

---

**APRIL  
2011**

---

## **What's Inside**

**All-Day Conference for  
April 2011**

**ASQ Refresher Courses**

**Dinner Meeting for  
April 2011**

**National Events**

**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.*

---

*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**

---

## **APRIL ALL-DAY CONFERENCE**

**followed by Section Evening Meeting  
THURSDAY, APRIL 14TH**

**GLEN MAZUR**

**QUALITY FUNCTION DEPLOYMENT**

**EAGLE'S NEST**

**COLUMBIA CITY, IN**

Non-Members: \$300

Members: \$275

Member Early Birds: \$250 (If registered prior to Friday, March 18th)

The "Quality Functional Deployment (QFD) White Belt Certification" workshop will be presented in the following four sections. Each attendee will receive a "QFD White Belt Certification" from the QFD Institute for completion.

1. Modern Blitz QFD(R) basics. This section will discuss the evolution of traditional QFD into modern Blitz QFD(R) and its basic principles and tools.
2. Gemba visits. There are many sources of "voice of customer" such as focus groups, interviews, etc. These are scripted by us and help us learn the "known unknowns." To develop innovative products we must also get the "unknown unknowns." Unique to QFD is "going to gemba" to capture and analyze the unspoken voice of the customer.
3. Translation of voice of customer into customer needs with the Customer Voice Table. Raw VOC, regardless of source, is typically about desired product performance and features. Since customers are more expert in customer needs than product features, it is important to learn why they desire these features.
4. Defining solutions and features, requirements flow-down to quality assurance. The Maximum Value Table will show how to define functional requirements and solutions to key customer needs and develop downstream technical and quality characteristics.

**Call Nathan Prieshoff 574-371-3485 or**

**[nathan.prieshoff@medtronic.com](mailto:nathan.prieshoff@medtronic.com)**

**Dan Templeton 260-408-0107 or**

**ASQ 0905 in partnership with Ivy Tech Community College Northeast are offering the following Certification Refresher Courses:**

**CQA (Certified Quality Auditor)**

*April 16 – May 26, 2011 from 8:00am-12:00noon, Saturdays  
Ivy Tech Community College, North Campus – Carroll Hall*

**CQE (Certified Quality Engineer)**

*April 16 – May 26, 2011 from 8:00am-12:00noon, Saturdays  
Ivy Tech Community College, North Campus – Carroll Hall*

**These 24 contact hour instructor led courses are only \$279 and offer 2.4 CEUs**

**Each course is based on a minimum enrollment of 6 participants and utilizes applicable primer materials from Quality Council of Indiana at [www.qualitycouncil.com](http://www.qualitycouncil.com)**

*(Participants responsible for acquiring their own materials)*

**For information contact Lynell Sparks at (260) 481-2293**

---

---

**EVENING DINNER MEETING:**

**“Modern Blitz: Quality Functional Deployment”**

Quality systems and methods evolve to keep up with changing business needs. QFD, the quality approach to new product development, has self-applied its own methods to refresh its toolset to address modern project teams. Modern Blitz QFD(R) vs. traditional House of Quality will describe why quality organizations need to know about customers in order to define key quality characteristics. Fixing the math problems in QFD will also be presented. Developments in the new ISO standard for QFD.

**Call Jim Smith for Dinner Meeting Reservations [james.E.Smith@baesystems.com](mailto:james.E.Smith@baesystems.com) or 260-434-5464—psst, we sold out last month....so this is important.**

# 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.

---

---

**Grace College is offering a degree-level course in Regulatory in the near future, follow it on the website:**

<http://www.grace.edu/admissions/school-adult-and-community-education-sace-applicants>

The contact person at Grace is: Allyn Decker 574-372-5100 ext 6509

---

---

## ASQ National Events Schedule

### World Conference on Quality and Improvement

(Formerly the Annual Quality Congress)  
Pittsburgh, PA - May 14-19, 2011

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



ASQ  
 Section 0905  
 P.O. Box 11887  
 Fort Wayne, IN 46861-1887

Non-Profit Organization  
 U.S. POSTAGE  
**PAID**  
 Fort Wayne, Indiana  
 Permit No. 880

