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*Discovery World*

**MONDAY, DECEMBER 10th 2018  
DINNER MEETING**

**ALIOTO'S**

3041 North Mayfair Road, Wauwatosa  
414-476-6900

***Learn to Effectively Assess and Efficiently Manage Risk for ISO***

by: CHRISTOPHER SPRANGER

Founder and CEO of Spranger Business Solutions

**CONTENT SUMMARY**

The new ISO 9001:2015 standard has put an increased emphasis on risk management and risk based thinking. Since the publication of this standard, there has been much confusion as to the methods to use to comply with this increased emphasis, especially considering all the risks a business has: product based risks, process risks, business risks and so on. This session will walk through a prescriptive process to examine risks at a business process level, and use the results not only

**NOTE: there IS a PRE-DINNER MEETING this month at Alioto's.**

## CONTENT SUMMARY

comply with ISO 9001:2015, but to prioritize and drive improvement as well.

## SPEAKER BIOGRAPHY

Christopher Spranger is the founder and CEO of Spranger Business Solutions - a management consulting firm that helps people run more efficient and effective businesses, specifically focusing on Lean Six Sigma coaching/training/ deployment, and implementing standard based (ISO 9001, ISO 13485, etc.) quality management systems.



He is an American Society for Quality (ASQ) certified Six Sigma Master Black Belt with many years of experience improving manufacturing, health care, service, government and office processes. He earned a bachelor's degree in Industrial Engineering from the University of Wisconsin - Platteville and an MBA in Finance and Management from the University of Wisconsin - Whitewater.

Chris has helped numerous organizations implement continuous improvement programs, achieve quality management system certification, and has developed and taught Lean Six Sigma courses at the collegiate and technical college level. Additionally, Mr. Spranger serves on the board of directors for the United Way of Inner Wisconsin and the Boys & Girls Club of the Wisconsin Rapids Area and is a past chair of the Central Wisconsin Section of ASQ.

## DINNER MEETING RESERVATIONS

**MONDAY, DECEMBER 10th 2018**

Location:

**ALIOTO'S**

3041 North Mayfair Road, Wauwatosa, WI  
414-476-6900

5:30 p.m. .... Registration / Pre-Meeting Clinic / Social Hour  
6:30 p.m. .... Dinner Meeting  
7:20 p.m. .... Speaker

### BUFFET DINNER

including

Tossed Mixed Green Salad, Italian Bread, Frosted Sheet Cake, Coffee, Tea or Milk

*Vegetarian Primavera -- select during registration or contact Joe Manske [joe@amtouchusa.com](mailto:joe@amtouchusa.com) 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 Joe Manske at [res@asqmilwaukee.org](mailto:res@asqmilwaukee.org).

RESERVATIONS ARE REQUIRED ONLY FOR DINNERS. You will receive your dinner confirmation when you register online. To register, click here: [Eventbrite link](#)  
If you have difficulty or cannot register online, please send an email to [res@asqmilwaukee.org](mailto:res@asqmilwaukee.org). Reservation cancellations can be made online or by email to [res@asqmilwaukee.org](mailto:res@asqmilwaukee.org).

**Reservation and cancellation deadline:  
End of day Friday, December 7th 2018**

Reservations made but not kept will be billed.

PLEASE REFER ALL SPEAKER & TOPIC QUESTIONS

TO **PROGRAMS CHAIR:**

**Dave Dailey 262-377-0669**

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

## December Pre-meeting Clinic

### "Yes, Virginia, there is a relationship between organizational-level quality and culture."

Facilitated by Bruce Kestelman

"I have found it easier to change the group than to change one individual in the group." (Kurt Lewin) Like the alcoholic treated alone and then sent back to an unchanged family system, change efforts that do not take into account making changes in the (social) environment will not sustain themselves. How do we ensure that our organizational culture is a supportive environment for the changes we are trying to make?

- What's the difference between climate and culture and why should we care?
- Does climate or culture drive outcomes?
- Which of three clusters of behavioral norms are associated with effective outcomes and a healthy organization?
- How can we help our organization move towards a culture that supports quality?

