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**FEBRUARY 2016
DINNER MEETING**

MONDAY, FEBRUARY 15th 2016

ALIOTO'S BAR & GRILL

3041 N MAYFAIR ROAD, WAUWATOSA, WI

**Speak Persuasively Not Abrasively &
Handle Conflict and Difficult
Conversations with Tact!**

by: JULIE KOWALSKI, the Spizzerinctum Group

CONTENT SUMMARY

Many of us struggle with effective communication, however as Quality Professionals, it is imperative that you speak persuasively, handle conflict and conduct those difficult conversations to get the needed results!

Come hear Julie Kowalski of the Spizzerinctum Group, share tips, tools, and strategies you can immediately use to stop holding

NOTE: There is NO pre-meeting Roundtable Discussion this month.

CONTENT SUMMARY (cont.)

things in AND develop stronger relationships with co-workers, subordinates, bosses, clients etc. Start enjoying more productive and effective work (and home) environments by handling conflict and difficult conversations in a new way!

In this session we will:

1. Learn to speak in the affirmative.
2. Be able to master body language and persuade people more easily.
3. Be able to present a different point of view (even when it is uncomfortable) and build team rapport.
4. Learn how to get comfortable with uncomfortable conversations AND achieve the desired results!

SPEAKER BIOGRAPHY

Julie Kowalski is a seasoned thought leader, consultant, executive coach and facilitator. She's also an energetic, and spirited professional trainer. Through her own working history, Julie has gained valuable insight and acumen into the science of what it takes to start and run successful businesses as well as the art of earning and retaining customer and employee loyalty. Julie maintains working relationships with a wide variety of business owners and executives from small family-owned businesses to Fortune 100 companies.

Julie has spent her career helping employees create self-sufficient and streamlined processes which lead customers to be delighted and staff to be rewarded with success. Focuses include: development and implementation of effective business processes, management, leadership, \$ales, customer service, and marketing tools. Julie's enthusiasm and energy naturally encourage her participants to actively engage in learning.

DINNER MEETING RESERVATIONS

MONDAY, FEBRUARY 15th 2016

Location:

ALIOTO'S BAR & GRILL

3041 N MAYFAIR ROAD, WAUWATOSA, WI
414-476-6900

5:30 p.m. Registration / Social Hour

6:30 p.m. Dinner Meeting

7:20 p.m. Speaker

BUFFET MENU

"Mardi Gras" Shrimp & Rice, Lemon Caper Chicken, New Potatoes, Linguine with Garlic Butter, Green Beans, Egg Plant with Red Sauce, Assorted Jello Molds, Tossed Mixed Green Salad, Italian Bread, Frosted Sheet Cake, Coffee, Tea and Milk

Fee: All.....\$25

Non-ASQ Guests.....\$30

Students*.....\$10

* This discount is for full-time students.
Student I.D. required.

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, email Allen Rothman at res@asqmilwaukee.org.

RESERVATIONS ARE REQUIRED ONLY FOR DINNERS. You will receive your dinner confirmation when you register online. Find link to CVent on www.asqmilwaukee.org If you have difficulty or cannot register online, please send an email to res@asqmilwaukee.org. Reservation cancellations can be made online or by email to res@asqmilwaukee.org.

**Reservation and cancellation deadline:
Noon Friday, Feb. 12th 2016**

Reservations made but not kept will be billed.

PLEASE REFER ALL SPEAKER & TOPIC QUESTIONS

TO PROGRAMS CHAIR:

DAVE KIJEK 920-929-5544

david.kijek@mercmarine.com

Chair Article: Education & Training

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 offering our popular series of Quality Education courses to be held on February 27 and March 5. Courses are organized into 4 tracks; Data Tools, Improvement Tools, Lean Management, and Quality Systems. At a cost of \$295 per day of training you will not find a better value anywhere. Course evaluations for instructors and content have average 9 out of 10. 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.

New courses this year include Minitab Essentials and Auditing to ISO 9001:2015.

Information on the courses offered in our 2016 series is published in this newsletter (page 5 with links to the detailed information on courses, instructors and registration on the Milwaukee Section's website www.asqmilwaukee.org). We encourage you to share this information with others in your organization or supplier organizations that may not be members of ASQ but would benefit from this training. The registration fee is the same for non members. We offer this training to benefit our community. If you have suggestions for specific courses please email the Education Committee Chair with any recommendations.

