

Quality Central

Word from the Chair

By Don Smith

Value...the Value Stream...Flow...Pull...Perfection...Sound familiar? If you are a student of Lean Manufacturing (or Lean anything!) you have probably heard these 5 things described as the Principles of Lean. These are solid. These are logical. These are common sense. But stop and think about them again for a few minutes. First, value is the basis and it is defined by the CUSTOMER. In any organization there are processes, and those processes exist to produce some result and that result is for, you guessed it, some customer. And remember – they are the ones who get to decide what is valuable! Once the “value” is defined, then it is straight forward (not always easy, mind you) to define the path, or stream that produces that value. I am continually amazed at the power of drawing a picture so that everyone can see the process. More often than not the issues that hinder value are highlighted and sometimes even corrected just by making them visible. Third, flow. If we know the process(es) that exist to produce the value, it is critical that we look at how to make that flow as smooth as possible. Again, common sense here. Think about an actual stream. The quickest way to make the stream ineffective is to obstruct or re-route the flow. Water (like so many people I know) will follow the path of least resistance – that can either be towards the value we’re trying to create, or it can be distracted from it. ‘Nuff said. How about pull? I often find that this is the hardest concept to get across to people. An easy way to think about it is to put yourself in the shoes of a customer at McDonalds. You want your Big Mac hot and when you want it. This doesn’t mean you want a large pile of them waiting under a heat lamp, you want it made “fresh” after you order it (mmm...I can just about taste those two all beef patties, special sauce...). This is pull. You, the CUSTOMER, decide when to make the process flow, the process that is creating value for you, and incidentally for McDonalds as well. And lastly the pursuit of perfection. You know the emphasis here is not on “perfection”, but rather “pursuit”. You never arrive (not in this life anyway), and so it is the idea of continuously striving to get better than you were last year, last month, yesterday. I like lean. It makes a lot of sense. At work and at home, we can always be better in our processes. Look for the value, recognize the stream, make it flow, let it be pulled, and pursue, pursue, pursue. Oh, and don’t forget to enjoy it along the way!

Section 1218 Member Appreciation Networking Event

Monday, June 21, 2010

ABOUT THE EVENT

Bring your family and enjoy an evening of networking with other quality professionals at Athletic Park in Wausau. Our group will be located in the Ministry Health Care Gantner Garder along the first base line. This reserved area consists of a park like atmosphere with beautiful landscaping, bench seating, a small private deck, and on-field seating. Enjoy all you can eat and drink as you exchange ideas with colleagues from a variety of businesses and industries. If you are looking to expand your network, are in search of best practices, or looking for a new career opportunity, you will want to attend this event!



VS.



Schedule

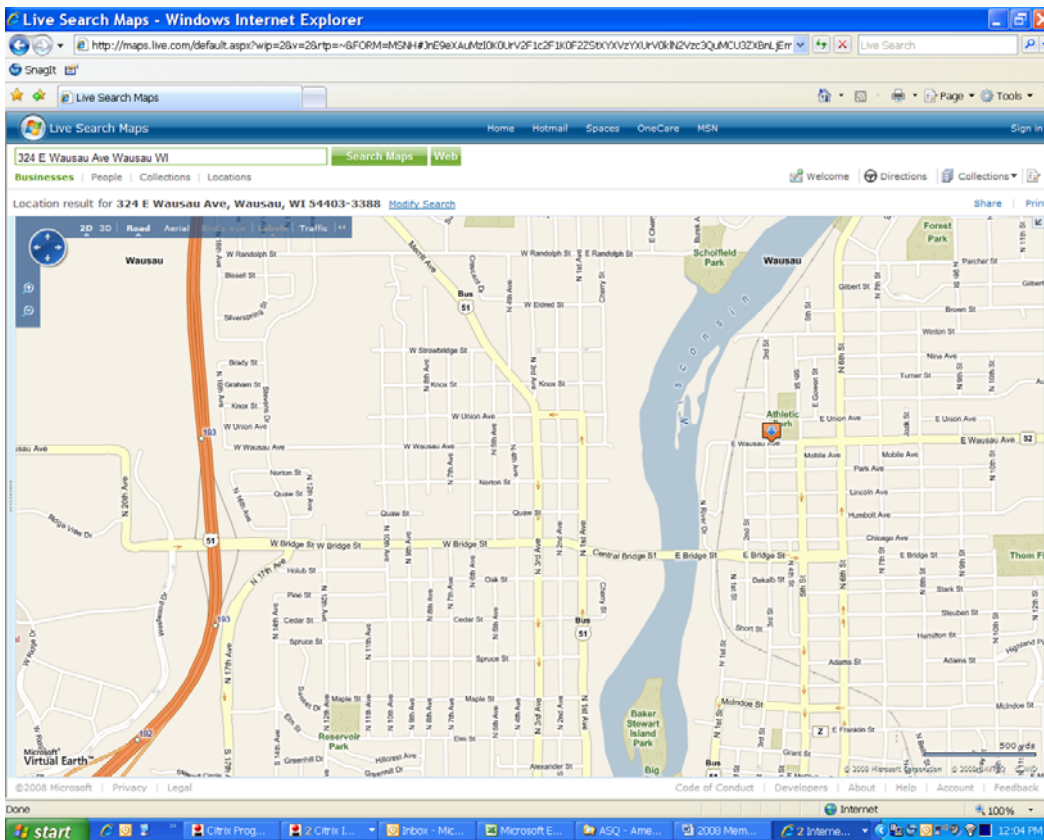
5:30 pm	Arrival / registration
5:45 pm	Section Business & Announcements
6:00 pm	Open Networking
6:35 pm	Wisconsin Woodchucks vs. Wisconsin Rapids Rafters

