



Inspection Division Newsletter

Chair's Message

by Joe Wesling

“Be a yardstick of quality. Some people aren't used to an environment where excellence is expected.”

—Steve Jobs

Greetings All,

In a previous role, I worked for an excellent metal stamping and fabrication company in Beech Grove, IN. The owners are very committed to product quality and customer service. We were fortunate enough to have an excellent QC inspector named Mark. Each morning our hard-working operators brought parts to the inspection lab so that Mark could perform the daily first-piece inspection. Mark had the ability to measure key characteristics and communicate to the operator how to adjust the machine to keep the part close to nominal. Mark was a true “yardstick of quality.” The ASQ Inspection Division is committed to supporting you and all the “Marks” of the world.



In mid-May, the division leadership team attended the World Conference on Quality and Improvement (WQCI) in Nashville, TN. Division leaders spent three full days staffing the Inspection Division booth in the exhibit hall. Thank you to all members who stopped by the booth and introduced themselves. It was great to see/meet you! The highlight of our time in Nashville was our membership meeting. During the meeting, we had the privilege of awarding the Inspector of the Year Award and scholarships. Congratulations to the 2015 Chuck Carter Inspector of the Year, Chuck

Holman, and runner-up Michael Bump. We also awarded \$3,000 to deserving students. Do any of you know deserving students who could use tuition assistance? The meeting was followed by several hours of networking in our hospitality suite. All members are invited to attend each year. Please make plans to join us this coming May at WQCI 2016 in Milwaukee, WI.

The division hosted its annual Inspection Division Conference at the University of Dayton in Ohio, September 10 – 11. The theme was Inspection and Quality Techniques 2015. Around 55 attendees listened to 15 speakers and trainers present subjects such as: process auditing, inspection tools, updates to ISO standards, basic shop math, control charts, measurement uncertainty, risk management, supplier relationships, eliminating waste, GD&T, and basic statistics. Please make plans now to attend the 2016 Inspection Division Conference next September! The budget planning process for next year is underway at most companies. Now is the time to ask your boss for funding.

Thank you to the Inspection Division Leadership Team and welcome aboard to new volunteers. Each person spends many hours of personal time working for ASQ Inspection Division members. The team has many projects underway. Two such projects are measurement technique videos and development of a prep course for the ASQ Certified Quality Technician. Special thank you to Calcelia, (Sam), Bryson, and Jim Spichiger for leading the projects! Both projects should be completed and available in early 2016. Please watch for updates to the division Web page at www.asq.org.

Do you, or someone you know, want to learn more about ASQ certification

Continued on next page

Inside This Issue

Chair's Message	1
Chair-Elect's Message	2
Past Chair's Message	3
Message From the Editor.....	3
Membership Report	4
Inspection Division 2015 Business Plan:	5
Honors, Recognitions, and Achievements	6
Inspection Division Information	7
Inspection Division Offering On-site CQI and CQT Refresher Courses	8
2016 H. James Harrington Scholarship	8
2016 Chuck Carter International Inspector of the Year Award	8
Inspection Division Management Committee Meeting	9
ASQ Information.....	10
14001:2015 Environmental Management System Transition.....	13
ISO 9001:2015 Quality Management System Transition.....	13
Storytelling the “Quality Way”	14
2015 – 2016 Inspection Division Management Committee	17

Visit the ASQ Inspection Division website
asq.org/inspect

Continued from previous page

or opportunities to join the leadership team in the Inspection Division? Are you interested in advancing your membership to Senior member, or ASQ Fellow? Would you like for us to visit your section sometime? Perhaps you would like to discuss a quality or inspection issue? If we can help, please contact me directly. My phone number is 317-814-8449. I would be happy to speak with each of you individually. If I can't assist, I'll find someone who can.

Do yourself a favor; jumpstart your career with ASQ! Get certified in 2015!

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

—Aldous Huxley

[Contact: Joe Wesling; Email: joe_wesling@hotmail.com;
Tel: 317-814-8449; Cell: 262-957-4781]

WISHING YOU ALL HAPPY HOLIDAYS AND A HAPPY NEW YEAR OF FULFILLING YOUR DREAMS

Chair-Elect's Message

by Jim Spichiger



A leap of faith

When opportunity knocks, do you always answer? I like to think that I have, but in retrospect I can identify many opportunities that I have passed on. Seizing an opportunity requires one to take a risk. I am a moderate risk taker, so consequently I have passed on opportunities that I can now only speculate on how they would have turned out. Oh well; there is no use dwelling on the what ifs.

This year I have taken advantage of some opportunities. In June, after 17 years in the telecommunications industry, I took a leap of faith and started a new career in banking. Though I would remain in the quality profession, I knew that there would be a steep learning curve, and despite anticipating this I still experienced a lot of frustration. On several occasions I asked myself, "Have I done the right thing?". I set high standards for myself and I want to be a contributor, so it was troubling for this 50-something-year-old to cope with feelings of inadequacy. Fortunately I see a light at the end of this tunnel, and am confident that I will soon be a meaningful contributor.

A second opportunity presented itself to me earlier this year. A staff member at ASQ headquarters asked me to speak about the value of professional certifications at the annual Quality Show. ASQ partnered with *Quality Magazine* to support the Quality Show (a conference and trade show held adjacent to O'Hare Airport). ASQ sponsored the "ASQ Theater," which was an area

in the exhibit hall that hosted a different speaker every hour. After receiving the offer to speak, I spent a lot of time deliberating on it before deciding to take the leap.

One might not consider this second opportunity to be a risk, especially compared to a job change, but this presentation was risky for me because public speaking is not one of my strengths. I have heard that most people fear public speaking more than death. Personally my fear is not that extreme, but it was serious enough that I took public speaking courses in high school and college, and later on I joined Toastmasters. Though my public speaking skills still need further refinement, my efforts to improve have paid dividends.

Undoubtedly my self-confidence permitted me to take these leaps of faith. The confidence I have in my quality skill set allowed me to seize an opportunity and change industries. The confidence in my improved public speaking skills allowed me to get past my fears and take the risk of making a major presentation. I developed the needed confidence through years of hard work and determination.

Have you recently taken a leap of faith and seized an opportunity? If not then I suggest that you assess why. If you determine that your skills need to be enhanced or validated, then try seeking additional training/education or obtaining an ASQ certification. Make *your* years of hard work and determination count. Avoid the what ifs. I guarantee that the reward is worth the risk.

Thank you for your membership with Inspection Division.

[Contact: Jim Spichiger; Email: jim.spichiger@hotmail.com;
Tel: 740-349-3708]

Past Chair's Message

by John Vandembenden

I hope all is well with you. I appreciate you taking the time to read our newsletter and my article. If you missed our conference this year, you missed a good one. The University of Dayton created a great atmosphere for a conference. The workshops were well attended and great interaction fostered a strong learning environment. This year we sponsored a networking night and had good food, a few cool drinks, and shared great stories into the wee hours around a fire pit. Others watched the first NFL game of the season—an enjoyable evening and conference for all.

