

NEWSLETTER

4TH EDITION

https://my.asq.org/communities/home/240

January -- August

2021 Edition

Page 1

A Letter from the Chair

Happy New Year and welcome to 2021. Hope times are finding you safe and well.

While COVID19 disrupted our lives in 2020, it also provided opportunities for change and discovery. For the first time, measure in decades, I'm working from home since March. Where my company was hesitant to allow work-from-home to now fully embracing the concept and considering the option on a permanent basis. Change is good, even if it's painful at times.

Ann Arbor now online with myASQ: We've finished the transition from our own website to gain all the Sections and Division under Communities on the myASQ website (https://my.asq.org/). This means the old site and domain www.asq1010.org will be decommissioned and deleted in January and we will no longer be using the @asq1010.org email accounts. We currently have 327 members in our Section, but only 60 members connected to Ann Arbor on myASQ. So come visit us at https://my.asq.org/communities/home/240 we like the company. MyASQ is a collaborative environment where you will find Section news, events, and content.

Speaking of events, we will continue with the virtual series of meetings for our members through the winter and spring of 2021. The Section Leadership Committee will reconsider our options going into the Fall. You will find our speaking events on myASQ and the links to register and attend the WebEx meetings. WebEx records who attends by the name and email you give when logging in and Don Wright, Program Chair, emails out certificates confirming your attendance for RU.

Did Imention new emails for the Member Leaders and Chairs? You can contact the Ann Arbor Member Leaders at the following @memberleader.asq.org emails found in the table inside this newsletter.

I'll wrap up by thanking Kelvin Elvidge and the team for guiding Ann Arbor through 2020. It's been a challenging year that nobody expected. My focus for 2021 is to revive our Education programs and provide a way to network virtually with our Placement Chair, Blake Peterson. When ready, we'll provide announcements in the Membership Chair's monthly emails along with the reminder of the events. And we are reviving our Voice of the Customer Chair, we need your voice to know how to offer value back to the members.

Wishing you all a safe 2021 and staying well. Thank you. Tom Strong, ASQ Ann Arbor Chair 2021 Tstrong @memberleader.asq.org ASQ is the world's leading membership organization devoted to quality. Section 1010 is the chapter in Ann Arbor, MI. Meetings are open to the public and are generally held the first Monday of each month from October to May. There is a joint meeting with the Greater Detroit Section 1000 and the Automotive Division each September.

You do not have to be a member of ASQ or the section to attend our meetings or complete one of the many ASQ certifications. However, there are many benefits with joining an ASQ section and they can be found at the <u>asq.org</u> website.

Meeting Location: Meeting Times:

Virtual online via WebEx 6 PM

Meeting details will be sent containing the WebEx information prior to each meeting.

2021 OFFICERS			
Chair	Tom Strong	tstrong@memberleader.asq.org	
Vice-Chair	Wanda Colon- Rivera	cwanda@memberleader.asq.org	
Secretary	Jeff Poliner	JPoliner@memberleader.asq.org	
Treasurer	Carla Totton	ctotton@memberleader.asq.org	
COMMITTEE CHAIRS			
Arrangements Chair	Don Wright	dwright@memberleader.asq.org	
Voice of the Customer	Jeff Poliner	JPoliner@memberleader.asq.org	
Membership Chair	Jasvir Pannu	jpannu@memberleader.asq.org	
Nominating Chair	Nathan Soderborg	nsoderborg@memberleader.asq.org	
Placement Chair	Blake Peterson	bpeterson@memberleader.asq.org	
Program Chair	Don Wright	dwright@memberleader.asq.org	
Website Chair	Moises Feliciano	mfeliciano@memberleader.asq.org	
Newsletter	Eric Zink	ezink@memberleader.asq.org	

NEXT EDITION OF THE NEWSLETTER WILL BE AVAILABLE IN SEPTEMBER 2021

UPCOMING PRESENTERS AND TOPICS



Monday January 4, 2020 - Speaker: Don Wright, Wright Leadership Lean & Quality, LLC

Introduction to GD³ (DRBFM/DRBTR); Preventing Problems Before Outbreak
The presentation discusses theory and implementation of Good Design – Good
Discussion and Good Dissection (GD3) method of preventing problems before their
outbreak (during the development stage).

About Don Wright: Don Wright is a retired Validation Manager who was with General Motors from 1977 through 2019. In addition to 20 years as the group manager for HVAC Powertrain Cooling Validation, Don was the Global Process Owner for the Design Review Based on Test Results element of GD3. Don's other experiences included advanced battery modeling, Service Engineering, Advanced Service Development, and Validation of Induction / Controls and Exhaust for GM Vehicles.