Our group will be located in the Ministry Health Care Gantner Garden (which is at the end of the 1st base line). Prices for the evening (**This price includes game ticket and All you Care to Eat & Drink**):

Adults \$10.00 each
Children 5 – 12 years old \$5.00 each
Children 4 and under – Free
Total Family Package \$30.00 (max)

Registration Deadline: NOON - Thursday, June 17th

**Directions to Athletic Park,
Wisconsin Woodchucks Ballpark, 324 E Wausau Ave Wausau**



From US-51 / 39

Take the Bridge Street exit - exit number 193

On Bridge Street head East

Stay on Bridge Street until you cross the Wisconsin River. After the bridge turn left at the stop light onto 3rd Street. Straight on 3rd Street to the ballpark. The ballpark will be on the right hand side of the street. There is lots of parking on the South side of the ballpark. Enter the ballpark on the East side (5th Street side) of the field. The gate will be marked for the ASQ group.

April 26th Meeting Highlights

Mitchell Metal Products (MMP), Merrill, hosted April's mini-session and meeting. The mini-session, led by Scott Benson-assisted by Don Smith, was a continuation of the March mini-session regarding data analysis. (Although the March mini-session was not a pre-requisite for April.) Participants were shown how to utilize Mini-Tab and/or Excel to analyze data, sort and graph data. Scott finished the session with a demonstration of how durable the Netbook is, similar to the one that our ASQ Section is giving away. The intentional (?) drop on the floor of the Netbook left participants a clear reminder to complete the Annual ASQ Section 1218 survey as well as the durability of the product. See further details elsewhere in this "Quality Central" issue.

Following the mini-session, MMP President Tim Zimmerman gave a brief overview of the company. (See the March "Quality Central" to see what Tiny Tot Mfg. and wreath rings have to do with MMP.) The group was then given a tour of the facility. After the tour, Tim talked about the supplier-customer relationship and how partnering with your customer results in continual improvement results for both, bottom dollar gains and mutual respect for both parties. This was illustrated through 2 different product/customer issues. MMP embraced and collaborated with their customer to achieve better than expected results.

Annual Central Wisconsin ASQ Section 1218 Survey is coming up in End-May

Your feedback as members in Section 1218 is extremely valuable. Each year our section conducts a survey to collect information for planning next year's monthly meetings, conferences, and mini-sessions.

Understandably, most people look at surveys with a negative connotation. Our objective in this upcoming survey is to have a short survey that is easy to fill out with the opportunity to give open feedback. As an incentive to overcome the connotations of surveys, there will be a drawing for a Netbook (Google it if you're not sure, a \$300 value) for those who take the survey and leave their contact information.

Please think about taking the upcoming survey to add your 2-cents for our next program year planning efforts.

Membership Renewal Notice

During the month of May and in any June over 35% of our section memberships are up for renewal. The board would like to thank you for your support and continued participation in our section.

Your renewal is VITAL to the continued growth and success of the local section. With your help, we have reached approximately 110+ members.