The division activities did not stop there. Two major projects are currently active. The first is the Certified Quality Technician preparation workshop being developed. The goal is to conduct the



workshop at the beginning of 2016. The second project is creating metrology short videos. This includes how to maintain specific instruments, calibrate instruments, and usage. The target is to have a set of videos completed by the end of the year. These projects could still use more volunteers to ensure we meet our target dates. If you have interest, please contact any of the Inspection Division officers.

Fall also kicks off our division leadership team meeting to understand where we are in our current 2015 business planning and the kick-off to create the 2016 business plan and budget. Time goes so fast; it seems like just yesterday we were developing the 2015 business plan. One thing we know for sure: Time is never still. We are only as successful in the future as we prepare ourselves for the future. If you do not take the time to plan, the results you achieve should not surprise you.

[Contact: John Vandembenden; Email: jfviii@fuse.net; q-met-tech@outlook.com; Cell: 859-240-1739]

“Even in such technical lines as engineering, about 15 percent of one's financial success is due to one's technical knowledge and about 85 percent is due to skill in human engineering, to personality, and the ability to lead people.”

~Dale Carnegie

Message From the Editor

by Navin S. Dedhia



Dear Readers,

Greetings! Many individuals make resolutions with the start of a new year. Some of the resolutions could be keeping fit, financial stability, controlling one's diet, learning new skills, getting a degree, etc. Sometimes the resolutions are followed rigidly for a few weeks or a few months. But it does not take much to break the resolution. Forgetting the resolution becomes easy with a lack of determination, bad time management skills, paying more attention to the trivial matters, etc. Many individuals have difficulties balancing time between family life, work life, professional life, social life, and personal life in addition to following their resolution rigidly. Which of these gets priority? Family life, work life, and professional life come in that order, and the rest follow as time becomes available. Personal life and professional life become important for

career growth, advancement, and keeping up with technology and tools. Good time management skills are important throughout all phases of life.

“Learning is a lifelong activity” is an important maxim. Learning does not stop with a college degree or getting a certification. Make a resolution to learn new techniques or a new methodology to help in working efficiently and effectively. There are lots of avenues for learning new tools and technology. Be proficient in your field. Teach a class. Take a certification exam. ASQ offers 17 certifications in a number of quality science fields. Take advantage and get certified. Make a resolution to write a technical article for each issue of the Inspection Division Newsletter. I thank you for your continued support, which makes it possible for our division to sustain and grow.

Wishing you all happy holidays and a happy new year!

[Contact: Navin S. Dedhia; Email: navindedhia@hotmail.com; Tel: 408-629-1723]

Membership Report

by Carl Drechsel

1. Inspection Division Membership		2. Trends			3. Strategy	4. Goals		
		We continue to hold a steady trend in membership of 3,000 members over the past four years, and this year we had a new peak of 3,113 members. Student membership continues to grow and is up by five members. The chart below gives a breakdown of our members' locations:			Although Student membership cost (\$29) is less than Full membership (\$159), or Associate membership (\$99), we want to think long term. By recruiting student members now we can build a firm foundation for the future. We will make a concerted effort to recruit from universities, colleges, and community colleges on a global basis. We could actually enhance this effort by having a combined effort to recruit new sponsors who could then provide funds to pay for Student memberships plus Inspection Division costs of \$20 and/or Geographical Section cost of \$20. This contributes to the community and the individual, plus the sponsors get recognition—a "win-win" situation.	We must provide value to our membership. The value we provide our division membership is definitely on an upswing due to the efforts of our chair's leadership; hopefully this will continue every year. As value improves, so should membership. What more can we do to increase value? Here is the short list:		
Membership Type	August 15	Region	Members	%				
Full	1,643	Americas	USA 2,585 Canada 168 Mexico 20 Brazil 2 Argentina 1 Subtotal 2,776	92	<ul style="list-style-type: none"> • More speakers at section meetings • Speakers at other professional Society meetings • Speakers at other (non-ASQ) conferences • Exhibit at other (non-ASQ) conferences • Develop a marketing strategy and then deploy it—refer to ad-hoc committee report created at the Inspection Division Management Council meeting on September 21, 2013 • More communications to our members (i.e., shorter but more frequent newsletters) • Communicate with division members who do not utilize electronic communication • Focus on inspectors in nontraditional areas (home inspection, aircraft inspection, nonmanufacturing) • More workshops (mini conferences) throughout the United States and worldwide 			
Senior	912							
Associate	122							
Fellow	25							
Student	134							
People Total	2,836						Europe	Great Britain 7 Germany 4 Ireland 4 Belgium 2 France 2 Italy 1 Subtotal 20
Organization*	157							
Organization member*	12							
Site Sustaining*	17							
All Total	3,022	Asia/Pacific	United Emeritus-Dubai 38 India 23 Saudi Arabia 19 Hong Kong 10 Qatar 8 Japan 3 Thailand 2 Subtotal 103	3				
*Organization memberships, not individual people								
					Other International	Subtotal 123	4	
					Total		3,022	100

[Contact: Carl Drechsel, Membership Global Chair; Email: c.drechsel@yahoo.com]

Remember e4 = **Enlightenment**
Education
Empowerment
Entrepreneurship

Inspection Division 2015 Business Plan

by Jim Spichiger



Racking Up Accomplishments

I am pleased to report that the Inspection Division is meeting nearly all of its 2015 business goals in its effort to deliver superior value to the Inspection Division membership.

The Inspection Division's two previous newsletters detailed the division's 2015 business plan, how our objectives were derived from ASQ's overall strategic plan, and the progress we have made. The business plan is a dynamic tool, so the division is now tracking 24 activities this year. Since the last newsletter one new activity has

been added, one activity has been deleted, two activities have been modified, and one activity has been pushed back until 2016.

The Division Management Committee reviews the business plan during a monthly conference call. Each activity's status is indicated as on track, at risk, behind, or completed. The table below shows the status of each activity as reported at the September 12 Division Management Committee meeting held in conjunction with our annual conference. Half of the 24 activities are "completed/goal met," nine activities are "on track," two activities are "at risk" (we need volunteers!), and one activity is "done/goal not achieved" (we were one shy of our goal of six conference sponsors).

[Contact: Jim Spichiger; Email: jim.spichiger@hotmail.com; jspichiger@parknationalbank.com; Tel: 614-718-3571]

