



In This Issue
January 2011

ARTICLES

JANUARY DINNER MEETING RESERVATIONS
MONDAY, January 17th, 2011
 Alioto's Bar & Grill
 3041N. Mayfair Rd., Milwaukee, WI2

January Roundtable Discussion2

January Speaker - Greg Spencer2

PLANT TOUR
MONDAY, January 17th, 2011- 2:30 p.m.
 Alpha Source, 6619 W. Calumet Rd., Milwaukee3

December Speaker - Kinza Christenson3

December Meeting Photos3

SECTION NEWS4

New Members & Guests4

QC 100-400 Spring Courses5

Certification Exam Schedule5

Chair Article by Kent Ehley6

It's Scholarship Time!6

Advertise in Your Section's newsletter7

SECTION CHAIR AND LEADERSHIP
TEAM MEMBERS DIRECTORY8

2011 QUALITY CALENDAR9

Newsletter Article Information9

Newsletter Article Deadlines9

Changes of Address9

Career Placement9

FREE QUALITY SYSTEMS & METHODS SEMINAR
WEDNESDAY, January 26th, 2011
 Doubletree Hotel
 18155 Bluemound Rd., Brookfield, WI10

ADVERTISERS

Bureau Veritas Certification7

Quality Calibration Service, Inc.7

American Systems Registrar (ASR)7



Photo by John Montague



Photo by John Montague

ASQ JANUARY 2011 MEETING

MONDAY, JANUARY 17TH, 2010

Alioto's Bar & Grill

3041 N. Mayfair Rd. Milwaukee, WI 414-476-6900

PRESENTATION TOPIC:

“Surveillance Auditing – Continual Improvement: Profits, Pitfalls & Potential Problems for Various Industries”

A variety of industrial applications are explored regarding audit experiences and systems observed. Successful approaches, failures and difficulties encountered in application of Continual Improvement processes are explored.

How will the audience benefit:

By understanding what applications work best, what to avoid in developing and implementing continual improvement applications and by being able to benchmark with information shared.

Method of application:

External Audit verification and personal experiences in facilitation and implementation of continual improvement systems.

Relation to speaker's profession:

Whether audited and/or as part of facilitation in implementation to the speaker's core competency in implementing quality systems.

Benefits or improvements realized:

By understanding what applications work best, what to avoid in developing and implementing continual improvement applications and by being able to benchmark with information shared.

See January Speaker Bio of Greg Spencer on page 2

THERE IS **NO** PRE-MEEING CLINIC JANUARY

ROUND TABLE DISCUSSION, JAN 17TH, 5:30 PM – SEE PAGE 2

SEE PLANT TOUR - JAN. 17TH, 2:30 P.M. - PAGE 3

DINNER MEETING RESERVATIONS

Monday, January 17th, 2010

Location:

Alioto's Bar & Grill

3041 May Fair Rd., Milwaukee, WI • 414-476-6900

5:30 p.m.Roundtable Discussion

6:30 p.m.Dinner Meeting

7:45 p.m.Speaker

MENU:

Menu consists of the following:

*Lasagna or Chicken Parmesan,
Pasta Salad, New Potatoes, Mixed Vegetables,
Cheese Tray, Jello Molds, Italian Bread,
Tossed Mixed Green Salad, with Ranch or Italian
Dressing, Chocolate Sheet Cake and Coffee, Tea or Milk*

Fee: **ASQ Members**\$25

Non-ASQ Members (N)\$30

Students\$10

Upon arrival, please register at the Milwaukee ASQ table. Bring checks payable to ASQ Milwaukee Section before reaching the cashier. For more information regarding the **ARRANGEMENTS**, e-mail Jessica Andreshak at jandreshak@cytophil.com

RESERVATIONS ARE REQUIRED ONLY FOR DINNERS.

You will receive your dinner confirmation when you register on-line. If you have difficulty or cannot register online, please contact **Jessica Andreshak**, ASQ Milwaukee Arrangements Coordinator at **(262) 642-2765**. Reservation cancellations can be made online or by calling the Arrangements Coordinator.

Reservation and cancellation deadline:

9:00 a.m. Sunday, January 16th, 2010

Reservations made but not kept will be billed.