Remember that you have all of the following membership benefits through ASQ:

- **Network, seek solutions, and share ideas with industry peers in your local section**
- **Access member-discounts on ASQ products and services**
- **Search and download job specific articles, white papers and more!**
(www.asq.org) \ <<http://www.asq.org>>
- **Grow your profession with our practical and relevant Body of Knowledge.**
- **Stay up-to-date on the latest trends in quality with your subscription to [Quality Progress magazine](http://www.asq.org/qualityprogress/index.html).** <<http://www.asq.org/qualityprogress/index.html>>
- **Levels of membership are flexible - as you grow professionally, [your membership can evolve with you](http://www.asq.org/membership/individuals/overview.html)** <<http://www.asq.org/membership/individuals/overview.html>>.
- **ASQ Membership identifies you as someone who strives for excellence and seeks to Make Good Great®.**
- **ASQ has been the world's leading authority on quality for the past 60 years, and will be for generations to come.**
- **Take advantage of ASQ's proven resources to prepare you for [certification](http://www.asq.org/certification)** <<http://www.asq.org/certification>>.
- **Go online and connect with [Web-based training courses](http://www.asq.org/training/formats/web-based/index.html)** <<http://www.asq.org/training/formats/web-based/index.html>> on a variety of quality topics.

Please join us in our effort to make ASQ a better organization!

Renew your membership today!

Job Opportunity

Quality Auditor

ORTHO-MOLECULAR PRODUCTS
3017 BUSINESS PARK DRIVE
STEVENS POINT, WI 54481
www.orthomolecularproducts.com

Ortho Molecular Products, Inc. is a fast-growing nutraceutical company who is adding on new positions within the company. We manufacture and distribute natural vitamins and supplements to health care professionals. We are a character driven company.

Pay: \$12.00 Per Hour to \$15.00 Per Hour
Duration/Usual Hours Per Week: Full-Time, 40 to 50 Hours Per Week
Shift/Work Days: This position will work from 11:00 AM to 9:00 PM.
Monday-Friday.
Number of Openings: 1

Minimum Requirements:

Education: Bachelors Degree Desired in science field or 3 years of relevant experience.
Professional Licenses/Certifications: ASQ Certification desirable.
Experience/Qualifications: Basic knowledge in the use of standard laboratory equipment.
Basic knowledge of computers and programs.
Concise and effective verbal and written communication skills.
Basic knowledge of Good Manufacturing Regulations.
Pre-employment drug screening required.
Background check required.

Duties and Responsibilities of the Job:

Assist co-workers & internal customers with interpretation of regulatory requirements (e.g. GMP's), SOP requirements, & other guidance documents.
Evaluate data to assure GMP & other regulatory guidelines are met.
Perform Quality review of data generated & approve results.
Perform process audits & inform management of quality/compliance failures.
Communicate with graphic design team to review and approve labels prior to printing.
Become efficient with the Navision operating system as it pertains to Quality approval
Inform supervisor of any unforeseen circumstances that may affect the integrity of the data, lot or finished product
Strictly follow GMP & other regulatory requirements
Perform other duties as assigned

Section 1218 Website & Information

Questions on membership information?

Contact: Don Smith
Stevens Point Mill, New Page Specialty Papers
Phone: (715) 345-8069
Fax: (715) 345-8750
Mobile: (715) 213-4565
e-mail: don.r.smith@newpagecorp.com

Questions on recertification journals?

Contact: Michael Keel
Donaldson Co.
Phone: (715) 341-5311 x349
Fax: (715) 341-0318
e-mail: Mike.Keel@Donaldson.com

Education Opportunities

The Wisconsin Center for Performance Excellence (WCPE) is excited to bring to Madison top author and #1 ranked speaker, Robin Lawton. He will enlighten, inspire and equip you and your associates to get all 8 cylinders working together like you never thought possible.

These workshops are designed especially for leaders of initiatives who want a thought-leading, highly practical way to significantly leverage success related to:

- Voice of the Customer
- Strategic direction and enterprise growth
- Baldrige Performance Excellence criteria
- Lean and Six Sigma with a customer bias
- Measuring success and customer satisfaction

Achieving 8 Dimensions of Excellence: Aligning Strategy, Measures and Customer Priorities(8D)

June 1, 2010, 8:00 am - 12:30 pm

Voice of the Customer Times 12: How to uncover, translate and deliver what customers want (12V)

June 2, 2010, 8:00 am - 4:00 pm

Check out Robin Lawton's web site for more on the events.

<http://www.imtc3.com/events/UpcomingEvents.cfm>

Section 1218 Fall Conference: Process Based Leadership Tuesday, October 5th, 2010

Mark your calendars!

