



Quality Central

Word from the Chair

Best Practice. The illuminative and ubiquitous Wikipedia describes it thus: “Best Practice asserts that there is a technique, method, process, activity, incentive or reward that is more effective at delivering a particular outcome than any other technique, method, process, etc.” Best Practice has become a business buzzword, and dare I say it, a quality buzz word. The concept (which is akin to standardized work) is clearly a good one – find the best way to do something and then, have everybody do it that way. But even in that definition we limit ourselves if we stop there. What do I mean? Well, let’s say for example that we have a process which involves making product X. Using sophisticated (or not so sophisticated, but at least intentional) improvement tools, we uncover a better way to make X. That’s great! In most of our worlds, that would define a successful improvement effort. Now we want to standardize that so that everyone who makes X will do it this new, better way. And then we realize that we might someday hire somebody new so we’d better capture this new method as a standard procedure. Now we’ve got it – the best practice! But isn’t the next step to continuously improve again? Maybe not right away, but at some point? And then the whole process starts again (kind of reminds you of ye ol’ PDCA cycle, eh?). Maybe we just need to revise our vocabulary – maybe we want to use the term “Better Practice” because it is better than what we were doing before. Or maybe “Best Practice For Now” or BPFN. Or maybe it’s not the vocabulary, but the mindset. We *should* be improving, we *should* be identifying the best way to accomplish something, we *should* be sharing that and standardizing, and we *should* be capturing those practices in our training systems. And then we *should* start all over. Talk about job security!

April Meeting Information

Topic: How quality principles and quality tools apply in a governmental/public sector arena

Date: Monday, April 28, 2008

Place: Baker Street Grill, 1716 Baker Street, Wisconsin Rapids, WI 54494

Schedule for Meeting:

Mini Registration	4:30 PM	Baker Street Grill	ASQ’s Community Good Works
Mini-Session	4:45 PM		Presenter: Jeanine Becker
Keynote Registration	5:20 PM	Baker Street Grill	For those who are not attending the mini-session
Keynote Presentation	5:30 PM	Baker Street Grill	Mayor M.J. Carson, City of Wisconsin Rapids
Dinner & Networking	6:15 PM		

About the Mini-Session Presentation

The session will describe ASQ’s Good Works program, give examples of the types of projects done and show you how you can identify worthy not for profit organizations in your local community who may benefit from a Good Works grant.

About the Mini-Session Presenter

Jeanine Becker graduated from Carroll College with a BA in Speech Communications. She spent 21 years in the health insurance industry doing legislative compliance work and project management. She joined ASQ in 2001 as a project leader charged with launching the ASQ Six Sigma Forum, ASQ's first electronic member type. Jeanine is currently responsible for ASQ's community development strategy and is staff liaison for the ASQ Good Works grant program.

About the Keynote Presentation

Mayor M.J. Carson, from the City of Wisconsin Rapids, will be speaking about the public sector's need for quality control and how the customer dictates some very different expectations. The diversity of the "customer" base and the perspective that each has is a significant reason for a much broader approach to quality. She will be building on, NEW YEAR, NEW OUTLOOK.

About the Keynote Presenter

Mary Jo Carson is a graduate of the University of Wisconsin, Madison, with a degree in Speech, with a concentration in radio and television. She is the mother of four children, one girl and three boys and the grandmother of three, one girl and two boys. She was the Manager of the Mall in Marshfield and the Executive Director of the Marshfield Area Chamber of Commerce. She worked as an Area Development Manager for the Wisconsin Department of Commerce from 1986 until retiring in January of 2001.

Her primary responsibilities were to work with businesses and local units of government in as many as 17 counties and as few as 10 counties, in North Central Wisconsin, assisting them to grow and expand, creating new jobs and additional capital investment in their respective communities.