Don has a bachelor's degree in Mechanical Engineering – Automotive from General Motors Institute (Now Kettering) and Masters in Engineering Science from Rensselaer Polytechnic Institute. Don is an ASE Certified Master Auto Technician for 30. Don resides in Whitmore Lake, Michigan with Wife Nancy.



Monday February 1, 2021 – Speaker: Jd Marhevko Predictive Warranty using Paynter Charts

Abstract: What's a Paynter: A review of a basic Paynter chart format utilizing Excel and reviewing stack graph behavior. Understanding about TOM (Time of Manufacture) is key to effectively leveraging predictive analysis. It's Already Been Shipped! A high-level review of how to determine basic indicators for product containment. Improving the Product. There are generally three causes for product to fail prematurely: It was produced improperly, there is a supply chain issue with the materials, or it was not designed robustly enough.

About Jd Marhevko: Jd is Delphi Technologies global VP of Quality and Warranty. Prior to Delphi, Jd was VP of Operations – Americas for SAF Holland and the SVP of Quality, Lean and EHS for Accuride. Four Accuride sites won the AME Excellence Award and one site won the Industry Week Best Manufacturing Plant of the Year. Jd is an ASQ Fellow, Shainin Medalist, CMQ/OE, CQE, CSSBB and MBB. She is also an ASQ Certified Trainer, STEP Ahead Awardee, and in 2018, was recognized by Crain's as a Notable Woman in Manufacturing. She holds a BSE and MSA. Jd is a Past-Chair of the ASQ QMD and supports several ASQ divisions in a variety of capacities. Jd has co-authored several books and articles on Lean and Quality systems: most notably, Accuride Corporation's Lean Management 50-50-20.



Monday March 1, 2020 - Speaker: Heather A. Wade, ASQ-CCT, ASQ-CQA, President of Heather Wade Group, LLC

Beyond the Sticker and the Certificate (Ensuring Better Measurements and Reducing Risk)

Abstract: We encounter measurements in everyday life, starting with the time on our alarm clock, volume of water for our morning coffee or tea, temperature of our refrigerator and freezer, water pressure in our shower, noise level settings for our video conferencing, electricity to power our homes and devices and more.

For automotive companies, specific tolerances must be met so that parts properly fit and function. We give very little thought to these measurements until something goes wrong. Sometimes automobiles and parts fail due to faulty measurements. What can we do to improve our measurements and lower our risk of costly and deadly failures? There are international quality and technical standards which provide guidance in these areas. Join us and learn what you can do to ensure better measurements and reduce risks. Learning Objectives:

- The participant will learn what calibration is and why it is critical to everyday measurements
- The participant will learn the basic differences between ISO 9001 and ISO/IEC 17025
- The participant will learn the basics of reading and interpreting different types of calibration certificates

About Heather A. Wade: A recognized metrology subject matter expert & internationally sought speaker. She has been a leader and subject matter expert for the ongoing development of the ASQ-CCT exam. She is Chair of ASQ Measurement Quality Division (MQD). She's been published in multiple publications, including in ASQ-MQD's "The Standard" and in Cal Lab Magazine, The International Journal of Metrology. Heather is one of the co-authors of The Metrology Handbook, 2nd Ed., edited by Jay Bucher. She is a co-author with Diana Baldi for a self-published eBook on ISO/IEC 17025 Requirements Overview. Heather is also featured in the Cool Careers in Metrology DVD and on the MetrologyCareers.com website. Heather is leading the effort to update The Metrology Handbook for the 3rd edition.

She has presented at Measurement Science Conference, NCSL International (NCSLI) Conference, local and regional ASQ and NCSLI meetings, local Nerd Nites, 2019 Cannabis Quality Conference, 3rd Annual Cannabis Labs Virtual Event, the 21st Asia-Pacific Quality Conference, 2014 China Conference on Quality, and the 10th Shanghai International Symposium on Quality. She is an A2LA Lead Assessor for ISO/IEC 17025. She is an active member of NCSLI's Testing Lab committee and Test Equipment Asset Management committee and its subcommittee on Delay Dating. She was a contributor to NCSLI's Lab Management Guide; LM-19 Implementation of a Delayed Dating Approach to Calibration. Heather has been accepted to US Pharmacopeia's Expert Committee for General Chapters – Measurement and Data Quality.

A graduate of University of Michigan with a B.S. in Biology, Heather has worked as a microbiologist, filter test specialist, laboratory compliance officer, extraction chemist, and analytical chemist before moving full-time into metrology. She brings all her professional experiences together to provide "Pain Relief for Measurement Headaches" for her consulting clients.