ASQ Strategic Objectives	Inspection Division Activities	Status
1. Increase Impact <ul style="list-style-type: none"> Increase member value creation Expand global transformation initiative Grow social responsibility movement Improve QBOK generation and dissemination 	1. Recruit new member leaders (three new volunteers)	Completed
	2. Recruit geographically diverse member leaders (one new volunteer outside United States)	Completed
	3. Investigate nominating individuals for ASQ medals/awards; if possible, nominate qualified candidate(s)	Completed
	4. Issue Inspector of the Year Award	Completed
	5. Issue scholarship	Completed
	6. Email welcome message to new members each month	On track
	7. Publish newsletter (two minimum)	Completed
2. Grow Members of Community <ul style="list-style-type: none"> Increase member retention Increase member growth Increase organizational member growth 	1. Visit sections and share information about the Inspection Division (four minimum)	Completed
	2. Co-sponsor a conference with a section or another division	Deleted
	3. Have a booth and a hospitality suite at the 2015 World Conference on Quality and Improvement	Completed
	4. Communicate information about ASQ and the Inspection Division to students, faculty, and young professionals (four minimum)	On track
	5. Email information message to all members each month	On track
3. Grow Means (Financials) <ul style="list-style-type: none"> Increase professional certifications Increase use of ASQ training Increase sponsorship 	1. Host a fall conference	Completed
	2. Obtain sponsors for the fall conference (six minimum)	Did not meet goal
	3. Participate in an ASQ or external conference	Postponed to 2016
	4. Develop a CQT refresher course	On track
4. Improve Process and Operations <ul style="list-style-type: none"> Improve key internal processes Increase member unit innovation Improve performance using Baldrige criteria or other methodology 	5. Transfer tribal knowledge into written SOPs and store in SharePoint (four minimum)	Completed
	6. Compile a list of speakers by topic and by city/state/region and store in SharePoint	Completed
	7. Submit for PAR Innovation Award	On track
5. Improve Workforce Engagement <ul style="list-style-type: none"> Increase member leader engagement 	1. Advance division officer knowledge of ASQ operations by attending training and meetings	On track
	2. Mentor member leaders and conduct one-on-one biannual conversations to discuss future leadership positions	On track
	3. Recognize all member leaders via a certificate	On track
	4. Issue Cooper Award	Completed
	5. Issue special recognition to deserving member leaders	Completed
	6. Recognize judges: scholarship and Inspector of the Year	Completed
	7. Recognize CQT Development Team	On track

Honors, Recognitions, and Achievements

The Inspection Division congratulates the following individuals for their achievements and contributions to the quality profession.

Kathleen Lyall Named Fellow by ASQ

The board of directors of ASQ elected Kathy Lyall a Fellow of the Society in recognition of her significant contributions to quality.

Her citation reads as follows:



Kathleen Lyall

“For outstanding leadership and accomplishments in the fields of supplier quality and supplier development; for inspiring quality professionals to pursue additional quality knowledge, skills, and ASQ certifications; and for sharing quality and leadership expertise with ASQ members worldwide and the Phi Sigma Rho sorority.”

An ASQ Fellow is an individual who has an established record of contributions, both to the quality

profession and to the Society. The grade of Fellow is an earned distinction. An achievement of this status is a symbol of respect from quality colleagues that has been accepted by the highest officers of our organization.

Congratulations on achieving one of ASQ’s highest honors.

[Contact: Kathy Lyall; Email: kathy.lyall@stryker.com; Tel: 269-944-8127]

Navin S. Dedhia Presented a Paper in Monterrey, Mexico

Navin Dedhia was invited to present a paper on “Knowledge Management – Relevant to Project Management and Quality” on October 14, 2015, at the Symposium of Industrial and Systems Engineering 2015 (UDEM – Universidad De Monterrey).

The symposium’s theme was “Project Management: A Current Disciplinary Challenge,” and was organized by Universidad De Monterrey, Nuevo Leon State, Mexico.

The symposium was attended by more than 550 students, staff members of the university, and industry representatives.

[Contact: Navin S. Dedhia; Email: navindedhia@hotmail.com; Tel: 408-629-1723]

ASQ® TV — 2015 ASQ Inspection Division Inspector of the Year Awardee: Interview with Charles Holman and Michael Bump

ASQ® TV caught up with the ASQ Inspection Division 2015 Inspectors of the Year. View the interviews at the links given below. [Source: *ASQ Weekly*, October 28, 2015]



Charles Holman, lead evaluator at USAF Metrology Laboratory, discusses the meaning of this award to him and his team, and explains how metrology has changed over the years. Watch the video at:

http://videos.asq.org/2015-asq-inspection-division-inspector-of-the-year?utm_content=&utm_source=email&utm_medium=email&utm_campaign=communications_asq%20weekly_10282015

<http://videos.asq.org/2015-asq-inspection-division-inspector-of-the-year>

Michael Bump, quality inspector, Harris Corporation, explains the significance of the ASQ Inspection Division award and how he elevates the discussion of quality throughout his organization. Watch this video at:

http://videos.asq.org/asq-inspection-division-announces-inspector-of-the-year-runner-up?utm_content=&utm_source=email&utm_medium=email&utm_campaign=communications_asq%20weekly_10282015

<http://videos.asq.org/asq-inspection-division-announces-inspector-of-the-year-runner-up>

The video clip is available on the division’s home page asq.org/inspect in the Featured Content section.

[Contact: John Van Slyke, ASQ HQ, senior communications editor; Email: jvanslyke@asq.org; Tel: 800-248-1946, x7645]



Continued on next page

Continued from previous page

Kathy Lyall's Article Published in *Quality Magazine*

"Eliminate Waste in Incoming Inspection: 10 ideas of where to look for waste in your process," by Kathy Lyall, was published in the September 2015 issue of *Quality Magazine*. Many companies have established incoming inspection to measure, evaluate, or audit purchased components and raw material to ensure conformance to quality standards and performance requirements. The article can be located at:

<http://www.qualitymag.com/authors/2734-kathy-lyall>

<http://www.qualitymag.com/articles/92832-eliminate-%20waste-in-incoming-inspection>

[Contact: Kathy Lyall; Email: kathy.lyall@stryker.com;
Tel: 269-944-8127]

Jim Spichiger Presented a Paper at Quality Show, Chicago, IL

Jim Spichiger presented his paper, "The Value of Professional Certifications," at The Quality Show on Wednesday, October 28, in Rosemont, IL. The Quality Show is the only trade show focused exclusively on quality technology, equipment, and products.

<http://www.qualityshow.com/index.php>

[Contact: Jim Spichiger; Email: jim.spichiger@hotmail.com;
jspichiger@parknationalbank.com; Tel: 614-718-3571]

Inspection Division Information

Join the Inspection Division

Be a leader and advance your career. Join and network with other quality professionals volunteering to serve as part of the Inspection Division Leadership Team. Obtain access to key day-to-day tools, techniques, ideas, and practices vital to product conformance. Advance your organization's business through the division.

Become a member at asq.org/join/addforum.html.

Join the Conversation: ASQ Inspection Division LinkedIn Group

<https://www.linkedin.com/grp/home?gid=4657260>

[Contact: John Vandembenden; Email: jfviii@fuse.net;
Cell: 859-240-1739]

Inspection Division Newsletters

The current and past newsletters can be viewed at:
asq.org/inspect/quality-information/newsletter/

Continued on next page

Exclusive Benefits for Inspection Division Members

Here is the list of exclusive benefits that you receive as an Inspection Division member.