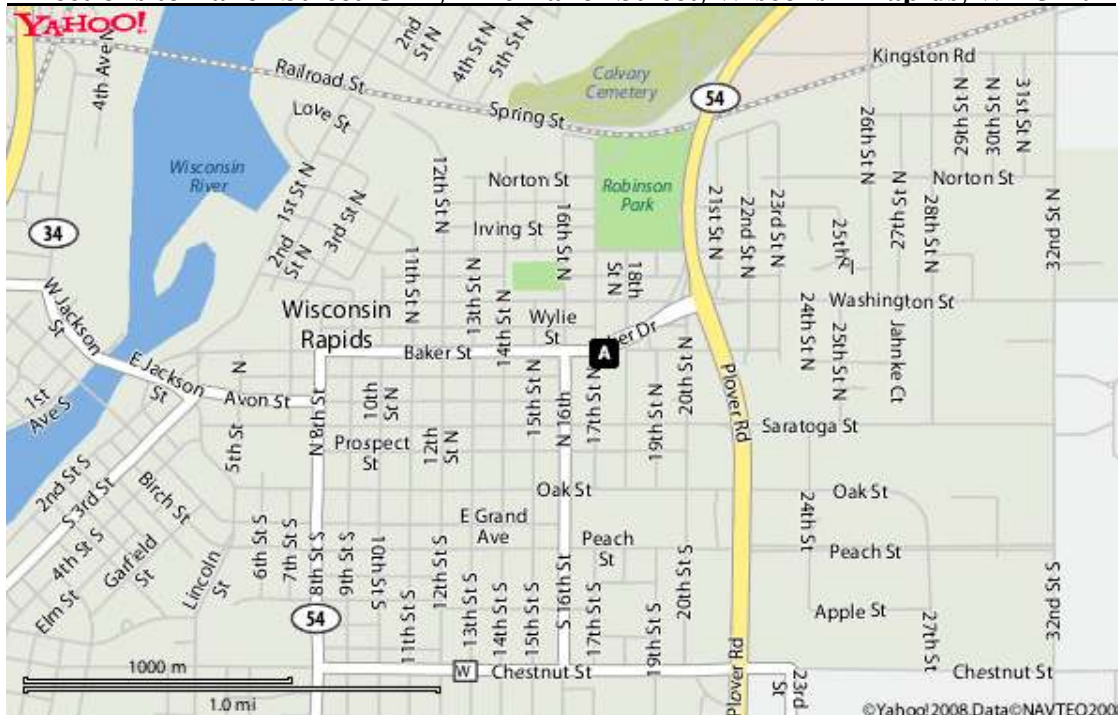
Cost of Meeting: \$25.00 for members \$30.00 for non-member

We do not bill; we accept cash or check only. Please make checks payable to "ASQ Section 1218". If you register for the event and do not show, we will bill for unpaid registration costs unless a cancellation notice is received in time for us to avoid an expense.

To register: Call Kari Wroblewski at (715) 252-4707 or e-mail at kari_wroblewski@yahoo.com. Please provide your name, company, phone number, and member status.

Registration Deadline: NOON - Thursday, April 24th

Directions to Baker Street Grill, 1716 Baker Street, Wisconsin Rapids, WI 54494



Meeting Schedule

Meeting Date	Event	Where	Notes
April 10	Board Meeting	Stage Stop, Mosinee, 12 pm	Join us
April 28	Program Meeting / Rescheduled from February	How quality principles and quality tools apply in a governmental/public sector arena & ASQ's Community Good Works	Save the Date!
May 19	1206 Program Meeting	John Deere Horicon Works	Contact Kelly Duel (1206 Chair) at (920) 969-6059 or e-mail Kelly.duel@plexus.com

Member Appreciation Meeting – Mark Your Calendars!

You may have noticed that we did not schedule a regular meeting in May this year. Why is that? Well, after another successful year of meetings, seminars, and networking not to mention actually becoming an OFFICIAL FULL SECTION, the board felt that we wanted to say “thank you” to all of you, our Section members and regular attenders and guests. So we decided to combine our last dinner meeting of the program year with a special event – a Wausau Woodchucks baseball game! We will hear about how the Woodchucks identify and meet customer needs, have a ballpark dinner, and then enjoy the game. Save the date – **Monday June 2nd, 2008**.

March 24th Dinner Meeting Highlights

Worzalla Publishing Company (WPC) has grown from a niche market of publishing primarily children's books to a broad market of producing all kinds of hard and soft cover books. To facilitate the growth and meet customer expectations and requirements, WPC was registered to ISO 9002:1994 in 2003 and upgraded to ISO 9001:2000 in 2004 with plans on being registered to the Environmental Management Systems (EMS) Standard ISO 14001:2004 this summer.

Paul Davis, WPC Environmental Health & Safety Coordinator, presented an overview of ISO 14001:2004 and how WPC plans on “Going Green”, in part, by using ISO 9001:2000 as a framework to become registered to ISO 14001:2004. The process of registering to ISO 14001:2004 began with creation of a Gantt chart to plan activities and milestones, searching for information and resources on the Internet, educating WPS workforce through newsletters and posting information such as WPC's Environmental Policy on their website. WPC believes that having an EMS will reduce wastes, costs, and liability through reduction of resources, materials, and energy consumption.