Monday April 5, 2020 - Speaker: Mark Graban

Measures of Success: React Less: Lead Better, Improve More

Abstract: Mark's latest book is Measures of Success: React Less: Lead Better, Improve More. Organizations depend on metrics for their business. Question is, are they helping people do the right things? Or, encouraging them to overreact to every uptick, downturn, and change? In other words, reacting to noise. Noise is present in every metric. But it's our reaction to noise that causes waste and stress. Too often, people do not recognize this. It is like feeling stuck on a rollercoaster you no longer enjoy. We do and explain things that do not help us improve. At the cost of doing things that do. No need to be jittery about every change in a metric. Not by a long shot. Measures of Success shows a better way to chart and manage your metrics, in any organization or setting.

For your business processes and activities, you need to know what is working, what's not, and what to change. And why. Then, you can determine what to stop doing, what to start doing, what to keep doing. "What gets measured gets managed. "We've all heard that. But did you ever learn how to manage a metric? This isn't about gaming the system or fudging the numbers. This is about delivering real value, understood by everyone, and proven with data. Learn a better way to manage your measures.

About Mark Graban: Mark Graban is an internationally recognized consultant, author, professional speaker, and entrepreneur. He builds upon a deep education in engineering and management with practical experience working with executives and frontline employees in multiple industries to synthesize and practice methods including Lean management, continuous improvement, statistical methods, and people-centered leadership approaches.

He has learned, practiced, and taught these methodologies in settings including manufacturing, healthcare, and technology startups. Working independently since 2010, and in partnership with other consulting groups, Mark enjoys working with organizations that are looking for better ways to improve, with leaders who are willing to lead that charge. Mark is also a Senior Advisor to the software company KaiNexus.

He is the author of "Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement "(Productivity Press) and co-authored "Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements. Both books received the prestigious Shingo Research Award. He was the editor of the anthology "Practicing Lean." Mark's latest book is titled "Measures of Success: React Less, Lead Better, Improve More."

He is the founder and lead blogger and podcaster at LeanBlog.org, started in January 2005.

Mark is a popular speaker at conferences and private healthcare meetings. He has spoken and coached organizations across the U.S., in multiple provinces across Canada, and other countries including Finland, Holland, Sweden, Japan, Thailand, and China.

More information can be found at his website, markgraban.com.



Monday May 3, 2020 - Speaker: Dr. Jianhua Zhou

Abstract: Corrosion happens to various products such as chemical and petroleum equipment, automotive vehicles and components, highway bridges and infrastructures, home buildings and appliances, electrical and electronics, offshore structures and marine products. Corrosion is a time-depend and environment-depend process with various variability. The speaker will share an example of modeling corrosion and evaluating reliability.

About Dr. Jianhua Zhou: Dr. Jianhua Zhou is Consultant at JHZ Strategic QA. Prior to this, he worked for Ford Motor Company where he held various positions including Vice President of Ford Asia Pacific Quality and New Model Programs, Corporate Executive Technical Leader and Member of Technology Advisory Board. Dr. Zhou has been actively involved in professional societies. He is Fellow of American Society for Quality and Chief Technical Expert of ASQ Shanghai. He also serves as an Associate Editor of SAE International Journal of Materials and Manufacturing.

As Corporate Executive Technical Leader, Dr. Zhou was responsible for developing and deploying Corporate Quality Strategy, Quality Systems and Quality Business Plan throughout Ford World. He trained more than fifteen thousand engineers in Asia Pacific, North America, South America, Europe and South Africa. His training subjects include quality, reliability, robust engineering, problem solving and failure mode avoidance. Dr. Zhou also visited and trained numerous suppliers in US, China, Brazil, Mexico, Slovakia and Italy.

As Vice President of Ford Asia Pacific and then Ford China Quality and New Model Programs, Dr. Zhou was responsible for vehicle and powertrain new model launches and prototype builds throughout Asia Pacific region (China, Thailand, India, Australia, Vietnam, Taiwan). He was also responsible for driving Quality Business Plan deliveries at five Ford and JV engineering centers, eleven vehicle assembly plants and five powertrain plants. Additionally, he was responsibilities launching vehicles to export markets (North America, South America, Europe, Middle East and Africa) and addressing imported vehicle quality.

Dr. Zhou has published more than thirty technical papers including the one on Japan Journal of Quality Forum. He has been a key note speaker and panelist at various international conferences and symposiums. He was a three-time award winner of Taguchi Robust Design. In 2009 ASQ recognized Dr. Zhou the Quality Professional of the Year. In 2015 ASQ bestowed him ASQ Fellow for his contribution to advancing quality. He holds a US patent on vehicle durability.