In this interactive session participants will receive a lively overview of the four key elements necessary to create and sustain a high performance mentality and process throughout any organization. The presenter will focus strongly on the role of organizational leadership to create, emulate, communicate, and reinforce the non-negotiable strategies necessary to sustain business success. This presentation will look at the real-world business challenges facing organizations today, as well as give participants a specific implementation methodology to begin practicing upon immediate return to the workplace. For more information visit

<http://www.competitive-solutions.net/pbl.htm>.

More information, location, and registration information will be provided in future ASQ section 1218 newsletters.

A special event from the Wisconsin Center for Performance Excellence

June 3rd, 2010, 11:30 am - 1:00 pm (Brown Bag, no fee)

Baldrige: If we could do it over again...

Presented by: Marty Preizler, Stephanie Sobczak, Bill Mueller
2909 Landmark Place, Madison Room, Madison, WI 53713

If your organization is considering using the Baldrige Criteria for excellence, have just started the journey, or need a boost – this Best Practice session is for you.

Hear from three professionals who actually integrated the Baldrige Criteria from ground zero all the way to a national program site visit:

A CEO, quality improvement manager and a performance measurement consultant share their experience with implementing the criteria. And since experience is the best teacher, learn what they would do differently if they were to do it over. This promises to be an engaging session for anyone working with the Baldrige criteria – lots of discussion, laughter and lessons learned. Please bring an MBQNA Criteria Book with you to the session.

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The Madison Collaborative Learning Event

Tuesday, June 8, 2010

Marriott West, Middleton, WI

Sessions for human resources and training professionals, educators, mediators, managers and supervisors, organizational communicators, business professionals, and consultants.

Early Bird Registrations (register by 5/21/2010) \$100

Regular Registrations \$125

[Click here](#) for agenda information and registration

Conference Co-Hosts:

International Public Management Association for Human Resources Central Region (IPMA-HR), Madison Area Quality & Improvement Network (MAQIN), Station1 Consulting, Inc., Wisconsin Association of Mediators (WAM), Wisconsin Center for Performance Excellence (WCPE), Wisconsin State Training Council, UW-Madison Executive Education, and UW-Madison Office of Human Resource Development



www.forwardaward.org

Baldrige/WFA Criteria Seminar with Dr. Mark Blazey

June 29 - 30, 2010 Oshkosh, WI

Dr. Mark Blazey reprises his popular 2009–2010 Criteria workshop in the Fox Valley on Tuesday and Wednesday, June 29 and 30. The seminar will familiarize participants with the [Baldrige Criteria for Performance Excellence](#), a management framework based on cutting-edge best practices from the highest-performing organizations in the world with a high focus on organizational sustainability in good times and bad. Participants have consistently praised Dr. Blazey for his breadth of knowledge and experience and his case studies demonstrating both the benefit of the Baldrige framework and the consequences of not addressing Criteria requirements.

Details and registration materials can be downloaded at <http://www.forwardaward.org>. Call us at (608) 663-5300 for more information.

Training Offered by ASQ



Course #	Begin Date	End Date	Course Name	Member Price	Nonmember Price
2161	6/14/10	6/18/10	Introduction to Quality Management	\$1,650	\$1,995
2123	6/14/10	6/15/10	Quality Audits for Improved Performance	\$1,125	\$1,410
2119	6/14/10	6/18/10	ISO 9001:2008 Lead Auditor Training (RABQSA)	\$1,595	\$1,695
2117	6/14/10	6/15/10	16 Hour ISO 9001:2008 Lead Auditor Training	\$1,045	\$1,145
2118	6/14/10	6/18/10	Auditor/Lead Auditor Training for ISO 13485	\$1,595	\$1,695
2120	6/14/10	6/17/10	Guide to Process Improvement and Change	\$1,175	\$1,470
2163	6/14/10	6/16/10	Root Cause Analysis	\$1,175	\$1,470
2162	6/14/10	6/18/10	Introduction to Quality Engineering	\$1,650	\$1,995
2124	6/16/10	6/16/10	Process Based Auditing	\$605	\$830
2164	6/16/10	6/18/10	Internal Auditing to ISO/IEC 17025	\$850	\$950
2122	6/17/10	6/18/10	Lean for Service	\$975	\$1,100
2121	6/17/10	6/18/10	Cost of Quality: Finance for Continuous Improvement	\$1,020	\$1,295

- Learn more about ASQ's June course cluster in Brookfield at www.asq.org/Brookfield2010