



**IN  
THIS  
ISSUE**

**ARTICLES**

**MARCH DINNER MEETING RESERVATIONS**  
 MONDAY, March 21st, 2011  
**ALIOTO'S BAR & GRILL**  
 3041 N. Mayfair Rd., Wauwatosa .....2

March Speaker - Prof. Ananth Krishnamurthy.....2

March Roundtable Discussion.....2

**SECTION NEWS** ..... 3

June 4th, 2011 CERTIFICATION EXAMS.....3

It's Scholarship Time! .....3

QC 100-400 Spring Courses .....4

QC 100-400 Training Attendee Feedback.....4

Guests, Students, Speaker & CEO .....5

Call for Section Awards Nominations .....6

Section Elections.....6

Outreach Chair Article .....7

Future City Competition .....7

Advertise in Your Section's newsletter .....8

**SECTION CHAIR AND LEADERSHIP TEAM MEMBERS DIRECTORY** .....9

**2011 QUALITY CALENDAR** .....10

Newsletter Article Information .....10

Newsletter Article Deadlines .....10

Changes of Address .....10

Career Placement .....10

**FREE QUALITY SYSTEMS & METHODS SEMINAR - Human Error & Error Proofing**  
 Wednesday, March 23rd, 2011  
**MATC West**  
 1200 S 71st Street, West Allis, WI .....11

**ADVERTISERS**

Bureau Veritas Certification.....8

Quality Calibration Service, Inc. ....8

American Systems Registrar (ASR) .....8



**ASQ MARCH 2011 MEETING**

**MONDAY, MARCH 21ST, 2011**

**ALIOTO'S BAR & GRILL**

3041 N. MAYFAIR RD., WAUWATOSA, WI • 414-476-6900

**PRESENTATION TOPIC:**



**– QUICK RESPONSE MANUFACTURING –  
 A Competition Strategy for High-mix Environments -  
 Principles and Strategy**

**Content summary**

Quick Response Manufacturing (QRM) is a set of principles and tools to reduce lead time throughout the extended enterprise and build a strong foundation for long term growth. Introducing the core concepts of QRM strategy, the presentation will show how Quick Response principles can be and have been used across all areas of an enterprise in a variety of industries.

**How will the audience benefit from this subject matter?**

QRM highlights the many hidden costs of long lead times and provides a new perspective on the importance of time in an enterprise. Audience members will learn how an enterprise-wide focus on time can result in shorter lead times, reduced costs and improved quality – particularly in low-volume, high-variety or custom environments.

**Benefits or improvements realized**

In partnership with the Center, companies have used QRM to reduce lead times by up to 90%, reduce costs by more than 30%, improve on-time delivery to over 99%, reduce overhead by 20% and realize productivity and capacity improvements of over 50%.

*See March Speaker Bio of Ananth Krishnamurthy on page 2*

**SEE ROUNDTABLE DISCUSSION ... PAGE 2**

**THERE IS NO PRE-MEETING CLINIC OR PLANT TOUR IN MARCH**

## DINNER MEETING RESERVATIONS

**Monday, March 21st, 2011**

Location:

**ALIOTO'S BAR & GRILL**

3041 N. Mayfair Rd., Wauwatosa, WI • (414) 476-6900

5:30 p.m. ....Pre-Meeting Clinic

6:30 p.m. ....Dinner Meeting

7:45 p.m. ....Speaker

### BUFFET MENU:

2 Entrees: Chicken Cacciatore or Italian Sausage with Green Peppers

4 Sides: Mastaccoli and Tomato Sauce,

Mixed Vegetables, Pasta Salad and Cheese Tray

Included with buffet: Jello Molds, Italian Bread,

Tossed Mixed Green Salad

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](mailto:jandreshak@cytophil.com)

**RESERVATIONS ARE REQUIRED ONLY FOR DINERS.** 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, March 20th, 2011**

Reservations made but not kept will be billed.

Please refer all

### SPEAKER & TOPIC QUESTIONS

to

**LISA CARPER - (262) 361-4515**

[lcarper@wi.rr.com](mailto:lcarper@wi.rr.com)

or

**DAVE OTIS - (262) 993-4696**

[dave\\_otis@mercmarine.com](mailto:dave_otis@mercmarine.com)

### MARCH SPEAKER

## Prof. Ananth Krishnamurthy

*Director, Center for Quick Response Manufacturing*



*Ananth Krishnamurthy*

Ananth Krishnamurthy is the Director of the Center for Quick Response Manufacturing and serves as an Associate Professor in the Department of Industrial and Systems Engineering at the University of Wisconsin-Madison.