- E-Newsletter
- H. James Harrington Scholarship Award
- Chuck Carter Jr. Inspector of the Year Award
- Monthly informational messages
- Virtual and in-person networking opportunities
- Membership advancement (to Senior member and Fellow member)
- Nomination for ASQ medals and other recognition opportunities
- Networking reception at the World Conference on Quality and Improvement (WCQI)
- Member gift (given to all division members who visit Inspection Division exhibit booth at WCQI)
- LinkedIn group
- New member greeting message
- Leadership development and training opportunities
- Stipends to support T&L expenses associated with volunteer activities

In addition, here are some Inspection Division offerings:

- Division website
- Workshops on technology and tools
- Annual Inspection Division conference
- On-site Certified Quality Inspector (CQI) training program
- On-site Certified Quality Technician (CQT) training program
- Informational presentations at ASQ section meetings
- Promotional items (Sharpies, plastic calipers, tape measures, etc.) available at the division exhibit booth

The following benefits/offerings are currently being developed:

- Measurement and test equipment YouTube videos
- Additional educational courses

Please take full advantage of your membership benefits and the division offerings. Is there anything missing? Please contact any Inspection Division officer (their contact information is on our website at asq.org/inspect) and let them know what additional benefits and services you desire.

Continued from previous page

Inspection Division Offering On-site CQI and CQT Refresher Courses

The Inspection Division is pleased to announce it is now conducting Certified Quality Inspection (CQI) and Certified Quality Technician (CQT) refresher courses. We would be more than happy to come to your site and lead a two-day CQI refresher or a three-day CQT refresher course. These courses are designed and taught to help experienced inspectors and technicians become better prepared for their respective exams.

An on-site course saves you travel time and costs. All of our instructors are highly qualified and seasoned quality professionals, plus we offer competitive rates.

[Contact: Jim Spichiger;
Email: jim.spichiger@hotmail.com;
Tel: 614-718-3571]

2016 H. James Harrington Scholarship

Applications are now available for the Inspection Division's 2016 H. J. Harrington Scholarship! This \$3,000 scholarship fund was created to help members, their family or friends defray the costs associated with college expenses. Scholarship funds will be dispersed to one or more deserving students in the spring of 2016.

Applications can be downloaded from the ASQ Inspection Division website:

asq.org/inspect/about/INSPECT_SCHOLARSHIPS

Applications must be postmarked no later than March 1, 2016.

[Contact: Jim Spichiger;
Email: jim.spichiger@hotmail.com;
Tel: 614-718-3571]

2016 Chuck Carter International Inspector of the Year Award

Applications are now available for the 2016 Chuck Carter International Inspector of the Year Award! For more than 40 years the Inspection Division has offered this award to provide recognition to "The Inspector." Any qualified individual who spends more than 50 percent of his or her time in inspection, test, audit, calibration, etc., functions to ensure conformance to engineering, manufacturing, quality, and customer standards or requirements, is eligible as a candidate to receive the award.

There is no fee for this valuable membership benefit!

Applications can be downloaded from the ASQ Inspection Division website:

asq.org/divisions-forums/inspect/about/INSPECT_INSPECTOR_OF_THE_YEAR.

Applications must be postmarked no later than February 15, 2016.

[Contact: Jim Spichiger;
Email: jim.spichiger@hotmail.com;
Tel: 740-349-3708]

2015 Fall Inspection Division Conference Report

The 2015 Fall Inspection Division Conference was held at Kennedy Union at the University of Dayton, September 10 – 11. Session and hands-on workshop topics included process audits, risk management, gage R&R, calibration, and geometric dimensioning and tolerancing. Highlights included keynote speakers Phil Wiseman and Carrie Van Daele and a Thursday evening networking reception with Inspection Division leadership at the Courtyard Marriott - University of Dayton.

A total of 60 attendees participated in the conference. Sponsors included Alliance Calibration, PQ Systems, Quality Council of Indiana, the Cincinnati Section, and the Dayton Section.

Future Actions:

- Set the location and date for 2016.
- Form teams to make arrangements, recruit speakers, write the conference program.
- Monthly news blast to membership.
- Complete conference program draft.
- Set up operating mechanism.

[Contact: Joe Wesling; Email: joe_wesling@hotmail.com; Tel: 317-814-8449;
Cell: 262-957-4781]



Air Force Master Sergeant Charles E. Holman, received the 2015 ASQ Inspection Division Inspector of the Year Award.

Continued on next page

Inspection Division Management Committee Meeting

Following the 2015 Fall Inspection Division Conference in Dayton, OH, the Inspection Division Management Committee held its midyear meeting on September 12, 2015.

The Inspection Division made great progress through September 2015. The activities listed below do much to add value to ASQ membership and visibility of the Society and Inspection Division.

Highlights include:

1. Beta test of the updated strategic business plan tool (Y-change)
2. Designed and purchased new banners for exhibitions
3. Developing a CQT Certification Exam Preparation Course through partnership with ASQ
4. Developing instructional videos for the ASQ website
5. Developing a CQT Certification Exam Preparation Course through partnership with ASQ
6. Division booth at the Columbus Section Conference
7. Presentation at the Ohio State Chapter Meeting
8. Division booth at the Silicon Valley Conference
9. Successfully executed the 2015 Fall Inspection Division Conference at Dayton University
10. Published three Inspection Division Newsletters
11. Planned participation at The Quality Digest Conference at Rosemont, IL, Convention Center
12. Investigated participation with the Mining Interest Group Conference
13. Attended Standards Committee Meeting
14. Attended Technical Communities Conference
15. Participation at ASQ World Conference on Quality and Improvement in Nashville, TN
16. Actively working with Fellow candidates
17. Awarded the Lessig Medal
18. Awarded the Chuck Carter Inspector of the Year
19. Awarded E. James Harrington Scholarships. Three winners in 2015.
20. Succession planning completed
21. Developing SOPs for standard Inspection Division activities

Invited committee members included:

Officers	
Joe Wesling	Chair Conference
Jim Spichiger	Chair-Elect (Business Plan) Awards (Cooper and Lessig Awards) Inspector of the Year Scholarship
George Cutler	Treasurer Internet Liaison and Social Media
Susan Loper	Secretary
John Vandenbenden	Immediate Past Chair Standards Nominating
Committee Chairs	
Navin Dedhia	Audit Newsletter Editor
Greg Gay	Examining (Fellow nominations)
Carl Drechsel	Membership
Kathy Lyall	Marketing
Tiandra Sazama	Section Relations Student Membership
Calcelia Bryson	Arrangements and Hospitality Suite
Carol Turner	Voice of the Customer and Communication
Administrative	
Lisa Pedersen	Certification Board Liaison (CQT)
Jackie Schaefer	Certification Board Liaison (CQI)
Shirl Furger	ASQ Administrator

I look forward to 2016. Many thanks to everyone on the team for making this happen.

[Contact: Joe Wesling; Email: joe_wesling@hotmail.com; Tel: 317-814-8449; Cell: 262-957-4781]

ASQ Information

2016 ASQ World Conference on Quality and Improvement (WCQI)

With more than 2,500 attendees from around the world, the World Conference is a premier international event. The conference presents many opportunities to share ideas with domestic and global colleagues. Take this time to connect and make business relationships that will foster success for years to come. The World Conference is the place for career development, knowledge transfer, demonstrating commitment to quality, and getting inspired.