Milwaukee Section Education Committee

SPEAKER BIOGRAPHY (cont.)

Besides being named one of the "World's Most Creative Thinkers" by bestselling author Seth Godin (Purple Cow), Julie possesses 24 years of first hand business experience. Her accomplishments include personally starting and successfully managing multi-million dollar companies.

Julie has been facilitating the learning of best practices in Sales, Customer Service, Marketing, Business operations, Leadership, Management, Coaching and Mentoring Programs for the past 15+ years. Let Julie help you and your team achieve your business objectives.



Julie Kowalski



IT'S SCHOLARSHIP TIME!

The ASQ Milwaukee Section
\$1000 Scholarship

Submission Deadline is April 1, 2016

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 application form
must be completed and
mailed by
April 1, 2016

[Scholarship Application](#)

Drawing held at the
April Dinner Meeting

Call for Section Awards Nominations

In accordance with the Milwaukee Section's **Policy Statement On Recognition and Awards**, nominations from Section Members for the Awards listed below are requested.

Prior to submitting an application, review the Recognition and Awards Policy and complete the application forms, which are available on the Sections web site <http://www.asqmilwaukee.org> under the tab Resources, Policies & Operations, Policy 7.

- Click on the '[Policy and Operating Agreement](#)' link
- Open the policy and forms under '[Policy 7.](#)'

Applications must be received by March 31, 2016 to be considered.

Please forward award applications to:

Mary Therese Guzniczak
Milwaukee Section Awards
4160 N Stowell Ave
Shorewood, WI 53211-1744

or email the nominations to:

m.guzniczak@sbcglobal.net

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 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 Member(s) for special service or support to the section.

QUALITY EDUCATION COURSE SCHEDULE

	Saturday Feb 27, 2016	Saturday Mar 5, 2016
Data Tools	<u>Data Analysis</u>	<u>Minitab Essentials</u>
Improvement Tools	<u>Auditing to ISO 9001:2015</u>	<u>A3 Problem Solving</u>
Lean Management	<u>Lean Management Systems</u>	<u>Strategy Deployment</u>
Quality Systems	<u>PPAP: APQP in Supplier Quality</u>	<u>FMEA and Risk Analysis</u>

January Dinner Meeting Picture



Judy Sullivan leads an extremely well-attended round table discussion.

CALL for VOLUNTEERS AT 2016 WCQI in MILWAUKEE!

2016 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT

ASQ is looking for volunteers! Consider offering a small portion of your time to benefit your fellow Quality peers worldwide. There are many benefits for volunteering 8 hours of your time. One being – free registration to this event!

If interested, please submit your “intent to volunteer” by emailing your name and email address to Jasmine Hamedi at jahamedi@electroconnectinc.com. Official registration to volunteer will begin January 2016. By providing your intent to volunteer, you will be one of the first notified to be asked to register.

Please direct any questions to Jasmine Hamedi at: 262-255-6665, x1123.



CALL for NEWSLETTER and WEBSITE ADVERTISERS!

We are looking for additional newsletter and website advertisers! Advertising with the Milwaukee section promotes your products and services to its members and anyone who visits its website. In addition to having extremely competitive advertising rates, each company who advertises with ASQ Milwaukee may send one employee, free of charge, to one day of training at its annual spring training event!

As an additional incentive, we are offering a free dinner to anyone who connects us with a company that becomes a paid advertiser!

For details regarding advertising, e.g. rates, please use the link below:

[Newsletter Advertising](#)

Thank you!

Erica Swain
erica.j.swain@gmail.com

SECTION CHAIR AND LEADERSHIP TEAM MEMBERS

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

ELECTED MEMBERS

CHAIR

Warren Hojnacki
414-704-0646
haarow@yahoo.com

CHAIR ELECT

Patricia Morrill
262-639-6700 (0)
pmorrill@wi.rr.com

SECRETARY

Jasmine Hamedi
262-255-6665 x1123
jahamedi@electroconnectinc.com

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Edward Malsh
414-312-1565
malshone@aol.com