He earned his Ph.D. in Industrial Engineering from UW-Madison under the guidance of Prof. Rajan Suri, founder of the concept and methodology of Quick Response Manufacturing. Krishnamurthy has an M.S. in Manufacturing Systems Engineering from UW-Madison, and an undergraduate degree in Mechanical Engineering from the Indian Institute of Technology in Mumbai, India.

Involved with the QRM Center for a decade, he has conducted numerous training events in the United States and Europe earning him worldwide recognition as an expert in the theory and practice of QRM.

Krishnamurthy has consulted for Alcoa, Rockwell Automation, Ingersoll, Johnson Controls, John Deere and Trek Bicycle. He has authored various publications in international journals, and he is a senior member of several professional organizations. Prior to returning to UW-Madison, Krishnamurthy was an Assistant Professor at Rensselaer Polytechnic Institute, where he was awarded the Engineering Excellence in Education Award for 2007.

### MARCH 2011 ROUNDTABLE DISCUSSION TOPIC

## Supplier Quality

Many companies rely heavily on suppliers for materials, components and services. Is your supplier management system working to deliver the highest quality possible? In this facilitated discussion we will share how to effectively manage your supply base. Whether you have a formal assessment and certification process or not please come prepared to share what has worked best for you to ensure good supplier performance.

*How do you assess a potential new supplier?*

*How do you communicate expectations and changes?*

*How do you track performance and work with suppliers to improve?*

Please arrive in time to start the discussion promptly at 5:30. 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.

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## Section NEWS 3/2011

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I have been advised by one of our members that he has not received our dinner meeting announcement email for the past two months. If anyone is having a problem with email delivery, please contact me and I will investigate.

Attention New Members. You may not be aware that our section maintains a membership directory on our website under the tab Leadership Team & Committees. In order to add your name to the directory, you need to contact our VOC Chair Allen Rothman and opt-in. We do not automatically add you to the list unless you opt-in. Also members who are presently listed, if you want to change your information or opt-out, you also need to contact our VOC Chair and request a change. We do not automatically update the membership list. Contact Allen at [allen.rothman@scc-wi.com](mailto:allen.rothman@scc-wi.com).

Our Section is pleased to offer two scholarships this year. The first is the **STUDENT SCHOLARSHIP AWARD**. The deadline for submission is **April 1st**. We are also sponsoring the **HY PITT SCHOLARSHIP FOR LEADERSHIP TEAM MEMBERS**. This is a great opportunity to obtain resources for training, and an incentive for joining the Leadership Team. The deadline for submission is **June 24<sup>th</sup>**. For additional information and application materials, please visit our website at [www.asqmilwaukee.org](http://www.asqmilwaukee.org).

Our section has issued a call for Section Awards Nominations. If you feel a member has done an outstanding job of serving you, and is deserving of recognition, please nominate the member. The deadline for nominating is March 31<sup>st</sup>. Please visit our website at [www.asqmilwaukee.org](http://www.asqmilwaukee.org) for nomination information and form. See accompanying announcement in the newsletter.

Our Section is again sponsoring the Spring Quality Education Seminar (QC 100, 200, 300) this year. Please see the schedule of courses elsewhere in the newsletter or on our website.

Please access our website on a regular basis for current announcements that cannot be included in the newsletter. Some events are scheduled, or we are notified, after the newsletter publication due date each month.

John Montague,  
Newsletter Editor  
[jmontague03@yahoo.com](mailto:jmontague03@yahoo.com)

### UPCOMING

#### CERTIFICATION EXAMS

Increase your marketability and prove you're credible. ASQ certifications are internationally accepted and recognized. Register for one of these upcoming exams:

**Exam Date: June 4, 2011**

**Application Deadline: April 15, 2011**

[Calibration Technician](#)

[Pharmaceutical GMP Professional](#)

[Quality Auditor](#)

[Quality Engineer](#)

[Quality Improvement Associate](#)

[Quality Process Analyst](#)

[Six Sigma Green Belt](#)