## Facilitator Biography

**Bruce Kestelman** likes to think about what he does and who he is as an architect of great work places and customer experiences. He retired from Aurora Health Care as system-wide vice president for employee and organization development. He started there as manager of staff development at one hospital with 3,200 employees and helped Aurora become one of the country's leading integrated health care systems with over 30,000 employees. Since leaving Aurora he has been working in his organization development consulting and executive coaching practice where his mission is to help create a respectful and fair world one organization, one leader and one employee at a time. He has also worked as an instructor in Waukesha County Technical College's Center for Business Performance Solutions to help create and sustain healthy and effective organizations. While at WCTC he worked with organizations in a variety of industries, including manufacturing and health care. Bruce is currently a part-time faculty member at Alverno College in the Master of Arts in Organizational Leadership and Development program.

Bruce has been featured in Training Magazine and his work has been recognized for its innovative and effective approach to developing a diverse leadership pool, creating an inclusive work environment and for leading an organization on the journey of becoming one of the top 100 Best Places to Work in Health Care.

## Outreach Opportunities

Contact John Hankwitz – [jhankwitz@mac.com](mailto:jhankwitz@mac.com) - (414) 731-9826

### **Future Cities – 1/26/2019 – MSOE Kern Center 8 AM – 12**

Middle School STEM competition that encourages team building, planning, communication, model design, development, creation, and presentation skills. This year's theme is "Powering our City". ASQ Milwaukee volunteers spend a half day reviewing and judging up to 72 entries to determine which is the "Most Futuristic City" and provides a trophy to the winner.

### **Rube Goldberg – 3/1/2019 – WCTC 8 AM – 3 PM**

High School STEM competition focused on simple machine knowledge that encourages developing a funny theme related story to describe the mechanical steps involved used to make a very simple task very complex. This year's challenge is to "Put money in a piggy bank in 20 or more steps".

### **Hartford High Career Fair – 3/13/2019 4:00 – 6 PM**

This High School event provides High School students and their parents with what types of careers are available and opportunities to achieve them. ASQ Milwaukee members provide students and parents from Hartford High School with knowledge relating to a future in the Quality field and the types of jobs available.

### **Washington County Career Fair – 3/14/2019 7:30 AM – 2 PM**

This event provides High School students with what types of careers are available and opportunities to achieve them. ASQ Milwaukee members provide students from every High School in Washington County with knowledge relating to a future in the Quality field and the types of jobs available.

### **Badger State Science & Engineering Fair – 3/16/2019 – UW-M 8 AM – 12**

This is the Statewide Science Project competition. ASQ Judges award a pair of \$500 scholarships to two teams that exhibit the most effective use of basic quality tools in their Science Projects.

### **Rube Goldberg – 4/12/2019 – WCTC 8 AM – 12**

Middle School STEM competition focused on simple machine knowledge that encourages developing a funny theme related story to describe the mechanical steps involved used to make a very simple task very complex. This year's challenge is to "Flip a switch in 8 or more steps".

### **Rube Goldberg – 5/10/2019 – MSOE Kern Center 8 AM – 12**

Please email me [jhankwitz@mac.com](mailto:jhankwitz@mac.com) if you are able to participate in any or all of these events.

Your help and support is needed.

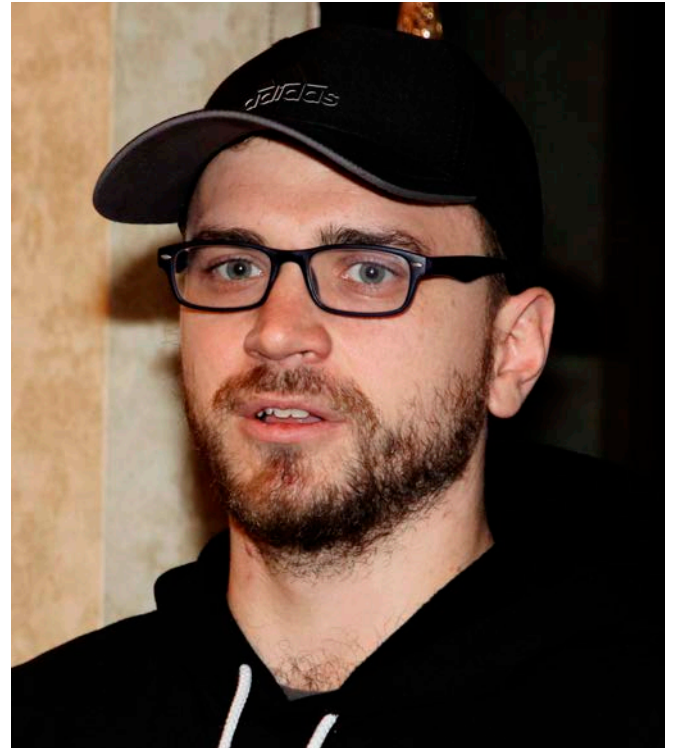
Many thanks.