ASSISTANT TREASURER

Emil Salmons
262-949-5408
faroaks@elknet.net

PAST CHAIR

Julie Shuster
414-517-5557
julieshuster@yahoo.com

COMMITTEE CHAIRS

ADVANCE PROGRAMS

~ open ~

ADVISORY

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

ARRANGEMENTS

Allen Rothman
262-397-8066; Cell 262-853-9947
acrisqa1@gmail.com

AUDIT

Tom Schmidt
262-544-4656; Cell 414-333-4126
thomasjschmidtassociates@gmail.com

AWARDS

Mary Therese Guzniczak
414-277-3804
m.guzniczak@sbcglobal.net

CERTIFICATION (Exams)

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

HISTORIAN

John Hankwitz
414-351-3017 or 414-371-9826
jhankwitz@mac.com

MEMBERSHIP

Nick Leifeld
262-335-7306
ncl01@serigraph.com

NEWSLETTER (Editorial & Publishing)

Erica Swain
414-870-2249
erica.j.swain@gmail.com

NOMINATIONS

David Singletary
321-848-4964
dpsingletary@gmail.com

OUTREACH

John Hankwitz - see Historian

PAR

Patricia Morrill - see Chair Elect

PLACEMENT

Jeff Stumpe

PLANT TOURS

Bill Anderson
262-676-9995
wha452@yahoo.com

PRE-MEETING CLINICS

Roland Chaloupka
414-247-3643
rchaloupka@strattec.com

PROGRAMS

David Kijek
920-929-5544
david.kijek@mercmarine.com

PUBLICITY

Allen Rothman - see Arrangements

RECERTIFICATION

Wilson Wright
262-641-9093
Wilson.Wright@sbcglobal.net

ROUNDTABLE DISCUSSIONS

Roland Chaloupka - see Pre-Meeting

SCHOLARSHIPS

Larry VanHoveln
414-698-1902
ljanh@wi.rr.com

TECHNICAL SEMINARS

Dan Schulist
262-745-4535
dan.schulist@mastergraphics.com

TRAINING & EDUCATION

Kent Ehley
414-708-3771
kentehley@gmail.com

VOICE OF THE CUSTOMER

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

WEBSITE (Internet)

Ray Tucker
414-259-5233
Tucker.Ray@basco.com

Newsletter Info

Send article information to:

Erica Swain
414-870-2249
erica.j.swain@gmail.com

NEWSLETTER ARTICLE DEADLINES

<u>DEADLINE</u>	<u>ISSUE</u>
Feb. 20	Mar. 2016
Mar. 20	Apr. 2016
Apr. 20	May 2016
May 20	Jun. 2016

THE DEADLINE FOR ARTICLE SUBMISSION IS THE 20TH OF EVERY MONTH.

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CAREER PLACEMENT

Please visit www.asqmilwaukee.org for current career opportunities. Use the Job-Placement selection to access information on current job openings.

SEND CHANGE OF ADDRESS NOTIFICATION TO:



ASQ The Global Voice of Quality™

600 North Plankinton Ave
Milwaukee, WI 53203
or sign-in at
www.asq.org

2016 Quality Calendar

FREE Technical Seminar
WED., FEB 3, '16, 6 - 7:30 pm MAYFAIR MALL, Room G150
Simulation and FMEA
VINCE ADAMS, Autodesk

MON., FEB 15, '16 ALIOTO'S BAR & GRILL
Speak Persuasively Not Abrasively & Handle Conflict and Difficult Conversations with Tact!
JULIE KOWALSKI, Spizzerinctum Group

MON., MAR 21, '16 ALIOTO'S BAR & GRILL
Too Lean
BOB DOERING, QE at Stoneridge, Inc. Lexington, OH

MON., APR 18, '16 ALIOTO'S BAR & GRILL
Practicing What We Preach: Using Malcolm Baldrige to evaluate effectiveness & increase customer value
ROBERT LOOSE
Operations Improvement Manager, Aurora Hosp.

MAY 16-18, 2016 WISCONSIN CENTER
World Conference on Quality Improvement
400 West Wisconsin Avenue
Milwaukee, Wisconsin
ASQ Milwaukee is hosting the 2016 WCQI
Please consider joining us there!

MON., JUN 20, '16 LAKEFRONT BREWERY
Social Event - Lakefront Brewery Tour & Tasting
RUSS KLISCH
President, Lakefront Brewery

ALIOTO'S BAR & GRILL

414-476-6900

3041 N Mayfair Road, Milwaukee, WI

PLEASE CONSULT NEWSLETTER OR WEBSITE www.asqmilwaukee.org FOR SEMINAR AND PLANT TOUR ANNOUNCEMENTS