

Join the ASQ
Section 1216
Group on
LinkedIn

<http://www.linkedin.com/groupRegistration?gid=2451778>

From the Editor: Welcome to the New ASQ Year!

July 1st is the official start of the new ASQ year, and your La Crosse - Winona section board is excited to get the planning process rolling for this year's programs. We will have our first board meeting on **Monday, August 16 at 5:30pm at Godfather's Pizza in Winona** (see the attached map for driving directions). If you are interested in volunteering your time and talents to section planning and member support, or are just interested in what the section board does, please join us for this event.

I'd also like to take this opportunity to welcome our new board members Jack Ikhtiari and Lynn Loynes, and thank all of our past volunteers for their contributions in support of our section. I look forward to working with all of you on making the 2010-2011 section year a success!

Our first section event will be held in September, so please watch for the upcoming September newsletter for more details. We also plan to have another section conference next spring with a tentative theme of Quality and Social Responsibility.

The last piece of business I'd like to call your attention to is the Six Sigma survey link below. We received a request from a master's degree student to help with a study on the value of Six Sigma, and feel this is an excellent opportunity to provide input and receive valuable information in exchange. Please consider responding to this survey, which will be open until August 21st. The researcher will share the data with the section, so watch for a posting of the results in the future.

*Best Regards,
Lynn Keller*

Quotes:

All change is not growth, as all movement is not forward.
— Ellen Glasgow

There's only one corner of the universe you can be certain of improving, and that's your own self.
— Aldous Huxley

Note to Evite Users

If your Evite ID doesn't identify who you are please send a note to Lynn Keller (lynn.keller@bench.com). We've recently had the need to contact specific members who used Evite to sign up for meetings or the Spring Conference but were unable to figure out who to contact.

Thank You!

Quality Link of the Month:

<http://www.epa.gov/lean/sixsigma/Six-Sigma.pdf>

Student Research Request: Six Sigma Survey

The link provided below is for an electronic research survey on Six Sigma. The survey is research for a Master's degree thesis entitled "Determining Critical Factors of Six Sigma Initiatives: A Survey of ASQ Membership" by Rockford section member Shawn W. Flynn. The survey will be open for three weeks, from August 1st to August 21st. The study measures whether or not critical factors of Six Sigma initiatives have a direct correlation on organizational impact, success rates, and financial effectiveness. These criteria help build a foundation for evaluating Six Sigma's overall worth as an improvement methodology. Your participation is anonymous, voluntary and confidential. This survey has been approved by the Human Subject Committee of the University of Central Missouri. It should take about 20 minutes to complete. You may exit at any time until the survey is submitted. Thank you for helping with this research and I appreciate you taking the time to distribute this to your membership.

<http://www.ucmo.edu/surveys/?formID=4386>

Sincerely,
Shawn W. Flynn
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Achieving Customer Engagement in Healthcare and Business Conference

October 13 (pre-conference October 12) - Bloomington, MN



Today's high performing organizations focus on building deep relationships with their customers (patients, students, stakeholders) such that customers are not just satisfied, but "engaged" with their organization -- they are committed to the organization and its offerings, are loyal, are willing to make an effort to utilize its services, and will actively advocate for and recommend the organization to others. The customer is always key, but in difficult times having satisfied customer may not be enough.

The Minnesota Council for Quality and the Minnesota Healthcare Quality Professionals are pleased to invite you to attend a conference October 13 that focuses on high performing organizations known for their focus on the customer -- organizations such as Ritz-Carlton, US Bank, Mayo Clinic, Target, Cargill, Allina, Children's, ICSI, and others. Organizations will share how they are building relationships, using Voice of the Customer methods, and leveraging technology to build and improve customer engagement.

A pre-conference on October 12 will focus on customer engagement (featuring Bryan Williams, formerly of Ritz-Carlton) as well as using social media and technology to build and maintain relationships (featuring Mayo Clinic and ICSI).

For more information, including a program/agenda and cost information, please visit <http://www.councilforquality.org/specialevent6.cfm>.

The QC Group - Course Offerings

To see a list of quality-related courses please visit <http://www.theQCgroup.com/training>.

Speaking Opportunity: ASQ Section 0814 Elyria / Lorain Ohio

March 10, 2011

Seminar Description: Implementing Quality in Non-Manufacturing Settings — A process is a process, regardless of the type of organization or function. All processes have inputs and outputs, customers and suppliers, and all display variation. To compete in today's global market, discovering new ways to reduce costs while constantly providing a high-quality product or service is essential. However, figuring out the right strategies for your organization can be a challenge, and may vary from industry to industry. Learning a few basic procedures from identifying key business issues to obtaining the right kind of knowledge can make all the difference when it comes to optimizing capital and quality in your organization.

I am the Chair of ASQ Section 0814 Elyria / Lorain Ohio (Northern Ohio, west of Cleveland). I am contacting you to see if any of your Division members would be interested in speaking about implementing Quality in a non-manufacturing environment.