[Software Quality Engineer](#)

### 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.

**QC 100-400 Spring Courses - 2011**

**FINAL Schedule 12/14/10**

COURSE DATE			
TRACK	3/5/11	3/11/11	3/12/11
QUALITY SYSTEMS	102 - JIM SPINDLER Gage R&R		103 - WILSON WRIGHT Supplier Quality & Use of PPAP
STATISTICAL METHODS	202 - TERRI GLASER Fundamental Statistical Methods - Part 2	203A - KENT EHLEY Statistical Decision Making Methods	203B - SARA FALKIEWICZ Data Analysis
PROBLEM SOLVING & PREVENTION	302 - RICH BUDZINSKI Kaizen & 5S Process		303 - RICK GOODSON Value Stream Mapping
TEAM LEADERSHIP SKILLS	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

**QC-100 TRAINING**

**ATTENDEE FEEDBACK**

Overall instructor rating was 5.5 out of 6  
 Overall course content rating 5.2 out of 6

**TESTIMONIALS**

- Outstanding instructor and reference materials. Practical exercises
- Instructor very articulate, thorough, and very knowledgeable
- Good examples of how to use tools
- Great job!
- Great course – exactly what I needed!
- Instructor was articulate, engaging and motivating.
- Instructor was very good. Learned a lot. Content of course will be used daily in the work place.
- I liked her real life stories and examples.
- New ideas and comments with a fresh topic
- Excellent! Keep doing this!
- Instructor made it easy to understand and applicable to all parties in any industry.
- Would love to be his future student!
- Keep up the great work!
- Fantastic!
- Instructor was passionate and realistic.
- Instructor knew her material and disseminated that material in an easy to understand and fun way.
- Very energetic and fun. Practical approach.



**GUESTS, STUDENTS, SPEAKER & CEO!**



**AZAR RAHMAN**  
Student



**EMIR HADZALIC**  
Guest



**JUDY BORAWSKI**  
Guest



**KAYLA KABOSKEY**  
Student



**LISAMARIE LUKOWSKI**  
Guest



**SAMANTHA BARAN**  
Student



**UYEN GANZORIGT**  
Student

**FEBUARY SPEAKER**

**JOANN STERNKE**



**CEO**

**PAUL BORAWSKI**



## Call for Section

### Awards Nominations

In accordance with the Milwaukee Section's Policy Statement On Recognition and Awards, I am requesting nominations from Section Members for the Awards listed below.

Prior to submitting an application, review the Recognition and Awards Policy and complete the application forms, which are all available on the Sections web site <http://www.asqmilwaukee.org>.

Click on the 'Policy and Operating Agreement' link  
Open the policy and forms under 'Policy 7.'

**Applications must be received by March 31, 2011  
to be considered.**

**Please forward award applications to:**

**Lisa Carper**

Milwaukee Section Awards  
W292N3320 Summerhill Road  
Pewaukee, WI 53072

or email them to: [Lisa.M.Carper@ge.com](mailto:Lisa.M.Carper@ge.com)

**Distinguished Service Award** – Presented to a Section Member for outstanding long term, dedicated contributions to section activities and affairs. Maximum of one award issued per year, previous awardees are not eligible.

**Section Volunteer Excellence Award** – an ASQ National Award, administered by the local sections, for participation in educational activities at the local, regional, and national level, and for promotion of quality activities at the local, regional, and national level.

**John Bartelme Meritorious Service Award** – Presented to an individual Section Member(s) for exceptional service activity in a current fiscal year. Up to three awards can be presented each year.

**Appreciation Testimonial** – Awarded to non-members for recognition of special achievements or contributions to Section Management.

**Special Service** – Recognition of Section Members for special service or support to the section.

## SECTION ELECTIONS

Section elections for the positions listed below are scheduled to take place at the March or April dinner meeting. If any member would like to nominate a candidate, a petition signed by at least 10 section members must be submitted to the Section Secretary to be considered. The submission deadline is March 11.

**CHAIR-ELECT**  
**TREASURER**  
**SECRETARY**

Please contact our Nominations Chair Dennis Zdroik if you have any questions via email [dzdroik@sbcglobal.net](mailto:dzdroik@sbcglobal.net).