Theme: Quality Expanded: In the Profession, Through the Organization, and Around the World

Focus Areas: 1. Building and sustaining a culture of quality

2. Quality fundamentals

3. The quality profession (today and tomorrow)

4. Leadership risk and change

5. Customer experience

Dates: May 16 – 18, 2016

Location: Wisconsin Center
400 West Wisconsin Ave., Milwaukee, WI 53203

Website: asq.org/wcqi/about.aspx

ASQ Fellows Technical Group (FTG)

ASQ Fellows are now more than just a member grade. At the board of directors meeting the ASQ Fellows Technical Group (FTG) charter, leadership roster, strategic plan, and other charter documents were approved and FTG is now a formal Technical Community (TC) reporting to the Technical Communities Council (TCC) of ASQ. As a TC our ASQ Fellows Technical Group will formally engage with other Society communities as a group of highly valued thought leaders. The FTG will serve as a community of thought leaders and ambassadors of quality to the Society and will promote member advancement to ASQ Fellow through advocacy, mentoring, and coaching.

An ASQ Fellow is an individual who has an established record of contributions, both to the quality profession and to the Society. This LinkedIn group is exclusively for Fellow members of ASQ. Find the FTG LinkedIn site at <https://www.linkedin.com/groups/125417>.

[Contact: Don Brecken; Email: dlbrecken@sbcglobal.net; Tel: 616-554-3675]

ASQ Communities: Your Network for a Variety of Interests and Topics

ASQ Communities provide a virtual place to meet like-minded people—people in your industry, with your interest, and within your region. Communities provide you with a way to establish a bond of common experience and challenges around a specific area of interest. ASQ Communities are a place to:

- **Learn:** Connect with fresh perspectives and new approaches. Get answers to your questions.
- **Improve:** Find out how others solved problems. Put their best practices and case studies to work for you.
- **Share:** Answer others' questions. Establish yourself as a contributor in your field or industry.
- **Develop:** Make new connections to develop your career and your network.

The ASQ Inspection Community is located at:

<http://community.asq.org/communities/community-home/digestviewer?GroupId=841>

Online ASQ Recertification Now Available!

ASQ launched its online recertification app on October 20, 2015. Simplify your recertification! No postage, reduced paper, and no more middle man! Log in to ASQ's membership website at asq.org/cert/myru.

Record recertification units (RUs) *as you earn them* over a three-year recertification period. Save documents online. When 18 units are logged and your recertification date is less than six months away, select **Recertify Now** to submit your online journal.

Paper recertification journals are still accepted. You may still submit them to your member unit's recertification chair.

Welcome to the new ASQ online recertification journal! You can now log in your points as you earn them over the three-year period. They will be stored here. Once your journal has been approved and your record updated, there is no need to keep hard copies. To add, remove, review, or adjust the activities on your journal, press the **Edit** button next to the appropriate recertification unit activity type and follow the instructions provided.

When you have logged a minimum of 18 points and you are within six months of your recertification date, hit the **Recertify Now** button at the bottom of the page and you will be taken through the process of submitting and paying for your recertification. Your journal will then be submitted to the recertification coordinator for approval. If we have any questions regarding your credits or documentation, we will contact you. Once submitted, you can check the progress through your **My Certifications** page.

If you wish to synchronize any of your certifications, please send in your recertification journal, with appropriate documentation, to your section recertification chair, or to the ASQ recertification coordinator. You will not be able to use the online journal to synchronize.

Continued on next page

Continued from previous page

Certifications				
Activity	Details	Allowed	Claimed	Edit
Professional Development	0.1 RU per hour 1.0 CEU = 1.0 RU	9.00	0.00	Edit
Employment	FT 0.3 RU per month or 3.6 RUs per year PT 0.15 RU per month or 1.8 RUs per year	10.80	0.00	Edit
Instructor	1 Credit = 1.5 RUs 1.0 CEU = 1.5 RUs 0.15 RU per hour	10.80	0.00	Edit
Student	1 Credit = 1.0 RU 1.0 CEU = 1.0 RU 0.1 RU per hour	9.00	0.00	Edit
Meetings	0.3 RU per meeting 0.3 RU per workshop	9.00	0.00	Edit
Committees	2.0 RUs per committee, per year, elected officer 1.5 RUs per committee, per year, member leader	6.00	0.00	Edit
Certifications	2.0 RUs per ASQ certification 1.0 RU per other certification	4.00	0.00	Edit
Proctoring	0.5 RU assistant proctor per exam day 1.0 RU chief proctor per exam day 0.25 RU for registration assistant	7.00	0.00	Edit
Electronic Media	0.025 RU per 15 minutes	3.60	0.00	Edit
Publishing	Media Review 0.5 RU per published review Article 1.0 RU for author, 0.5 RU for co-author Book 4.0 RU for author, 2.0 RU for co-author, 1.0 RU for editor Presented Paper 1.0 RU for author, 1.0 RU for co-author	9.00	0.00	Edit

The Certified Quality Technician (CQT) is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares inspection plans and instructions, selects sampling plan applications, prepares procedures, trains inspectors, performs audits, analyzes quality costs and other quality data, and applies fundamental statistical methods for process control.

Visit the website at asq.org/cert/certifications.

ASQ Quality Exam Dates

Please check exam dates and deadlines carefully. **Exam locations** are worldwide—through local ASQ sections and international affiliates.

Certified Quality Inspector and Certified Quality Technician

Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
March 5, 2016	January 15, 2016	January 20, 2016
May 15, 2016 (WCQI, Milwaukee, WI)	April 1, 2016	N/A
October 1, 2016	August 12, 2016	August 17, 2016

For more information visit asq.org/cert or call ASQ at 1-800-248-1946.

Advance to Senior Member

ASQ Senior membership rewards members with enhanced benefit selections. Leadership and professional achievement do not go unnoticed by ASQ. The Society offers Senior membership for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. You may apply for Senior membership status if you meet the following criteria:

1. Be an ASQ Full member in good standing for one year
2. Have 10 years of professional experience
3. Meet one of four professional criteria:
 - Conduct quality-related engineering, inspection or audit, or statistical work; or have applied the methods and principles of quality on the job for at least two years
 - Teach quality or related arts or sciences at an accredited institution for at least two years
 - Be a senior member or comparable type in a recognized professional organization
 - Currently hold an ASQ certification that requires recertification

The application for advancement to the grade of Senior is available at asq.org/pdf/membership-applications/senior-member-application.pdf.

Continued on next page

ASQ Fellow Membership

ASQ Fellow: More Than Just a Member Grade

ASQ Fellows represent diverse industries on a global scale. ASQ currently has more than 600 active Fellows.

ASQ Fellows have an exceptional commitment to making our world work better through quality. They're passionate about sharing their time, ideas, and expertise—in their communities and globally. These men and women are today's leaders of the quality movement. Fellow membership is an honor bestowed by other ASQ members. An ASQ Fellow is an individual who has an established record of contributions, both to the quality profession and to the Society.

An individual member of ASQ, representing the highest level of the quality profession, deserving recognition for years of dedication and practice as a quality professional and long-term involvement with ASQ may be nominated for Fellow membership by their section, forum/division, or international chapter. Fellow may be attained only by advancement from Senior member through the process of nomination, and may not be attained by application. A Fellow member must first be a Senior member for at least the past five calendar years.

According to ASQ bylaws, Fellow membership status may be awarded to those individuals who have been ASQ members in good standing and meet the following criteria:

- Have at least 15 years of quality-related experience
- Achieve requirements across six professional categories
- Are sponsored by peers and endorsed by their ASQ section and/or division
- Have been a Senior member for five years or longer

A total of 28 points is the minimum for recommendation for advancement to Fellow. Points are scored in six proficiency areas, with a minimum required in each area.

