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Hankwitz photo

MONDAY, JANUARY 15th 2018
DINNER MEETING

ALIOTO'S

3041 North Mayfair Road, Wauwatosa
414-476-6900

**Seven Basic Tools of Quality: Using the 7 Tools to
Improve the 7 Tools**

by: **KATHY MILLER**

VP of Business Development, MoreSteam

CONTENT SUMMARY

Back in the 1950s, W. Edwards Deming emphasized basic tools for quality improvement. Inspired by Deming's lectures in Japan, Kaoru Ishikawa is attributed with further defining Deming's basic tools into seven specific tools:

- Cause and Effect Diagrams
- Check Sheets
- Control (Run) Charts
- Flow Charts
- Histograms
- Pareto Charts
- Scatter Plots

Ishikawa believed that "As much as 95% of quality-related problems in the

NOTE: there is NO roundtable discussion this month at Alioto's.

CONTENT SUMMARY (cont.)

factory can be solved with seven fundamental quantitative tools." This tool-set was touted as simplifying the perceived complexity of continuous improvement, thus bringing a quality focus to front-line employees.

But much has changed in the last 60 years. Has Ishikawa's belief held true in modern application? Are companies successfully using these seven tools to solve 95% of their problems? Join Kathy Miller for an overview of the original Seven Basic Tools of Quality and a discussion regarding their practical application.

Key discussion points:

- Are these the tools most frequently used for process improvement projects? See what the data analytics reveal.
- Considering that these tools were originally selected for a manufacturing environment, are they universally applicable across industries, e.g. service industries?
- Is this list sufficient to implement and sustain improvement? If not, what's missing from the list?

SPEAKER BIOGRAPHY

Kathy Miller promotes process improvement tools and techniques and heads MoreSteam's European sales efforts. Kathy joined MoreSteam in June, 2007, as the Director of Sales. Prior to that, she worked as a Program Developer at the American Society for Quality (ASQ) and in training-related roles in companies related to the food business, including Johnsonville Sausage and Whole Foods Market.

Kathy earned her Lean Six Sigma Green Belt in 2006. She earned her B.A. from University of Wisconsin - Madison and an M.A. in Curriculum and Instruction from University of Wisconsin - Milwaukee.



DINNER MEETING RESERVATIONS

MONDAY, JANUARY 15th 2018

Location:

ALIOTO'S

3041 North 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

Baked Chicken, Roast Beef au Jus,
Whipped Potatoes & Brown Gravy,
Bow-tie Pasta Primavera, Relish Tray,
Assorted Cheese & Cracker Tray,
Tossed Mixed Green Salad, Italian Bread,
Frosted Sheet Cake, Coffee, Tea or Milk
*Vegetarian Primavera -- select during registration or
call John Montague 414-764-4506 to request*

Fee: **ASQ Members w/dinner reservations..\$25**
ASQ Members w/o dinner reservations /
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 John Montague 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, January 12th 2018

Reservations made but not kept will be billed.

PLEASE REFER ALL SPEAKER & TOPIC QUESTIONS

TO PROGRAMS CHAIR:

Corey Olson 608-444-6138

cnolson87@gmail.com

Message from the Chair: Terri Glaser

Happy New Year! Can you believe it is 2018?!? As the new year dawns for all of you in your personal and work lives, it's also a new dawn for our ASQ section. The leadership team has prepared and submitted a business plan to guide us through the year, however I believe we'll see some changes this year requiring us to be flexible and agile. As you know, ASQ National has been doing a tremendous amount of work on a transformation to better position the organization to meet the changing times and needs of the membership. I foresee that we, at the section level, will experience some changes this year as a result of the transformation. The SAC (Section Affairs Council) is considering several ideas that may impact the structure and operations of the sections. I will stay informed of the proposed changes and provide input that represents the best interest and wishes of Section 1202.

The global organization we know today as ASQ has grown from the Milwaukee Society for Quality Control founded in 1945. As such, I feel a HUGE responsibility to maintain the legacy and ensure we remain a vital thriving organization that offers value to members. I've been a member of this section for 23 years, not quite from the beginning but long enough to have seen what many consider "the good old days" when membership was significantly higher and volunteers more abundant. As we stand at the brink of change, I make a commitment to you to uphold the traditions of our past heritage while being willing to try new things. As our culture and technology change, it provides us a great opportunity to improve the "how" we deliver service while maintaining the "what" of being the voice of quality in our community.