Please refer all

SPEAKER & TOPIC QUESTIONS

to

LISA CARPER - (262) 361-4515

lcarper@wi.rr.com

or

DAVE OTIS - (262) 993-4696

dave_otis@mercmarine.com

JANUARY 2011 ROUNDTABLE

DISCUSSION TOPIC

Incorporating Auditing into Continuous Improvement

Does your audit process fit as an integrated element of your Continuous Improvement initiative or is it treated as a stand alone activity? Is auditing viewed by the management team as valuable or a necessary evil to maintain your registration? Come to this discussion prepared to share information regarding your organization's audit process. How are audits designed to review the critical, high risk or changing aspects of the business? How can you get the organization to treat the findings as opportunities for improvement....really? How are corrective actions prioritized into the other initiatives under way? How does the Lean concept of layered process audits fit into your internal auditing program?

Arrive to start discussion promptly at 5:30, contribute to the conversation, be respectful of others at your table, and we'll all have a great learning experience. We will distribute RU verification slips at the discussion tables at 5:45. If you arrive after 5:45 and would like to join a table, please be respectful of the discussion already in progress and be aware you will NOT receive any RUs for participation.

We'll finish up around 6:15 leaving plenty of time for you to register for the dinner meeting.

See January Plant Tour on page 3

JANUARY SPEAKER

Greg Spencer

President, Greg Spencer,
Inc. (16 years)

Adjunct Professor
Milwaukee School of
Engineering (5 Years)

Adjunct Professor Indiana
Purdue – Fort Wayne, IN
(10 years)

Quality Management
Systems Auditor – Det
Norske Veritas (11 years)



PLANT TOUR

PLANT TOUR

JANUARY 17, 2011 2:30 P.M.

ALPHA SOURCE, INC.

**6619 W. CALUMET RD
MILWAUKEE, WI 53223**

Plant Tour 1/17/11 (2:30PM)

Alpha Source, Inc. is the premier global source for technical product solutions in the Health Care market. We are inter-national providers of equipment, service and supplies with expertise in specialty lamps and batteries. Thousands of customers around the world utilize our computerized cross-referencing, ensuring they get the right product when they need it. Our subsidiary, Access Battery, is an ISO 13485:2003 certified assembler of batteries and battery packs for medical devices and other applications.

Company Location Address:

6619 W. Calumet Rd Milwaukee, WI 53223

DIRECTIONS: (In northwest Milwaukee area), Take Hwy. 145 north, to N. 76th Street, travel north of Good Hope Rd. to W. Calumet Rd., turn right for 9 blocks.

Entrance and Parking Information: Main entrance is on the northwest end of the building. Parking is available on the north and east ends of the building.

Safety glasses are recommended but not required. No open-toed shoes are allowed in manufacturing or warehousing areas.

The tour will include an introduction to our company and our quality System, as well as a hands-on tour of our assembly and distribution areas.

DECEMBER 2010 MEETING PHOTOS



Mike Woods, Allen Rothman and John Hankwitz



Erica Swain - Chair Elect



DECEMBER SPEAKER

D. KINZA



NEW MEMBERS & GUESTS



MICHAEL PUCHEL
New Member



CHERYL CONRAD
New Member



SALLY HOYT
New Member



JILL SCHINDLER
New Member



TIM OTTMAN
New Member



JESSICA JATZAK
Guest



BRYAN BANNISTER
Guest



JERRY JOCHEM
Guest

SECTION NEWS 1/20110

Our section has been notified by National Headquarters that we again this year earned the silver award for excellence in section management for 2009 – 2010. The award will be presented to our section at the May 2011 World Conference on Quality and Improvement.

It is time again to submit applications for the student scholarship. Please see the details in the newsletter and on our website.

Please note that the Technical Seminar this month is scheduled for the 4th Wednesday of the month Jan. 26th. See the announcement on the last page of the newsletter.

The final schedule for our spring QC100 training courses is now available. Please look for it in the newsletter. It will be at the MRA campus again this year in Brookfield.

Please take note of the certification exam schedule in the newsletter.

Please access our website on a regular basis for current announcements and changes. Also, we post past dinner meeting presentations when possible.

John Montague
Newsletter Editor
jmontague03@yahoo.com



Photo by John Montague

UPCOMING CERTIFICATION EXAM DEADLINES

ASQ certifications are internationally accepted and recognized. Advance your career and **get certified today!**

Upcoming Exam Date: March 5, 2011
Application Deadline: January 14, 2011

- Certified Biomedical Auditor
- Certified HACCP Auditor
- Certified Manager of Quality/Organizational Excellence
- Certified Quality Inspector
- Certified Quality Technician
- Certified Reliability Engineer
- Certified Six Sigma Black Belt