**ADDRESS SERVICE REQUESTED**

*Printed by Perdue Printed Products*

<b>2009-2010 OFFICERS</b>	<b>COMMITTEE CHAIRS</b>
Chairman ..... Megan Pape, American Red Cross <a href="mailto:papemm@usa.redcross.org">papemm@usa.redcross.org</a> 260-494-4715  Chairman Elect..... Vacant  Vice-Chairman.....Nathan Prieshoff, Medtronic <a href="mailto:nathan.prieshoff@medtronic.com">nathan.prieshoff@medtronic.com</a>  Treasurer ..... John Carlson, ITT Aerospace <a href="mailto:jcarlsonjr15@verizon.net">jcarlsonjr15@verizon.net</a> 260-451-5751  Secretary.....Jim Oxenrider <a href="mailto:joxenrider@comcast.net">joxenrider@comcast.net</a>	Arrangements ..... Jim Smith, BAE Systems <a href="mailto:james.e.smith@baesystems.com">james.e.smith@baesystems.com</a> 260-434-5464  Education ..... James Teeple , Ivy Tech Community College <a href="mailto:jteeple@ivytech.edu">jteeple@ivytech.edu</a> 260-479-2227  Scholarships ..... Milt Gallmeyer, General Aluminum <a href="mailto:mgallmeyer@generalaluminum.com">mgallmeyer@generalaluminum.com</a> 260-356-3900  Membership ..... Ed Woodward, Depuy <a href="mailto:CWoodwar@ITS.JNJ.com">CWoodwar@ITS.JNJ.com</a> 574-371-4983  SMP ..... Ed Woodward, Depuy <a href="mailto:CWoodwar@ITS.JNJ.com">CWoodwar@ITS.JNJ.com</a> 574-371-4983  Outreach Chairman ..... Steve Shoda, BAE Systems <a href="mailto:steve.shoda@baesystems.com">steve.shoda@baesystems.com</a> 260-434-5654  Newsletter Editor ..... Leslie Zody <a href="mailto:lzody@indianadata.com">lzody@indianadata.com</a> 260-349-2917  Recertification ..... Karen Hughes , Ashley Industrial Molding <a href="mailto:kjhughes@metalink.net">kjhughes@metalink.net</a> 260-587-9155, ext. 376  Nominating ..... Nathan Prieshoff <a href="mailto:nathan.prieshoff@medtronic.com">nathan.prieshoff@medtronic.com</a>  Examining ..... Tom Miller, Water Furnace <a href="mailto:tom.miller@waterfurnace.com">tom.miller@waterfurnace.com</a> 260-479-3308  Placement.....Mark Braun, Navistar <a href="mailto:Mark.Braun@navistar.com">Mark.Braun@navistar.com</a> 260-461-7611  Program Chair ..... Vacant  Auditing.....Wayne Scherry, Esteves Group <a href="mailto:wscherry@estevesgroup.us.com">wscherry@estevesgroup.us.com</a> 260-728-9272  Internet Liason ..... Dan Templeton, PCC Fiberglass <a href="mailto:dtempleton@pccfiberglass.com">dtempleton@pccfiberglass.com</a> 260-484-3139  Senior Advisor ..... Dave Masanz <a href="mailto:dmasanz@frontier.com">dmasanz@frontier.com</a>
<b>REGION 9 DIRECTORS</b>	
Director: Will LaFollette  Past Director: Dick McKeever  Deputy Director: Dick McKeever  Deputy Director: Daniel Templeton  Deputy Director: Kelley Roggenkamp  Deputy Director: Bud Newton  Deputy Director: Mollie Brown  ASQ Headquarters 800-248-1946	