We must provide value to all of our members, whether they are new to the Quality field or have been loyal members for decades. We can accomplish this by providing varying opportunities that provide support along an entire career path; learning in the early stages, networking when searching out a new position, personal development opportunities for leadership, and finally the opportunity to give back through coaching and mentoring. Fortunately we have a fabulous leadership team in place comprised of both your elected officials (Chair-elect Erica Swain, Treasurer Lizzie Zhou, Secretary Jasmine Hamedi) and volunteer chairs of committees. But the future of Section 1202 depends on you. We need each and every one of you to engage and contribute. Whether it be through joining a committee by reaching out to the Chair, suggesting a dinner speaker, volunteering for a career event or student science competition, bringing a colleague to a meeting, or just providing honest feedback and suggestions for new events, WE NEED YOU! Please join me in making 2018 a transformational year and ASQ Milwaukee Section 1202 an organization of which we are proud!



IT'S SCHOLARSHIP TIME!

The Hy Pitt ASQ Milwaukee
Section College Education
\$1000 Scholarship

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.

Please visit
www.asqmilwaukee.org for
scholarship application form.

The application form
must be completed and
mailed by
April 1, 2018

TRAINING & EDUCATION COMMITTEE COMMUNICATION

What is the Training and Education Committee?

By Rick Goodson (rickgoodson6390@gmail.com)

The Education and Training Committee is team of the sections membership charged with providing high quality, high value education and training courses for our members. Starting in early August the Education Committee begins the process of reviewing the previous years courses, input from the section members, and input from the Body of Knowledge published by ASQ National for the various certifications they provide, to determine the offerings for the Spring Quality Education Seminar. Currently the committee is in the final stages of planning the Spring 2018 course offerings.

As in previous years, the Spring 2018 Quality Education Seminar courses are organized into 4 tracks: Quality Systems, Statistical Methods, Problem Solving and Prevention, and Team Leadership Skills. We have retained six of the courses because of their popularity, and have added six new courses to support both our newer members and those involved in enterprise continuous improvement and culture change.

- “What is Quality?” is a new offering to help members understand Quality as a system. It will show how all of the quality strategies and methodologies are needed in a total quality management system.
- “Toyota KATA” will explain the highly successful method used by Toyota for influencing behavior in order to accomplish continuous improvement, adaptiveness, and innovation. Kata are practice routines, like dance steps, that develop particular skills and ways of thinking.
- “Problem Solving Using CQI-20 & CQI-21” provides guidance on how to solve complex problems using cross-functional teams. It covers tools necessary for addressing culture, behavior and competency issues within organizations.
- “Measurements and Statistics all Quality Professionals Should Know” is a basic course in quality metrics that are necessary to aid in organizational improvements. Metrics covering productivity, first pass yield, defects, and customer satisfaction will be covered in addition to how to calculation common indices such as Cpk, PPM, Central Tendency and Variation.
- “Basic Toolbox for Continuous Improvement” is a must for those involved in leading continuous improvement activities. In addition to cover tools such as Histograms, Scatter Plots, Affinity diagrams, Force Field Analysis, and Matrix Diagrams this class includes a tool selector chart to aid in selecting the right tool for the right issue. Also covered are the basic concepts of a Six Sigma Yellow Belt course.
- “Managing Culture and Change Within an Organization” addresses culture’s critical role in change management. Based on survey findings the odds of success are about twice as high with culture-led change models. Learn how to use culture as a change model in your organization.

Detailed information on all of the courses is included on the section web page. We encourage you to share this information with others in your organization. At \$295 per course these classes are a great bargain.

If you have suggestions for specific courses please email me with your thoughts and recommendations.

December Dinner Meeting Photos



Patricia Morrill presents speaker David Lange with his award



Patricia Morrill passes the gavel to incoming Chair Terri Glaser

Study Group for Certified Six Sigma Black Belt

The Racine Section is working on putting together a Study Group for CSSBB (Certified Six Sigma Black Belt). The Milwaukee Section will join with them and try to obtain a location convenient to both sections. Quality Council of Indiana SSBB Primer will be used as a text. The Primer is \$80 and a solution text is \$35, these would be the responsibility of the participants.