Nominations may be forwarded to ASQ headquarters at any time, but must be sent with sufficient lead time to be received no later than May 1 for the candidate to be eligible for advancement the following year.

Click the following link to download the Fellows nomination form, Fellows matrix of requirements, and ASQ Policy G 02.02 on advancement to Fellow membership.

asq.org/members/account/fellow.html.

Inspection Division E-Newsletter Advertisement Rates and Form

The Inspection Division is happy to publish your personal business or organization advertisement(s) in the Inspection Division e-newsletter. This e-newsletter is available to more than 3,000 quality professionals around the world.

The following table lists advertisement rates:

Advertisement Type	Advertisement Rate/Issue
Full Page	Full Page \$150
Half Page	Half Page \$80

The Inspection Division plans to publish three issues every year.

JPG or MS Word format is always preferred for accuracy of message.

All ads must be submitted electronically.

Advertisement can be sent in color or b/w format.

Every effort will be made to meet your advertisement request specification.

Payment must be made in full when advertisement is received.

You must send your advertisement in electronic format along with a check made out to ASQ Inspection Division by the specified date to navindedhia@hotmail.com.

Full Name

Company/Organization

Address

Phone

Email

Full Page \$150

Half Page \$80

No. of Issues

Total Amount Enclosed \$

Please make check payable to **ASQ Inspection Division** with note in memo stating *Newsletter Ad* and mail to:

Navin S. Dedhia, 5080 Bougainvillea Drive, San Jose, CA 95111
[Tel: 408-629-1723]

Signature:

Date:

14001:2015 Environmental Management System Transition

by John Vandembenden

[**Note:** The ISO 14000 family of standards provides practical tools for companies and organizations of all kinds looking to manage their environmental responsibilities. ISO 14001:2015 sets out the criteria an environmental management system can be certified to. It maps out a framework a company or organization can follow to set up an effective environmental management system.]

This is an exciting time in the world of environmental management. The new version of the ISO 14001 standard was published in September 2015. The revised ISO 14001:2015 set of requirements provides an opportunity for the organization to integrate environmental management into their business management system. With the focus of the standard being on sustainability of the organization, it creates a strategic advantage for an organization to create an integrated system. The addition of the explicit inclusion of the process approach assists to facilitate the integration and the management of the system.

So how does an organization transition to the new requirements while integrating it into their business system? The first step will be to address a new requirement of “Context of the Organization.” The organization must determine a conceptual understanding of internal and external issues that can affect the management of the organization. This includes interested parties such as stockholders, bankers, employees, the community, interest groups, or regulatory agencies. Once the organization gains this understanding, they must ensure that their environmental management system includes and addresses the issues identified.

This transition also requires top management to be more active with ensuring that the environmental management system is

effective since it is now will be managed from a business strategic level. The changes for identification of environmental aspects with regard to their life cycle will result in an expansion of the possible significant aspects. This is due to the fact that considering life cycle expands the EMS to not only aspects they directly control but can influence with selection and usage of products and raw materials.

The strategic planning for our updated environmental management system must now address risks and opportunities that may prevent our system from achieving the planned outcomes. This is reflected in expanded life cycle and to the selection of providers used for outsourcing certain tasks or processes.

The transition must also include some new requirements for selecting objectives and targets, which provides a stronger integration into the business system. The new requirements for planning include what will be done, what resources will be required, who will be responsible, when it will be completed, and how the results will be evaluated.

The transition is expected to be smooth since a majority of requirements have not changed but are now contained in seven clauses where the requirements are in 4.0 to 10.0 instead of 4.1 to 4.6. The standard is still based on the plan-do-check-act (PDCA) cycle. These are the key points of the new standard. Please share and contact me to address any questions you may have.

For additional information visit ISO’s website at

www.iso.org/iso/home/standards/management-standards/iso14000.htm

[Contact: John Vandembenden; Email: jfviii@fuse.net, q-met-tech@outlook.com; Cell: 859-240-1739]

ISO 9001:2015 Quality Management System Transition

by John Vandembenden

[**Note:** The ISO 9000 family addresses various aspects of quality management and contains some of ISO’s best known standards. The standards provide guidance and tools for companies and organizations that want to ensure that their products and services consistently meet customer requirements, and that quality is consistently improved. ISO 9001:2015 sets out the criteria for a quality management system and is the only standard in the family that can be certified to. It can be used by any organization, large or small, regardless of its field of activity. In fact, there are more than 1 million companies and organizations in over 170 countries certified to ISO 9001. This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach, and continual improvement.]

Now that ISO 9001:2015 has been published, organizations are in a position to create a transition plan to be in a position to be

certified to the revised standard. Even though there is a three-year window to upgrade, an organization must make a decision on when they are going to make the commitment. Several factors should be considered:

1. How has the current system been performing in their third-party audits?
2. When is the next renewal?
3. Do they hold more than one certification that may include the industry-specific standards, such as AS9100 or TS16949 and their timing for publishing their revision?
4. How does this transition fit into their strategic plan?

Addressing these questions is a good starting point to put a plan together. The next step is to acquire an understanding of the changes as well as new requirements. Several changes have raised a

Continued on next page

Continued from previous page

few eyebrows; these include the change in the process approach to be aligned with PDCA and risk-based thinking. Even the new flexibility for documentation needs to assess for risk to determine what a process needs to be effective and meet the intended outcomes. Top management now is being asked to provide leadership instead of just providing resources. Leadership includes demonstrating their involvement in the quality management system.

A new requirement of organizational knowledge needs to be part of the transition since the organization needs to determine what knowledge is required. Once this is determined, they must provide this knowledge and monitor any changes to close the gap and maintain knowledge. On the surface this appears like an easy

requirement, but the larger the organization is, this requirement becomes more complex.

There are additional new requirements as well as terminology that an organization needs to address during the transition. The purpose of this article was to provide our members a starting point for kicking off transition planning. Please share this information and if you have questions please forward them to me.

For additional information, visit ISO's website at

http://www.iso.org/iso/home/standards/management-standards/iso_9000.htm

[Contact: John Vandembenden; Email: jfviii@fuse.net, q-met-tech@outlook.com; Cell: 859-240-1739]

“*Tell me and I forget.
Teach me and I remember.
Involve me and I learn.*”

~Benjamin Franklin

Storytelling the “Quality Way”

by Navin Shamji Dedhia

Summary:

Selling and remembering is easier when it's connected with an event or a story. Storytelling is an easy way to motivate and inspire. It is becoming a major factor in management and organizations because of its effectiveness. Purposeful storytelling will get results when selling quality to management. Management will accept advice or recommendations when presented with a story.

Introduction:

“Tell me and I will forget, but tell me with a story and I will remember” is true. Storytelling is not new. It is an ancient phenomenon. Human beings hear stories from cradle to grave. A child hears stories from his or her parent before going to a bed. Storytelling in schools, libraries, around the campfire, or elsewhere enables listeners to feel like they are there. Storytelling entertains children or keeps them busy; it provides encouragement to a youth, fosters intuition to an adult, and provides interaction, collaboration, and action taking to an employee. A child is always eager to meet grandma or grandpa when they think they'll hear a story. Storytelling passes time as well as captures listeners' attention.