Dr. Zhou earned his M.S. and Ph.D. degrees from <u>University of Michigan</u>, and his B.S. degree from Nanjing University of Technology.

Officers and Volunteers

We ask for volunteers at every section meeting. Our leadership team is 100% Volunteer and we've had questions: What are the roles and responsibilities of the various positions?

All of the positions are rewarding, educational, good for networking and exposure AND require time and effort on your part. Here's a description:

Member Leaders Name	Position	Office356 ID
Tom Strong	Chair	tstrong@memberleader.asq.org
Wanda Colon-Rivera	Chair-elect	cwanda@memberleader.asq.org
Carla Totton	Treasurer	ctotton@memberleader.asq.org
Jeff Poliner	Secretary, VOC	jPoliner@memberleader.asq.org
TBD	Treasure-elect	
Jon Wlodarczak	former Secretary - Member at large	jwlodarczak@memberleader.asq.org
Jasvir Pannu	Membership Chair	jpannu@memberleader.asq.org
Melinda DeCoste	Member at large	mdecoste@memberleader.asq.org
Nathan Soderborg	Nominating Committee Chair	nsoderborg@memberleader.asq.org
Don Wright	Program and Arrangements Chair	dwright@memberleader.asq.org
Moises Feliciano	Webmaster	mfeliciano@memberleader.asq.org
Eric Zink	Newsletter	ezink@memberleader.asq.org
Blake Peterson	Placement Chair	bpeterson@memberleader.asq.org

Prior Chair (2019-2020)

Kelvin Elvidge



kelvidge@mem berleader.asq.o rg

Employment: Visteon Corp

ASQ Certifications:

- CQE
- CQA
- CSQE

I have been working in Quality roles in various companies since graduating from University of Waterloo with a degree in Mathematics. I became interested in ASQ from a colleague who was a long time member of ASQ Detroit Section.

I became involved in the Leadership Committee about 6 years ago. I was first elected to the position of Secretary, followed by Chair-Elect, and Chair, serving 2 years in each of those positions.

The nice think I liked about ASQ is that you can contribute without taking a huge amount of time away from other activities. Although some parts of the year a more active than others, I can spend some time each week (an hour of so) on ASQ, and still have time to do other activities that I love such as theater lights and sound and bike riding thru the parks.

Arrangements Chair Program Chair

Don Wright



dwright@mem berleader.asq.o rq

I'm retired from GM after 41 years, the last 20 in Validation.

ASQ Certifications:

CQE

I joined ASQ when I sat the CQE exam and became a volunteer / at large member and have since been Treasurer, Secretary and Section Chair for ASQ Ann Arbor. What does the Arrangement Chair Do?

- Network and discover speakers of interest to the membership
- Arrange Speakers based on chapter meeting cadence.
- Arrange / Provide Refreshments
- Maintain Meeting Location and / or Remote Meeting Services
- Respond / React to Member Surveys and Member Value Requests

What's in it FOR me?

- The leadership team at ASQ 1010 is FUN. We have always worked well together, we help each other and enjoy seeing the section serve our members.
- The learning is from each other and the monthly programs is continuous and energizing.

Chair

Tom Strong

tstrong@memb erleader.asq.or q

Employment: Ford Motor Company

31 years working in Automotive from the CAE side. While my career has been in product development, I've participated in my continuous improvement task to improve our efficiency in verifying of our design and performance excellence. Which brought me to ASQ Ann Arbor in 2005 as a networking opportunity and to explore a new career. Shortly after joining, I volunteered as a member leader at-large to find an opportunity to contribute. That opportunity was the website which lead to the Secretary and then on to Chair-elect. As Chair-elect, I assist the Chair in their duties and prepare myself for the Chair position.

Being part of the leadership team gives me an opportunity to hone my skills in a diverse environment.

Prior Treasurer (2019-2020)

Laura Chan

Ichan@membe rleader.asq.org In 2009, I worked for a medical company in CA and they sponsored their employees to take the ASQ Six Sigma Black Belt course and exam. When I moved to MI in 2012, I joined the Ann Arbor chapter and this was my first involvement in an ASQ chapter. I enjoyed the monthly meetings and attended regularly. After multiple years of participating in the meetings, I decided to participate in the leadership team as I found great value in the Ann Arbor chapter organization. Last year I was Treasurer elect and this year I was Treasurer. My responsibilities include recording the chapter's incomes and expenses and completing the monthly. quarterly, and annual reports.

