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**APRIL  
2010**

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## **What's Inside**

**Dinner Meeting for  
April 2010**

**April Conference with  
Dennis Arter**

**Be sure to visit our section  
website:  
<http://www.asq0905.org>**

### **Section 0905 Mission Statement**

*The mission of Section 0905 is to develop and provide a strong organization for exchanging knowledge and ideas necessary for the growth and development of quality professionals in a manner that benefits the membership, business, and the Northeast Indiana Community.*

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*Mailing Address:*

**American Society for Quality  
Northeastern Indiana Section 0905  
P.O. Box 11887  
Fort Wayne, Indiana 46861-1887**

# *The Histogram*

## **N e w s l e t t e r**

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### **APRIL DINNER MEETING APRIL 8, 2010 ( Thursday )**

**Arrival: 5:30 - 6:00 PM**

**Dinner: 6:00 PM**

**Presentation: ~6:30 PM**

#### **Ramada Inn**

2519 East Center Street  
US 30 and Center Street  
Warsaw IN 46580

**Cost is \$19/person for dinner**

**For reservations contact James Smith :**

**[james.e.smith@baesystems.com](mailto:james.e.smith@baesystems.com)**

**Telephone: 260-434-5464**

**Title: Evolving Management Systems Integration: Big Q or little q?  
Presenter: Dennis R. Arter, FASQ**

Quality concepts are evolving as part of a larger trend toward the management of risk. Over the last five years, government and international standards activities have suggested that quality professionals will play an increasingly important and rather different role in organization management systems. Around the world, corporations, consumers, investors, and regulatory bodies are examining the evolving role of audit, security, safety, transparency, environment and risk. Some of these changes are reflected in the new ISO 9004:2009 (*Managing for the sustained success of an organization*). Even the international auditing standard (ISO 19011) is proposing to remove *quality* from its title. The quality profession and quality professionals are expected to widen their scope of activities as corporate and government resources dwindle. This coalescence is often called "sustainability" or "social responsibility." ASQ has taken a leadership role in the development of ISO 26000 (*Guidance on social responsibility*), due for release in 2010. Large and small corporations are examining sustainability and business continuity in their supply chains.

Our profession is quite mature in understating and applying management system controls. Our tools and technologies are remarkably adaptable to all manner of controls, whether those controls are designed to promote good or reduce evil. Is our profession at the center of the coalescence of management systems (big Q) or is it a contributor, as part of something else (little Q)? What roles do governments and standards have?

This session will identify the current state of evolving management systems in North America, Europe, and Asia. The session will also identify possible short-term (five year) directions.

# DENNIS ARTER QUALITY AUDITING WORKSHOP

APRIL 8, 2010 (Thursday)

Presented through the cooperative efforts of ASQ Section 0905 and Ivy Tech Community  
College  
(7 RU's)

## Ramada Inn

2519 East Center Street  
US 30 and Center Street  
Warsaw IN 46580

Workshop Registration (in advance preferred):

**Included in the workshop fee is the workshop, the book *Quality Audits for Improved Performance* by Dennis Arter (normally \$30 each, ASQ member pricing), and the lunch.**

\$175 with advanced reservations by March 1, 2010, \$200 after March 1, 2010

20% off for groups of 6 or more (this is equivalent to buy 5, get 1 free or \$35 off \$175/  
person and \$40 off \$200/person)

Note: Each payment/reservation should include attendee names

**Payment by credit card in advance only.** MasterCard, Visa, Discover, and Amex accepted by  
calling: G. Daniel Templeton, Plastic Composites, Telephone: 260-408-0107 to give the  
credit card information directly or to voice mail.

**Checks (payable to ASQ) will be accepted by mail and should be sent postmarked by  
March 25, 2010**

Arter Workshop  
c/o Plastic Composites  
8301 Clinton Park Dr  
Ft. Wayne, IN 46825

**At-door registrations (payment by check) will be accepted provided there is available  
space.**

DOORS OPEN/REGISTRATION: 7:15 am

WORKSHOP: 8:00 AM - 4:00 PM

LUNCH (provided): ~12:00 PM - 1:00 PM

# DENNIS ARTER QUALITY AUDITING WORKSHOP

## Dennis Arter Biography:

Dennis R. Arter has been an independent consultant since 1984. His primary service is instruction in the field of quality auditing. Dennis has served a wide variety of clients, including government, manufacturing, energy, chemicals, aerospace, food, software, agriculture, finance, medical devices, pharmaceuticals, and health care. He is a Fellow of the American Society for Quality (ASQ) and active in the Customer-Supplier Division. He served on the ASQ Board of Directors in 2001-2003.

In 1988, Mr. Arter was selected to present his auditing instruction nationwide on behalf of the ASQ. Over 9,000 people have learned auditing principles and practices from him. Arter's book, *Quality Audits for Improved Performance*, was first published by ASQ's Quality Press in 1989, revised in 1994, and revised again in 2002. The book has sold over 40,000 copies and is published in Spanish as well as English.

Prior to the fall of 1984, Mr. Arter worked for Westinghouse, Virginia Power, and the United States Navy. He has a degree in biochemistry from the University of Illinois (1969). Dennis is an ASQ Certified Quality Auditor and a licensed mechanical engineer. He is married, with one grown child and one grandchild. He and his wife of 35 years live in eastern Washington State.

## Quality Auditing Workshop, April 8, 2010

- \* Session 1 – **Basics of Auditing** (Four fundamental rules, intended for the bosses)
- \* Session 2 – **Dump, Chunk, & So What** (Turn audit reports from boring to brilliant by focusing on the disease, rather than the individual symptoms)
- \* Session 3 – **Process-based Audits** (The new way to examine systems, using turtles and customized checklists)
- \* Session 4 – **Audits for Supply-chain Excellence** (How the audit fits into supply-chain management)
- \* Session 5 – **Panel Discussion** (Reps from three sectors – general manufacturing, highly regulated, and conformity assessment – join with me to explore a variety of topics. About 1.5 hours duration.)
- \* Evening Presentation – **Future of Everything** , or **Feeding on Wikis and Blogs** (use of social networking tools for collaboration and knowledge. Internet req'd.)

# Advanced ASQ Membership

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers advanced levels of membership—Senior and Fellow—for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior and Fellow membership rewards members with enhanced benefit selections.

**Senior** membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

Have been an individual member for one year

Have 10 years of professional experience. Up to 4 years may be satisfied by graduation from an accredited university.

Have qualified in one of the following ways:

1. Conducting quality-related engineering, inspection, or statistical work, or applying quality on the job for at least 2 years.
2. Teaching quality or related arts or sciences at an accredited institution for at least 2 years.
3. Being a Senior Member or comparable grade in an American Society for Association Executives' list of recognized organizations.
4. Currently holding an ASQ certification that requires recertification.

To apply for Senior membership status log-in with your membership number and password at <http://www.asq.org>, click on the Membership tab, scroll down to Senior, click on UPGRADE, and download the application.

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## World Conference on Quality and Improvement

(Formerly the Annual Quality Congress)

St. Louis, MO - May 24-26, 2010

<http://wcqi.asq.org/index.html>

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 Fort Wayne, IN 46861-1887

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