See ASQ SSBB Certification page Link
https://asq.org/cert/six-sigma-black-belt?utm_source=print%20collatoral%20%2F%20direct%20mail&utm_medium=link&utm_campaign=certificati%20on%20calendar%202017%2003%20cssbb%2040048

Quality Council of Indiana SSBB Primer link
<http://www.qualitycouncil.com/CSSBB.html>

Once we have determined interest, we will set-up an organizational meeting.

If you are interested in participating send your contact information to:

Dave Prins, Racine Section Chair
@ gprins1958@gmail.com

Or

Wilson Wright, Milwaukee Section ReCertification Chair,
@ Wilson.Wright@SBCGlobal.net

If you are interested in acting as a mentor / resource to this group please contact us!

CQE, CQA, CQM/OE, etc. Study Groups formed upon request; contact above to let us know of your interest.

QC 100-400 Spring Courses -- 2018 Preliminary Schedule

Time	8:30am - 4:30pm each day		
Location	Waukesha, WI at I-94 & WI-164 (MRA Bldg.)		
Credits	0.7 RUs or CEUs per day		
Price*	1day:\$295	2day:\$450	3day:\$575
	Refreshments, lunch, and materials included 10% group discounts for three or more from same company		

For course descriptions, instructor bios, registration information, and updates, please visit our website:
www.ASQmilwaukee.org/QS



The American Society for Quality can help you learn about quality: how to use time-tested principles and methods to improve the work you do, whatever it may be.



	Saturday February 24 2018	Saturday March 3 2018	Saturday March 10 2018
Quality Systems	Internal Audits - Incorporating 2015 Requirements	<small>NEW</small> What is Quality?	Layered Process Audits to Manage Key Performance Indicators
Statistical Methods	<small>NEW</small> Measurements and Statistics all Quality Professionals Should Know	<small>NEW</small> Problem Solving Using CQI-20 & CQI 21	Data Analysis with Excel
Six Sigma	<small>NEW</small> Toyota KATA	FMEA for Product, Process, and Administrative Risk Mitigation	<small>NEW</small> Basic Toolbox for Continuous Improvement
Team Leadership Skills	Integrating Lean and Project Management	Emotional Intelligence & Accountability to Engage Quality Teams	<small>NEW</small> Managing Culture and Change Within an Organization

Dated 12/17/2017

* Prices are per unique individual. Registration price increases after 2/15. ** Please see website for full details.

Price Adjustment for Dinners

Effective for the January dinner meeting, there is a new category for those without reservation (walk-ins). Members who do Not register in-advance will pay \$30 at the door for dinner.

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 * * *

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~ Open

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~ Open

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Mary Therese Guzniczak - see Awards

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~ Open

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NEWSLETTER ARTICLE DEADLINES

DEADLINE ISSUE

Jan. 20 Feb. 2018
Feb. 20 Mar. 2018
Mar. 20 Apr. 2018
Apr. 20 May 2018

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:



The Global Voice of Quality™

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

2018 Quality Calendar

- MON., JAN 15, 2018 ALIOTO'S
7 Tools of Quality In Action
KATHY MILLER
VP of Business Development, MoreSteam
- MON., FEB 19, 2018 ALIOTO'S
The Five Dysfunctions of a Team
JULIE KOWALSKI
President, Spizzerinctum Group
- MON., MAR 19, 2018 ALIOTO'S
Pitfalls and Successes on the Road Through
Organizational Transformation
JEFF CHRISTIAANSEN
Quality Manager, PPC Industries
- MON., APR 16, 2018 ALIOTO'S
ASQ Transformation – What to Expect
BILL TROY
CEO, ASQ: The Global Voice of Quality
- MON., MAY 21, 2018 ALIOTO'S
Lean in Stakeholder Management
BRUCE BADER
President, B. Bader & Associates
- MON., JUN 18, 2018 ALIOTO'S
Using a Kaizen Approach to Transform Middle
School Choice
KAMALJIT JACKSON
Sr. Accountability Officer,
Racine Unified School District

ALIOTO'S

414-476-6900

3041 North Mayfair Road, Wauwatosa

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SEMINAR AND PLANT TOUR
ANNOUNCEMENTS