The format is 2-3 panelist that provide their comments / thoughts on the topic and then an open forum / conversation with the audience. No formal presentation is required. The event is March 10, 2011. There is NO money for expenses or honorarium. Cathy Bajic is the section program chair and can be reached at cbajic@sillicocorp.com and 440-333-9900.

Thanks in advance.

Sincerely,

John M. Cachat

440-333-9900

<http://www.linkedin.com/in/johncachat>

Free Member Gift! World Conference Webcast Bundle

Here is a sampling of some of the most popular on-demand sessions from the World Conference on Quality and Improvement. This bundle includes three web and audiocasts focusing on sustaining high performance, growing quality, and creating a quality culture.

<http://www.asq.org/member-gift/>

As a bonus, you also get a bonus webinar about the new edition of Juran's Quality Handbook, presented by Joe De Feo, co-author and president of the Juran Institute.

You have access to this bundle through August 31, 2010.

THANK YOU this year's volunteers! 2010-2011 La Crosse - Winona ASQ Section 1216 Board

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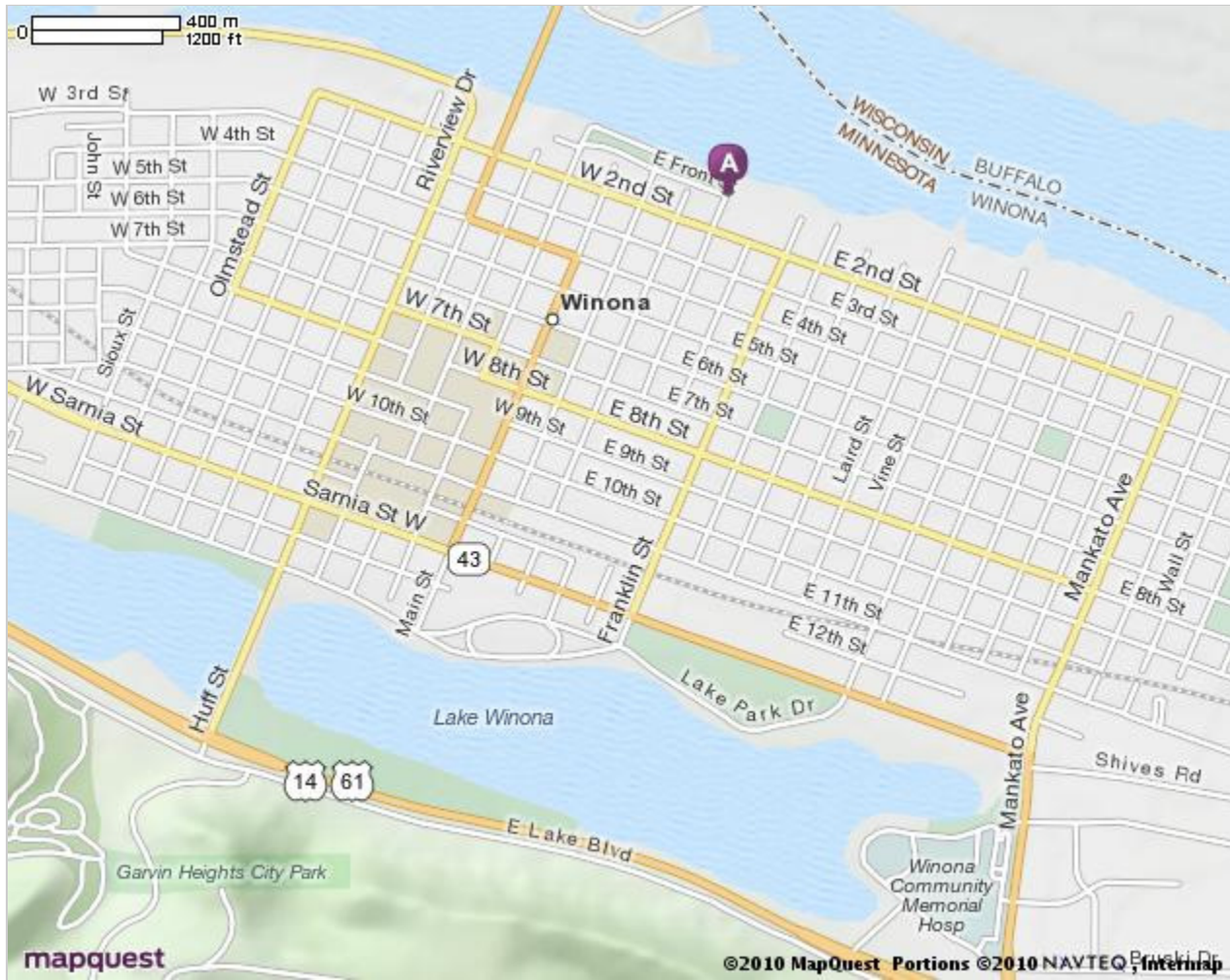
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Please check out the section website at: <http://www.asq1216.homestead.com/>



**Section Board Meeting
Monday, August 16 @ 5:30pm
Godfather's Pizza, Winona**

Map of 30 Walnut St
Winona, MN 55987-3413



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