“Going Green” not only involves being registered to ISO 14001: 2004 but also obtaining certifications from the Forrest Stewardship Council, Sustainable Forest Initiative, and the Program for the Endorsement of Forest Certification in order to establish a “Chain of Custody” to demonstrate renewable and sustainable resources from the forest, through different stages of production, and ultimately to the end user. WPC's goal is to be recognized as an environmental leader in their industry.

Additional information about ISO 14001:2004 and “Going Green” can be obtained from Paul Davis at WPC or Phillip (Jack) Annis at the University of Wisconsin Extension – Solid and Hazardous Waste Education Center (www.shwec.uwm.edu). The SHWEC provides quality environmental education, information and technical assistance for businesses and communities throughout Wisconsin to reduce environmental liability and cost.

Officer Nominations and Committee Opportunities

If you have enjoyed this year's Section program, and/or have found value in it for you, then please help us continue what we're doing here in Central Wisconsin by stepping up to help with planning and executing the Section's activities. Opportunities are available to help with newsletter contribution, seminar planning, monthly meeting scheduling, certification, and strategic planning. The formal board positions that are open for nomination are the Section Chair, Treasurer, and Secretary. Committee chair positions include Nominating Chair, Publicity Chair, Vice Chair/SMP Chair, and Education Chair. There are also additional roles involving membership and programming. If you have any interest in learning about what these positions entail, please contact Don Smith (don.r.smith@newpagecorp.com) our current Section Chair and he will answer any questions you may have.

If you have not found value in this year's activities, then we would also encourage you to get involved and help us determine how to make our Section's activities more valuable for our members. This Section exists for all of us and it will provide value for us in proportion to the effort and direction we put into it.

Section 1218 Website & Information

The section web-site can be located at: <http://www.asqsection1206.org/central-wi-section.htm>.

Questions on membership information?	Questions on recertification journals?
Contact: Don Smith Stevens Point Mill, New Page Specialty Papers phone: 715.345.8069 fax: 715.345.8750 mobile: 715.213.4565 e-mail: don.r.smith@newpagecorp.com	Contact: Michael Keel Donaldson Co. phone: 715-341-5311 x349 fax: 715-341-0318 e-mail: Mike.Keel@Donaldson.com

Job Opportunities

Do you have an opening you would like posted here?
Contact Kari Wroblewski for information: kari_wroblewski@yahoo.com

Get excited about quality and put it to work for you and your organization!

ASQ's World Conference on Quality and Improvement, May 5-7, 2008, in Houston, TX is the WORLD's premier conference on Quality, spanning nations, industries, and generations and providing world class workshops, seminars, and keynote addresses. On top of that it is also the site for the final round of the International Team Excellence Award competition. This is a high-energy component of the conference and a great chance to learn about world-class organization's team approaches and successes. Check out the World Conference website at <http://wcqi.asq.org/> and the Team Excellence Award site at <http://wcqi.asq.org/team-competition/index.html>.

Book Review

Coaching Your Kids to Be Leaders by Pat Williams

Pat Williams has been an administrative executive in the professional sporting world for decades and has gleaned insights from those experiences that apply to all of life. Williams surveyed and interviewed hundreds of athletes, executives, pastors, educators, and businessmen to compile key lists of principles and activities that all of us can relate to and benefit from, whether we have kids of our own or not. Many of his examples are about young adults who are either pre or early career professionals, and the influence that those who are older and more mature have had on them and their success. He clearly makes three points: 1) that the young people today (including everyone below the age of 30!) are the future of our businesses, families, and communities; 2) that all young people have the potential to be leaders if invested in; and 3) that each of us can play a role in developing them to be leaders, but we must decide to invest in them – it won't happen accidentally. Overall this is an interesting book. Many of Williams' principles apply equally well to young and old, he uses copious examples (many of which related to sports figures), and provides lists in every chapter to summarize his key points.

Upcoming learning/training opportunities:

Opportunity	Location	Dates	Sponsored by	Contact
Spring Conference - Data Sanity	Kimberly, WI	April 8, 2008	ASQ Winnebago Section 1206	http://www.asgsection1206.org/newsletter.htm