## OUTREACH CHAIR ARTICLE

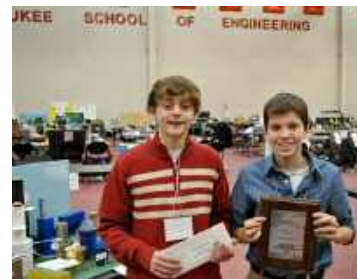
by: *Mike Woods*

ASQ Milwaukee again this year supported Engineers and Scientists of Milwaukee as a Special Award sponsor for Most Futuristic City at the Future City competition held at MOSE Kern Center. Our support along with the many dedicated organizations that participated helped make this year's competition another success!

Future City is a program developed for seventh and eighth grade students to help them discover and foster interests in Science, Technology, Engineering and Mathematics (STEM). For many of these students, this is the first time for them to hear about the engineering societies and companies that we represent.

This year the winner for the most futuristic city was "HISA", from St. Anthony on the Lake. This was the 19th annual Future City competition with over 180 seventh and eighth grade students participating. 59 teams competed from 20 schools around Wisconsin (an increase from 35 teams in 2010).

The first place Wisconsin team ("Lebenstadt", from St. Mary Parish School in Hales Corners) will compete in the National Future City Competition in Washington D.C. during National Engineers Week (Feb. 20th - 26th). They will compete against approximately 34 other regions across the U.S.



Mike Woods  
Outreach Chair





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**Chris Carson**

Regional Sales Manager, Midwest

651-344-8224

[chris.carson@us.bureauveritas.com](mailto:chris.carson@us.bureauveritas.com)



Move Forward with Confidence

**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](mailto:jmontague03@yahoo.com) or call 414-764-4506.



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 E-mail: [qcs@qualitycalibration.com](mailto:qcs@qualitycalibration.com)



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 616-540-5262 (WI Office)  
[warren@asrworldwide.com](mailto:warren@asrworldwide.com)  
[www.asrworldwide.com](http://www.asrworldwide.com)

## SECTION CHAIR AND LEADERSHIP TEAM MEMBERS

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

### BOARD MEMBERS

#### CHAIR

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#### CHAIR ELECT

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#### SECRETARY

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Rossi Wittlinger  
(920) 251-1607  
[rossianwitt@netscape.net](mailto:rossianwitt@netscape.net)

#### PAST CHAIR

Warren Hojnacki  
414-704-0646 or 616-540-5262  
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### COMMITTEE CHAIRS

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----- & -----  
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#### ARRANGEMENTS

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#### SMP

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#### WEBSITE (Internet)

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(414) 259-5233  
[tucker.ray@basco.com](mailto: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
March 10 .....	April '11
April 10 .....	May 11
May 10 .....	June '11
Aug. 10 .....	Sept. '11

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

**CAREER PLACEMENT**

Please visit [www.asqmilwaukee.org](http://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.

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**2011 Quality Calendar**

**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, March 23, 2011**

**7:00 p.m. – 9:00 p.m.**

**Registration is not Required**

## **Human Error & Error Proofing**

*Presented By*

**John Montague**  
**Quality Consultant**

Location:

**MATC – West**

1200 South 71<sup>st</sup> Street

West Allis, WI 53214-3110

Lecture Hall Room 117 Please Park in North Student Lot

**About the Seminar:** Human Error and Error Proofing are subjects which have not received a lot of attention in the Quality community. Never the less these subjects are important factors in a Quality improvement program. The investment required for error proofing is relatively modest, and the return is high. Error proofing can be applied not only in manufacturing but other areas such as service, business processes, and medicine. Error proofing is powerful and not overly complex. You don't need Ph.D. in statistics or rigorous training in Six Sigma in order to understand and benefit from it.

The presentation will consider;

Where do errors come from and how do they occur.

How to find error sources.

What is error proofing?

Tools of the trade.

Techniques for error proofing.

Some Application examples.

**About the Speaker:** John is currently a consultant in the Milwaukee area. He has been in the quality field since 1990. He has worked in both Engineering and Quality positions for several local manufacturing companies including; Rexnord Corporation (Racine Div., Nordberg Div., Corporate R&D, ICCNA Div.), Dana, and Bosch Rexroth Corporation.

John has been the Milwaukee Section Newsletter Editor since 2004. He holds AAS, BS and MS degrees from MSOE. He is a registered Professional Engineer in Wisconsin.

**Please Print and Post**