QC 100-400 Spring Courses – 2011

Final Schedule

TRACK	Course Date			
	2/26/11	3/5/11	3/11/11	3/12/11
Quality Systems	101 Rick Goodson FMEA and Mistake-Proofing	102 Jim Spindler Gage R&R		103 Wilson Wright Supplier Quality & Use of PPAP
Statistical Methods	201 Terri Glaser Fundamental Statistical Methods - Part 1	202 Terri Glaser Fundamental Statistical Methods - Part 2	203A Kent Ehley Statistical Decision Making Methods	203B Sara Falkiewicz Data Analysis
Problem Solving & Prevention	301 Sara Falkiewicz Non Statistical Problem Solving	302 Rich Budzinski Kaizen & 5S Process		303 Rick Goodson Value Stream Mapping
Team Leadership Skills	401 Julie Kowalski Team Leadership and Team Management	402 Julie Kowalski Team Leadership and Team Management Part 2	403A Julie Kowalski Emotional Intelligence & Accountability to engage Quality Teams	403B Tom Hostad Project Management

CHAIR ARTICLE -**Education and Training Committee**

by: *Kent Ehley* (email: kehley@wi.rr.com)

The objective of our committee is to serve our members by providing high quality, high value education and training courses. The Education and Training Committee is in the final stages of planning our popular series of QC courses to be held on February 26 thru March 12. Courses are organized into 4 tracks; Quality Systems, Statistical Methods, Problem Solving & Prevention, and Team Leadership Skills. In past years courses were offered only on Saturdays, but this year we are also offering one of the courses on both Friday and Saturday. At a cost of \$450 for three days of training you will not find a better value anywhere. Course evaluations for instructors and content have consistently been 5+ on a six point scale. Instructors are practicing quality professionals with many years of practical experience in the subjects they teach, and have a proven track record of exceptional presentation skills.

The course on Statistical Decision Making Methods explores the classical statistical analytical methods that are more advanced than SPC but not as complicated as Design of Experiments. We are also offering new courses on Emotional Intelligence, and another new course on Project Management. Non Statistical Problem Solving and Data Analysis will address decision making tools needed for effective problem solving.

To help us determine what areas our members may be interested in, we refer to the Body of Knowledge published by ASQ National for the various certifications they provide, and currently popular programs such as Six Sigma, and "Lean" manufacturing and business processes. Courses and course content are aimed at knowledge and skills improvement in areas covered by the Body of Knowledge such as the CQE and CQM certifications. The statistical courses have been very popular for years because of their wide range of application.

Information on the courses offered in our 2011 series are published in this newsletter, and detailed information on courses, instructors and registration is available on the Milwaukee Section's website. We encourage you to share this information with others in your organization or supplier organizations who may not be members of ASQ but would benefit from this training. If you have suggestions for specific courses please email me any recommendations.

IT'S SCHOLARSHIP TIME!**The ASQ Milwaukee Section
\$1000 Scholarship
Submission Deadline
is April 1, 2011**

Applicants must be high school seniors, sponsored by a member, living within the geographical boundaries of the Milwaukee Section of ASQ and have a minimum grade point average of 3.25, based upon a 4.0 scale.

The following two forms must be completed and mailed by April 1, 2011:

[Scholarship Application Form](#)

[Scholarship Confirmation Form](#)

The drawing will be held at the April Dinner Meeting.





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Chris Carson

Regional Sales Manager, Midwest

651-344-8224

chris.carson@us.bureauveritas.com



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Attention Companies, Consultants and Service Providers

The Milwaukee Section has a limited number of advertising slots available in this newsletter. This is a great opportunity to promote your products or service and support the activities of this ASQ local section. Advertising rates are extremely competitive for commercial advertising and reach nearly 1400 section members every month.

As an incentive to advertise with us, we offer each company the opportunity to send one employee for one day of training at our annual QC100 training event free of charge, in addition to a listing in the QC 100 brochure or other communication related to these courses.

The newsletter is also posted on the section website in addition to being emailed to members attached to the monthly dinner meeting announcement. For further information, please contact John Montague, Newsletter Editor at jmontague03@yahoo.com or call 414-764-4506.



Quality Calibration Service, Inc.