Hints, instructions, advice, and precautions are offered in storytelling to avoid an adverse situation. A father tells a son how to prepare for a job interview or a mother tells her child to be careful while crossing the road by narrating an event or from personal experience.

A narrative or story in its broadest sense is anything told or recounted in the form of a casually linked set of events or telling of a connected series of happenings in a free-flow manner. Stories can be fictional, true experience, mythological, historical, or dreams. We have heard war stories, horror stories, fairytales, adventure stories, brave people's stories, and more. Stories are often set up as myths, history, or values for understanding reality.

These days we don't have time to read, get information, and be knowledgeable. We are under stress and always pressed for time. We can acquire information and knowledge through storytelling. In many places book clubs have sprung up. Book clubs offer opportunities for people to learn through discussion.

Our lives are full of stories to learn lessons and teach others. On Monday morning, people are always eager to share their weekend camping or sporting-event stories to their colleagues. Upon return from a vacation, everyone is eager to hear the vacation experiences. We can never get tired of telling our own stories.

Continued on next page

Continued from previous page

But storytelling can get boring if stories are not delivered appropriately. A waiter can spoil the mood of a restaurant customer if the prepared food is not served properly, no matter how much delicious food is prepared by the cook.

Testimonials used to sell a product or convince a customer are live examples of storytelling. One cannot convince a prospective member to attend a class or attend an Annual Quality Congress or join ASQ without describing personally derived benefits.

Benefits of Storytelling:

Storytelling is increasingly being used as a powerful tool in many organizations and businesses to meaningfully convey complex issues and act in a responsible way.

People believe in us and get inspired when told a story. Storytelling is another way to invite people to get involved in the process of change. It can reach large numbers of people rapidly. With storytelling people can get the idea in a flash. Storytelling delivers results quickly. Convincing becomes easier with storytelling when experiences or events are narrated in an unusual way. Purposeful storytelling is a tool for getting things done in the world. Storytelling delivers quickly and the listeners can grasp the theme or an idea immediately. Storytelling does not require expensive investments in hardware or software.

Potential benefits of storytelling are communicating ideas quickly, naturally, clearly, truthfully, in a convincing way that listeners will believe. Storytelling provides facts, truth. An audience can trust the speaker as they are involved with the speaker's feelings.

Personal Experiences:

The following few examples are testimony of my quality journey, narrating my basic beliefs in quality, my involvement in the quality field, accepting quality as a profession, and volunteering for ASQ.

At home and in a school, excellence and perfection were always emphasized. To be a role model for others to follow their own personal quality and quality culture journeys was always in mind but was never taken seriously until some events took place. The journey to quality started with a personal experience and workmanship.

One day during the seventh grade in India I was called in the office of the vice principal. Without knowing the reason, I went to the vice principal's office, where our language teacher was also present. The language teacher's complaint was that I hadn't paid any attention at improving handwriting despite her frequent instructions. The vice principal explained the meaning of good handwriting and advised extra care when writing. From that day onward, I made an effort to improve my handwriting. That was my first lesson in personal quality and workmanship.

In engineering college in India, a woodworking project was required, where many kinds of wood joints have to be presented as

part of the class project. Mating of two wood parts was not easy. A few samples showed to the foreman were not acceptable due to poor workmanship. Then, our foreman talked to us and explained the importance of patience, diligence, and quality in workmanship. That was an important lesson in excellence in workmanship.

During my employee orientation on the very first day when I joined IBM in June 1968, the three basic beliefs of IBM were instilled in me. These basic beliefs are:

1. Respect for the individual: Treat everyone equally.
2. Excellence is a way of life: Do your best.
3. Service to the customer with excellence in mind: Always delight the customer.

These three basic beliefs became my base to get involved in the quality field.

When I worked at IBM's East Fishkill, NY, facility, I was in the engineering group. I was not directly connected with the quality field as such, even though my work involved improving processes through experiments and performing data analysis, sampling, inspection and testing, and training production people. I had always had a desire to move to a warm location, as Fishkill, being 65 miles north of New York City, had cold and snowy winters. During 1976, I got an opportunity to move to IBM's San Jose, CA, facility. I could not let go of that opportunity, even though the position involved the quality organization. That was my first introduction to the quality field.

At IBM in San Jose, I was in the quality field, but I did not know ASQ as an organization. I went to Raleigh-Durham, NC, in 1978 to attend a failure analysis workshop by Ralph Evans. Workshop attendees were invited to join ASQ free for the first year—the membership fee was covered by the class. That was my first exposure to ASQ membership.

When convincing a potential member to join ASQ or get involved as a volunteer, a personal experience can help promote ASQ. I joined ASQ in 1978, but was not involved actively. I was just an ordinary member satisfied in receiving ASQ's publications. When I passed my Certified Quality Engineer (CQE) examination in 1982, I was invited by the Santa Clara Valley Section (# 0613) to receive my CQE certificate as a guest of the section at the monthly dinner meeting program. At the meeting I was approached by Connie Pavsidis, a chair-elect for the section, and asked if I was willing to help the section. Without thinking further, I said yes—and that was my first introduction to ASQ as an active volunteer. Since then I got actively involved in the local section, holding various positions as certification chair, chair-elect, chair, nominating and auditing committee chair, advancement chair, and division liaison chair.

While at IBM in San Jose, I reported directly to Jim Harrington. One day Jim asked me if I could initiate a newsletter for the international chapter members. Prior to that there was no communication to the international chapter members other than a personal

Continued on next page

Continued from previous page

mail from the chair/trustee of the international chapter. Jim being my boss, I could not refuse. Jim also described many advantages and benefits of creating a newsletter and getting involved with the international chapter. I visited ASQ headquarters in Milwaukee, WI, in 1982 to build the contacts for the newsletter. The first newsletter, named *Quality World*, was published in October 1982. That was my second active involvement ASQ.

Since then, I have been actively involved in ASQ's various committees, divisions, and board. I have grown with my active involvement in ASQ. I learned a lot of new skills and expanded my view. I was able to appreciate quality initiatives taken by third-world countries. This involvement provided me with many more opportunities to build a network with like-minded professionals and lifelong friendships.

I had a unique customer care experience at London's Heathrow Airport in 1985, when a British Airways employee asked me questions related to my flight experience as I was getting off the flight. The survey conducted by the airline was to improve its operations. Another customer care example that comes to my mind is staying in a small motel in Hutchison, MN, when my rental car wouldn't start in the morning due to cold weather. When asking the motel manager to call AAA, the motel manager immediately came out with a big battery charger and helped me jump start the car. That's the way to delight the customers.

Another example of excellent teamwork occurred when Humphrey the humpback whale, who was trapped in the Sacramento River Delta in California, was freed and moved back to the Pacific Ocean in October 1986. The efforts to rescue the whale are an example of people and various organizations working together.