John Hankwitz, Outreach Chair and Historian  
[jhankwitz@mac.com](mailto:jhankwitz@mac.com) (414) 731-9826

November Dinner Meeting Photos



Walter Jankowski, November dinner meeting speaker, and Terri Glaser, Chair



New Member Michael Cymerman



SECTION CHAIR AND LEADERSHIP TEAM MEMBERS

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

ELECTED MEMBERS

**CHAIR**

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414-630-0184  
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**CHAIR ELECT**

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**TREASURER**

Yunwei Zhou

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**ADVISORY**

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[jmontague03@yahoo.com](mailto:jmontague03@yahoo.com)

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**ASSISTANT TREASURER**

Fred Heller

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**MEMBERSHIP**

~ Open

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(Editorial & Publishing)**

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John Hankwitz - see Historian

**PAST CHAIR**

Patricia Morrill - see Nominations

**PAR**

Erica Swain - see Chair Elect

**PLACEMENT**

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Mary Therese Guzniczak - see Awards

**PRE-DINNER MEETINGS**

Annot Heron  
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[anotheron@mail.com](mailto:anotheron@mail.com)

**PROGRAMS**

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**TRAINING & EDUCATION**

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**VOICE OF THE CUSTOMER**

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Notice: this issue is the last newsletter.  
Stay in touch on [my.asq.org](http://my.asq.org) &  
[www.asqmilwaukee.org](http://www.asqmilwaukee.org)

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### CAREER PLACEMENT

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

### 2018-2019 Quality Calendar

MON., DEC 10, 2018	ALIOTO'S
<b><i>Learn to Effectively Assess and Efficiently Manage Risk for ISO</i></b>	
<b>CHRISTOPHER SPRANGER</b>	
President, Spranger Business Solutions	
MON., JAN 21, 2019	ALIOTO'S
<b>TBD</b>	
<b>J. R. MCGEE</b>	
President, X-Stream Leadership Group	
MON., FEB 18, 2019	ALIOTO'S
<b><i>The Art of Questioning: Tips for the Quality Professional</i></b>	
<b>DAVE GORIN</b>	
Master Black Belt, Humana	
MON., MAR 18, 2019	ALIOTO'S
<b><i>Force Field Analysis</i></b>	
<b>JEFF CHRISTIAANSEN</b>	
Quality Manager, PPC Industries	
MON., APR 15, 2019	ALIOTO'S
<b><i>RoHS and REACH</i></b>	
<b>MATT BILLS</b>	
Quality & Compliance Manager	
MON., MAY 20, 2019	ALIOTO'S
<b><i>Internal Auditing</i></b>	
<b>MARI LAMBERT</b>	
Senior Quality Assurance Manager, Allesee Orthodontic Appliances	
MON., JUN 17, 2019	ALIOTO'S
<b><i>Using Improv Techniques in a Team Environment</i></b>	
<b>ALEX THIEN</b>	
Manager, COMEDY SPORTZ	

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### ALIOTO'S

414-476-6900

3041 North Mayfair Road, Wauwatosa

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PLEASE CONSULT NEWSLETTER OR  
WEBSITE [www.asqmilwaukee.org](http://www.asqmilwaukee.org) FOR  
SEMINAR AND PLANT TOUR  
ANNOUNCEMENTS