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West Allis, WI 53214
Fax: (414) 256-8911

Call or visit our website for info about additional services
www.qualitycalibration.com
E-mail: qcs@qualitycalibration.com



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Warren J. Hojnacki
616-540-5262 (WI Office)
warren@asrworldwide.com
www.asrworldwide.com

SECTION CHAIR AND LEADERSHIP TEAM MEMBERS

*** Click on e-mail address to send message ***

TEAM LEADERSHIP MEETING FIRST MONDAY OF EVERY MONTH - CONTACT CHAIR loreto.datu@gmail.com FOR DETAILS

BOARD MEMBERS

CHAIR

Datu Loreto
(866) 560-2426
loreto.datu@gmail.com

CHAIR ELECT

Erica Swain
(262) 650-1669
mswain@wi.rr.com

SECRETARY

Chuck Wasserman
(414) 856-2151
cjwasserman@ashland.com

TREASURER (INTERIM)

Rossi Wittlinger
(920) 251-1607
rossianwitt@netscape.net

PAST CHAIR

Warren Hojnacki
414-704-0646 or 616-540-5262
warren@asrworldwide.com

COMMITTEE CHAIRS

ADVANCE PROGRAMS

Vaithianathan Jothi
(920) 457-4441x33979
vaithianathan.jothi@kohler.com

ADVISORY

Shawn Johnson
(262) 947-6831
shawnj@wi.rr.com
----- & -----
Steve Giuntoli
(414) 343-4820
steve.giuntoli@harley-davidson.com

ARRANGEMENTS

Jessica Andreshak
(262) 642-2765
jandreshak@cytophil.com

AUDIT

Tom Schmidt
(262) 521-0123
tschmidt20@wi.rr.com

AWARDS (Awards & Tellers)

Lisa Carper
(262) 361-4515
lcarper@wi.rr.com

CERTIFICATION

Gus Guevara
(262) 367-8586
gguevara1953@yahoo.com

EXAMINING

Wilson Wright
(414) 465-6269
wilson.wright@harley-davidson.com

HISTORIAN

John Hankwitz
(414) 351-3017 or 414-778-3067
jhankwitz@mac.com

INSPECTION METHODS

Andy Vehmas
(262) 833-3127
v.vehmas@hotmail.com

MEMBERSHIP

Nick Leifeld
(262) 335-7306
ncl@serigraph.com

NEWSLETTER (Editorial & Printing)

John Montague
(414) 764-4506
jmontague03@yahoo.com

NOMINATING

Dennis Zdtoik
(414) 736-9848
dzdroik@sbcglobal.net

OUTREACH

Mike Woods
(414) 365-8207
mwoods@hufna.com

PLACEMENT

Jeff Stumpe
(414) 465-6071
jeff.stumpe@Harley-Davidson.com

PLANT TOURS

Marvin Fechter
(262) 825-6810
marvin@columbiagrinding.com

PRE-MEETING CLINICS

Terri Glaser
(414) 248-3041
terri.glaser@harley-davidson.com

PROGRAMS

Dave Otis
(262) 993-4696
dave_otis@mercmarine.com

PROGRAMS

Lisa Carper
(262) 361-4515
lcarper@wi.rr.com

PUBLICITY

Dennis Zdroik
(414) 736-9848
dzdroik@sbcglobal.net

QUALITY IN EDUCATION

Rossi Wittlinger
(920) 251-1607
rossianwitt@netscape.net

SCIENCE FAIR

Steve Coughlin
(262) 512-8587
sjcoughlin@ra.rockwell.com

SMP

Erica Swain
(262) 650-1669
mswain@wi.rr.com

TRAINING & EDUCATION

Kent Ehley
(414) 771-2499
kentehley@gmail.com

VOICE OF THE CUSTOMER

Allen Rothman
(262) 674-1280
acrisqa1@charter.net

WEBSITE (Internet)

Ray Tucker
(414) 259-5233
tucker.ray@basco.com

Newsletter Info

Article information should be sent to:

John Montague

414-764-4506

jmontague03@yahoo.com

2009 NEWSLETTER ARTICLE DEADLINES

DEADLINE ISSUE

Jan. 10.....	February '11
Feb. 10.....	Marrch '11
March 10	April '11
April 10	May 11

THE DEADLINE FOR ARTICLE SUBMISSION IS THE 10th OF EVERY MONTH.

CAREER PLACEMENT

Please visit www.asqmilwaukee.org for current career opportunities. Use the link Job Placement on the left side of the web page to access information on current job openings.

Milwaukee Section News is the official publication of the Milwaukee Section of the American Society For Quality and is published monthly, 10 times per year. Permission is given to reprint material, providing credit is given to the Milwaukee Section News.