Conclusion:

Storytelling does convey a message in a convincing way. People can believe in you and trust you. It is an excellent way to teach, train, or provide guidance. I have discovered the importance of quality from my own personal experiences. I do not have any regrets for being in a quality field.

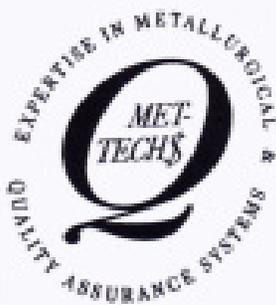
Quality professionals have to report to management on the status of a project. With storytelling, management could be convinced of the potential benefits of an improvement project and the resulting cost savings. When selling an idea to management, storytelling helps present facts on the analyzed data.

Quality professionals should take advantage of storytelling when presenting to a management team. Remember to tell in a nutshell, within time constraints. Quality professionals must be able to tell the story if they expect management to accept their recommendation or advice.

References:

1. "Storytelling Passport to the 21st Century – Power of Storytelling"
2. <http://www.creatingthe21stcentury.org/intro5-why-storytelling.html>
3. <http://www.creatingthe21stcentury.org/intro6-benefits-story.html>
4. <http://www.creatingthe21stcentury.org/intro7-why-story-now.html>
5. <http://www.storytellingcenter.com/resources/articles/simmons.htm>

[Contact: Navin S. Dedhia; Email: navindedhia@hotmail.com; Tel: 408-629-1723]



Contact Information:

John Vandembenden

1416 Lincoln Court

Union, KY 41091

Phone: 859-240-1739

Email: q-met-tech@fuse.net

Provides consulting, training, advanced statistical analysis, auditing, and project management for QMS, OHSMS, EMS, Six Sigma, Lean Enterprise, and problem solving to organizations from service to manufacturing in the Cincinnati area.

Let me show you how to save money!

<http://www.manta.com/c/mxjkgrv/q-met-tech-llc>

2015–2016 Inspection Division Management Committee

Elected Officers

Chair, Conference

Joe Wesling
joe_wesling@hotmail.com
262-957-4781



Chair-Elect, Business Plan, Awards/Scholarship/Inspector of the Year

Jim Spichiger
jim.spichiger@hotmail.com
614-718-3571



Treasurer, Internet Liaison, Social Media

George Cutler
cutlergeorge@gmail.com
908-310-9648



Secretary

Susan Loper
s_loper@sbcglobal.net
317-512-5903
317-604-0751



Past Chair, Nomination, Standards

John Vandenbenden
jfviii@fuse.net
859-240-1739



Appointed Positions

Audit Chair, Newsletter Editor

Navin S. Dedhia
navindedhia@hotmail.com
408-629-1723



Arrangements, Hospitality Suite

Calcelia Bryson
calceliabryson@yahoo.com
901-628-2759



Membership Chair

Carl Drechsel
c.drechsel@yahoo.com
832-721-2871



Marketing Chair

Kathy Lyall
kathy.lyall@stryker.com
269-944-8127



Voice of the Customer and Communications

Carol Turner
carol.turner@accrediohealth.com
901-921-0296



Section Relations, Student Membership

(No photo available)
Tiandra Sazama
tiandra.sazama@paragonmedical.com
435-563-5100 x17005

WCQI Tech Programs, Examining (Fellow Nominations), Historian

Gregory S. Gay
ggandlg@net-link.net
269-496-8311



Volunteers Emeritus

Bruce K. Johnson
bjohnson@mdllab.com
781-292-6620



Jenny Persfull
jpersfull@gmail.com
812-369-9622



New Volunteers

The Inspection Division is glad to welcome the following new volunteers, who joined the Division Management Committee. Welcome aboard!

The new volunteers assigned positions are as follows:

Conference

Mary Mackey
mary.mackey@cummins.com

Paul Olowoyo
oolowoyo@gmail.com

Internet Liaison and Social Media:

Ben Tomic
bentomic@rogers.com

Voice of the Customer and Communication:

Chigbo Ezumba
chigbo.ezumba@external.total.com

Education:

Lisa Wegman
lisawegman@gmail.com

Administrative

Liaison to Certification Board (CQI)

Jackie Schaefer
jsscraphappy@gmail.com
262-327-2897



Liaison to Certification Board (CQT)

Lisa Pedersen
lisa.pedersen@brp.com
262-902-5696



Division Management Committee Monthly Telecom

Day:	Third Wednesday of each month
Time:	4:30 p.m. (Eastern Standard Time) 1:30 p.m. (Pacific Standard Time)

ASQ Community Development Administrator and Partner

Shirl Furger
sfurger@asq.org
800-248-1946 x 7231
414-272-8575 x 7231

Important Websites:

ASQ World Conference on Quality and Improvement:	asq.org/wcqi
ASQ Member Leader Area Link:	asq.org/member-leader-community/index.html
ASQ Member Leader Key Tasks Link:	asq.org/member-leader-community/key-tasks/index.html
ASQ Inspection Division:	asq.org/inspect
ASQ Inspection Division LinkedIn Group:	http://www.linkedin.com/groups?gid=4657260&trk=my_groups-b-grp-v
Inspection Division Harry Lessig Medal:	asq.org/divisions-forums/inspect/about/INSPECT_HARRY_LESSIG_AWARD
Inspection Division Carter Inspector of the Year Award:	asq.org/divisions-forums/inspect/about/INSPECT_INSPECTOR_OF_THE_YEAR
Pinterest Site for Inspection Division:	http://www.pinterest.com/asqinspection/
ASQ Community:	http://community.asq.org/communities/viewcommunities/groupdetails/?CommunityKey=0e27188f-d770-40b3-843b-49714a10024b

2016 ASQ World Conference on Quality and Improvement (WCQI)

Date: Monday, May 16 – Wednesday, May 18, 2016

Location: Wisconsin Center
400 W. Wisconsin Ave.
Milwaukee, WI 53203

<http://wisconsincenter.org/categories/2-wisconsincenter>

Theme: Quality Expanded: In the Profession, Through
the Organization, and Around the World

Visit asq.org/wcqi/about.aspx

Please contact ASQ Customer Care if you have questions for ASQ or to update your contact information including address/email changes:

Email: help@asq.org

Phone: North America: 1-800-248-1946
(United States and Canada only)

Mexico: 001-877-442-8726

All other locations: +1-414-272-8575

Fax: 414-272-1734

Mail: ASQ
600 N. Plankinton Ave.
P.O. Box 3005
Milwaukee, WI 53201-3005
USA

Member Leader:

A member of ASQ's voluntary workforce, engaged in creating networking opportunities, and giving back to the profession. A member leader teaches others about quality through the society's 241 local sections, 35 global member communities (LMC), and 26 divisions/forums/interest groups that serve to create and disseminate ASQ's Quality Body of Knowledge (QBOK). A member leader also provides oversight to the quality, relevancy, and accuracy of content provided to members and customers.

To Find a Division Member Leader:

asq.org/perl/members/rosters/leader_lists.pl?group=Divisions

To Find a Section Member Leader:

asq.org/perl/members/rosters/leader_lists.pl?group=Sections

Please visit asq.org/inspect

Navin S. Dedhia
Editor, Inspection Division
5080 Bougainvillea Drive
San Jose, CA 95111, USA