developing and implementing an ISO9001:2008 compliant Quality Management System. Doyle is currently functioning as adjunct Quality Manager until a permanent volunteer position can be developed, while Matt has been instrumental in authoring the procedures required by ISO9001.

Goals:

- Position Wake Enterprises to secure Consumer Products Packaging Initiative contracts through Source America.
- Track and enhance customer satisfaction with the current customer base.
- Develop a Plan-Do-Check-Act methodology to continually improve processes.

About Wake Enterprises, Inc:

Wake Enterprises, Inc. (WE) is a private, nonprofit organization whose mission is to assist people with disabilities achieve their maximum level of independence. In addition to being a human service agency, WE is also a business dedicated to providing **quality** subcontracting, outsourcing, and fulfillment services at a fair price. Participants receive job training in areas such as electronic subassembly, corrugated box and insert assembly, shrink-wrapping, and more.

How you can get involved

If helping in the community interests you please contact - mattdemko@outlook.com