SEND CHANGE OF ADDRESS NOTIFICATION TO:



American Society For Quality
 600 N. Plankinton Ave., Milwaukee, WI 53203
 or sign-in to ASQNet at
www.asq.org

2010-2011 Quality Calendar

MON., JAN. 17, '11

Alioto's Bar & Grill • (414) 476-6900 • 3041 N Mayfair Rd., Milwaukee, WI
"SURVEILLANCE AUDITING - CONTINUAL IMPROVEMENT: Profits, Pitfalls & Potential Problems for Various Industries"
 by: **GREG SPENCER, Det Norske Veritas (NDNV) Registrar**

JAN. 26, '11 7-9 PM – TECHNICAL SEMINAR

Doubletree Hotel • (262) 792-2323 • 18155 Bluemound Rd., Brookfield, WI
"CREATE AN APPROVED SUPPLIER MAINTAINED NETWORK"
 by: **ROSSI WITTLINGER, ASQ Milw. Quality in Education**

MON., FEB. 21, '11

Alioto's Bar & Grill • (414) 476-6900 • 3041 N Mayfair Rd., Milwaukee, WI
"BALDRIDGE IN EDUCATION - Pewaukee School District: A Journey to Baldrige"
 by: **JOANN STERNKE, Pewaukee School District**

FEB. 23, '11 7-9 PM – TECHNICAL SEMINAR

MATC - West Campus • 1200 S 71st Street, West Allis, WI
"GD&T - New Revision and Review"
 by: **TOM PLAHMER, Quality Consultant**

MON., MARCH 21, '11

Alioto's Bar & Grill • (414) 476-6900 • 3041 N Mayfair Rd., Milwaukee, WI
"QUICK RESPONSE MANUFACTURING - Quick Response - A Competition Strategy for High-mix Environments"
 by: **ANANTH KRISHNAMURTHY, Center for Quick Response Manufacturing (University of Wisconsin)**

MAR. 23, '11 7-9 PM – TECHNICAL SEMINAR

MATC - West Campus • 1200 S 71st Street, West Allis, WI
"HUMAN ERROR & ERROR PROOFING"
 by: **JOHN MONTAGUE, Quality Consultant**

MON., APRIL 18, '11

Alioto's Bar & Grill • (414) 476-6900 • 3041 N Mayfair Rd., Milwaukee, WI
"LEAN PRODUCT DEVELOPMENT - How to Use Risk Determination to Increase Velocity of Product Development"
 by: **LEE DAWSON, Quality Associates International**

APRIL 20, '11 7-9 PM – TECHNICAL SEMINAR

MATC - West Campus • 1200 S 71st Street, West Allis, WI
"PROCESS CAPABILITY VS. PROCESS PERFORMANCE"
 by: **KENT EHLEY, Creative Quality Solutions**

MON., MAY 16, '11

Alioto's Bar & Grill • (414) 476-6900 • 3041 N Mayfair Rd., Milwaukee, WI
"WORLD CLASS MANUFACTURING - How Modern Breweries are Changing Their Quality Paradigm"
 by: **MARY PELLETTIERI, MillerCoors**

MON., JUNE 20, '11

Doubletree Hotel • (262) 792-2323 • 18155 Bluemound Rd., Brookfield, WI
"FOOD SAFETY - Quality in Food Safety"
 by: **JIM LOSEKE, Sargento / ASQ**

Free Quality Systems & Methods Seminar

Wednesday, January 26, 2011

7:00 p.m. – 9:00 p.m.

Registration is not required

Crear an Approved Supplier Maintained Network

Presented By

Rossi Wittlinger

ASQ Milw. Quality in Education

DoubleTree Hotel

18155 Bluemound Rd.

Brookfield, WI 53214-3110

About the Seminar: This seminar will present an overview and history of Supplier Development on organizational Supplier Management Quality Process and draw a picture of how Procurement – Supplier Management processes can be maintained with less cost to the organization. The information can be used to compare your organizational standards and processes and help identify opportunities for new processes, investing in retaining current suppliers or seek for new ones on national or international level. Recommended for audience somewhat familiar with basic procurement - supplier terminology and people interested on learning Supplier – Customer relationships.

To make the seminar more interactive, you can forward a project (current or future) that you would like feedback, questions or comments regarding your experience with Supplier Development to Rossi Wittlinger via e-mail: rossianwitt@netscape.net.

Please forward your name, company or industry and your request no later than
Friday – January 21st, 2011

About the Speaker: **Rossi Wittlinger** has seventeen years in Business Management, System Engineering, ISO 9001, 14001, Lean and Six Sigma methods and techniques. Her experience includes financial improvements for various for profit, nonprofit and educational organizations.

She had managed and audited organizational process and provided systems training from CEO and VPs to hourly employees, managed ISO 9000-9001; 14001 Quality Management Systems, FDA and FAA requirements and developed Supplier Management Quality Processes for US and international organizations.

Rossi has served as President of the Institute for Industrial Engineers (IIE) Milwaukee (2001-2006), Board member for ASQ Milwaukee Programs (2006-2008) and the ASQ Milwaukee Quality in Education (since 2006).

Please Print and Post