Secretary & VOC

Jeff Poliner



<u>jPoliner@memb</u> <u>erleader.asq.or</u> g

Employment: Consultant, Medical Device Industry

ASQ Certifications:

- CMQ/OE
- CQE
- CQA

I have been involved with the Ann Arbor Section 1010 for about 15 years, ever since I took my first ASQ certification exam. I initially started attending meetings as an easy and inexpensive way to earn credits toward re-certification. I soon learned that I was also learning new things that were of interest and/or would help me as a Quality professional. For many years I attended meetings, took additional certification exams. and utilized the Ann Arbor section in other ways without giving much thought as to what was involved in running the section. Then last year, despite a busy schedule and frequent travel, I decided to volunteer to serve on the leadership team and was assigned the role of Voice of the Customer (VOC) chair. In that position I have worked to develop a survey to better understand the needs of the section membership. The survey is set to be distributed in early 2021. Starting in 2021 I will serve as section Secretary, responsible for documenting activities

Treasurer

Carla Totton



ctotton@memb erleader.asq.or

Employment: Avomeen

ASQ Certifications:

CQA

I moved to Ann Arbor January 2019 and became a member with the Ann Arbor Section 1010 right away. I have worked in the GMP world for 12 years in St Louis Missouri and Lexington Kentucky with ASQ. I chose to work in a leadership role to put my various skills to good use for ASQ. Before working in the Pharmaceutical industry I worked in banking and believe that working in the Treasurer role would be perfect for me. I enjoy the monthly meetings that ASQ has for the members and find myself learning new and interesting areas that ASQ covers.

Membership Chair

Jessie Pannu



ipannu@memb erleader.asq.or

Employment: QA/QC Lead BlueWillow Biologics Ann Arbor MI ASQ

Certifications:

• CQE

• CQA

I joined ASQ in 2005 while working as a Quality Systems Specialist at bioMérieux in Rockville, MD. I transferred to the Ann Arbor section in late 2006 after moving to MI. Then I sat for my CQA exam and started to volunteer. Since then I've served as placement chair, member at large, and membership chair. In my current position. I send email communications to members about monthly meetings and any other event deemed beneficial. I act as a liaison between members and the leadership team. I also track the number of members in various categories in our section, and present data reports to member leaders for the development and implementation of improvement strategies. I enjoy giving back to the ASQ community and love the opportunity to network, which volunteering at the ASQ section 1010 offers!

of the leadership team.

Newsletter Chair

Eric M. Zink



ezink@membe rleader.asg.org

Employment: Owner-Think Zink Consulting, LLC. ASQ

Certifications: • SSBB

- CMQ/OE
- CQE
- CQA

I have been involved with the Ann Arbor Section 1010 for over 25 years and am a Senior Member in good standing with ASQ. I have been past Treasurer, Automotive Division Liaison, Re-Certification Chair and now Newsletter Chair. As Newsletter Chair, it is my responsibility to put together our Section's newsletter once or twice a year at the discretion of our Section Chair. While I try to stay involved and attend as many of the monthly member and leadership meetings as possible, my heavy travel schedule as a consultant requires me to be out of town most days which prevents my frequent attendance at membership events. When ASQ decided to allow member recertification online, this removed the need for this role within the section, so I was nominated for newletter chair, which could still be done remotely. This allows me to still be active without physically being present on most events, and only requires about 8 hours a year of service.

You are now a member of the group Ann Arbor Section 1010.

Thank you for being a member of the Ann Arbor Geographic Community

ASQ Ann Arbor Section 1010 myASQ Community Now Live!

The ASQ Ann Arbor Section Leadership Committee is pleased to announce our Section's new online community in my ASQ, where you can participate in discussions, access and post resources online, and find information about local ASQ events. This replaces the previous www.asq1010.org website and is fully integrated with the ASQ website now to access all your to provide a better user experience and value including ASQ content, events, certification information, and much more.

Please visit the community by using the link below.

https://my.asq.org/communities/home/240

*Please Note: You will need to log into the myASQ platform before you're directed to our community page. Click the link then login with your ASQ ID/Password (the same ID/PW you use on www.asq.org).

Once you login to my ASQ and access the Ann Arbor online community, go a head and start a discussion board and introduce yourse lf. We understand you may not always be able to make meetings or events and this community gives us a place to virtually connect.

Because you are a member of the Ann Arbor Section, you will a lways see the Ann Arbor community in the "myCommunities" section on the myHome and Communities pages on myASQ.

We look forward to connecting with you in myASQ!

Sincerely, ASQ Ann Arbor Leadership Committee