



# THE QUALITY TIMES

ASQ

The ASQ Newsletter of the Wabash Valley Section 0919

## February 12 Meeting (Joint with SME and ASM )

**Event:** Tour of Tribune-Star Printing Plant

**Speaker:** Mr. Terry Lambert

**Times:** Dinner: 6:00 pm, at Western Rib-eye - Wabash and Fruitridge Ave.  
Tour: 8:00 pm, at 4675 E. Margaret Avenue, Terre Haute

**Cost:** Meals are a la carte

**Advise:** Roy Boissy (812- 237- 8329 or [arrangements@asqwabashvalley.org](mailto:arrangements@asqwabashvalley.org)) by Tuesday February 10, for attendance.

**Location:** The Printing Facility is located on Margaret Avenue about 1/2 mile west of SR 46.

## 2003 - 2004 Officers

Chair	Cliff Simpson	812-466-2014
V. Chair	Brenda Cichocki	812-448-2651
Secretary	Larry Arnold	812-466-4277x4286
Treasurer	Wes Richardson	812-533-4215

## In Case you Missed It

The ASQ and SME joint meeting on January 8 started with socializing and dinner at Mogger's Pub. From there, the group went to the Indiana State University, Myers Technology Center. Dr. Jim Smallwood lead a presentation on Manufacturing and Construction Technology, with assistance by Dr. Gordon Minty, Dr. Jeff McNabb, and Dr. Michael Hayden.

After the presentation on M&CT, the group toured the various areas in the Technology Center. The tour included a hands on operation of a robotic arm. Several lab rooms were visited, as well as the machining training facility. Many of the pieces of equipment at M&CT were state of the art and had been donated by outside companies. This program at ISU surprised many of the attendees in terms of the depth of education that students receive, and it is "the best kept secret" in Terre Haute. ISU would like to make their programs more widely known.

## St. Louis Section 1304 Spring Conference

The Saint Louis Section has kindly advertized Olney ASQ Educational activities in the past. Enclosed is a notice for their April 5, 2004 Spring Conference.

**ASQ**  
**Wabash Valley Section 0919**  
**PO Box 1525**  
**Terre Haute, IN 47808**

Non-Profit  
Organization  
U.S. Postage  
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### **CCT Refresher**

**ASQ Sub-Section 0919, Olney is offering a Certified Calibration Technician (CCT) Refresher Class to be held from 8:00 AM to 4:30 PM on Saturdays, March 13, April 3, April 24 and May 15, 2004.**

**Location: Olney Public Library, 400 West Main Street, Olney, IL 62450-1535.**

**Fee: \$350 which includes CCT Primer and CCT Solution text from Quality Council of Indiana as well as additional class handouts.**

**Instructor: Wesley R. Richardson, Quality Council of Indiana. Wes is a co-author of the CCT Primer and has 10 ASQ Certifications including the CCT.**

**If you are interested in attending, please contact Gary Bissey at (618) 445-5308 or [gbissey@champlabs.com](mailto:gbissey@champlabs.com)**

### **Next Month's Program March 11, 2004**

**Dr. Leroy Franklin, statistician at Eli Lilly, Clinton Labs, will speak on Process Tampering: Capability and Control as seen by Eli Lilly. The meeting will be held at Richard's Farm Restaurant, 697 NE 13th Street, Casey, IL 62420. Telephone (217) 932-5300. Social at 6:00 pm, meal at 6:30 pm, and program at 7:00 pm. Dr. Franklin always makes technical subjects interesting.**

### **Quality News**

- **Visit our Section web site at <http://www.asqwabashvalley.org> for the meeting schedule, education, newsletters, Section contact list and more.**



# Saint Louis Section 1304 Spring Conference 2004

The Spring Conference will be **Monday, April 5, 2004 at The AAIM Training Center, 3700 S Lindbergh, Sunset Hills, MO**. Registration starts at 8:00, sessions at 8:30 a.m. Continental breakfast and lunch will be provided. Sessions end at 4:30 p.m. Choose one of the following concurrent sessions:

**SURVEY DESIGN AND ANALYSIS** presented by Jim Duarte, Anheuser-Busch

We've all participated in surveys and seen their results. The internet takes "informal" surveys on all types of issues. Survey cards sit out at restaurants, medical centers and other locations. Learn the proper way to design a survey, maximize the response rate and perform the analysis to be confident that what you publish is valid and reliable.

**HOW TO DEVELOP A BALANCED SCORECARD** presented by Rob Herhold, President ISMP

This is a comprehensive, hands-on, and intense workshop for learning the "how-to's". A case study is used for demonstrating the development steps. Participants will work in teams. All participants will receive a "desktop" balanced scorecard report for use at your respective organization. All industry, education, and government sectors are encouraged to attend.

**PROCESS FAILURE MODE AND EFFECTS ANALYSIS (FMEA)** presented by Sally Young, Boeing QE

Have you dealt with questions like these: Are my manufacturing or services processes robust? What could go wrong with our processes or products during manufacture, assembly or service cycle? If it does go wrong, what effect will it have on our customers and us? What are we talking about? FMEA is a tried and true method for focusing on process failures and how they cause bad quality products to be produced. During this seminar we will look at an approach for combining statistics, failures, causes, frequencies and their related impacts to assess our processes. We'll start with an overview of some of the statistical tools and then take a look at some samples from a variety of manufacturing and service industries.

## Registration Form – ASQ St. Louis Section 1304 58<sup>th</sup> Annual Spring Conference

### Four ways to Register

Phone, FAX or E-Mail your information (only MasterCard or Visa accepted via this method), or Mail Completed Registration form, with \*Check or Credit Card Information to  
Brenda Niccum; Project Leader, Statistics;  
Anheuser-Busch, Inc.; One Busch Place, 156-1;  
St. Louis, MO 63118

BY PHONE: (314) 577-7175  
BY FAX: (314) 577-7062  
BY E-MAIL: [brenda.niccum@anheuser-busch.com](mailto:brenda.niccum@anheuser-busch.com)  
BY MAIL: Brenda Niccum  
Anheuser-Busch, Inc.  
One Busch Place, 156-1  
St. Louis, MO 63118

Name(s): \_\_\_\_\_

Please choose the session you plan to attend:

Company: \_\_\_\_\_

- Survey Design & Analysis
- Balanced Scorecard
- FMEA

Address: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_

Registration Fee  
\$125.00 before Feb 15  
\$150.00 after Feb 15  
\$ 75.00 Students & Members  
Between Jobs

**\* Please make checks payable to ASQ Section 1304**

Number attending: \_\_\_\_\_ Total Amount: \$ \_\_\_\_\_

Fee includes continental breakfast & lunch. Coffee, soda, & juice will be provided.

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_  MC  Visa