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DIVISION WEBSITE AT
ASQ.ORG/INSPECT

Chair's Message | Jim Spichiger

Humbled and Honored



THANK YOU for reading this abbreviated, special edition newsletter. Though the Inspection Division regularly publishes three newsletters each year, it has been a very long time since we have printed and mailed a hardcopy to all members.

The expense to communicate via hardcopy is immense, so the remainder of our 2017 newsletters will be electronic and posted on our website; as in the past an email notification will be sent when they are released. However, despite the cost, I felt it important to contact each of you in this manner to convey the division's objections, our tactical business plan, and my goals. In addition, this newsletter includes technical articles and information about our 2017 offerings, especially about educational courses and our conference in Grand Rapids, MI, this September.

Yoda famously said, "Do or do not, there is no try," so being the competitive and passionate person I am, I can assure you that I will do my best to deliver results. Over the past four years, the Inspection Division has undergone a leadership transformation, so I fortunately get to ride the coattails of the fine work begun by John Vandembemden and continued by Joe Wesling. Both of these gentlemen were excellent leaders, and I can only hope to measure up to their success. Luckily for me, the division has a tremendously talented, gifted, and dedicated team of volunteers executing our business plan; I am truly grateful for all that they have done and will do. One cannot thank them enough.

I have established only one leadership goal for myself: *to leave the Inspection Division better than I found it.* This won't be easily accomplished because the division is currently in an excellent condition. However, as quality professionals, we all know that perfection is seldom obtained and continuous improvement is a way of life. Please feel free to contact me with your suggestions on how I and the rest of the Division Management Committee can improve your membership experience.

ASQ's Performance and Recognition (PAR) program is the guide the Division Management Committee will use as its operating basis. PAR focuses on member growth and retention, on the member leader experience, and ensuring at least 70 percent of our expenditures provide member value. Therefore, besides executing our business plan and achieving our objectives, I have established some personal guidelines that I hope will direct me these next two years:

- 1. Provide value-added service to division members.** Members are our lifeblood, so providing an exceptional membership experience is required in order to attract and retain them. Communication will be enhanced, educational offerings will increase, networking opportunities will be improved upon, and special offerings (e.g., scholar-

ships) will continue. Accomplishing this will hopefully inspire people to join and remain an Inspection Division member.

- 2. Be a servant leader.** Without member leaders, our division's goals and objections cannot be achieved; keeping member leaders engaged is of the utmost importance. My leadership approach will be three pronged. First, I hope to provide clearly defined goals and expectations along with an understanding of why these goals and expectations are important. Second, training and mentoring. ASQ provides an expansive amount of training opportunities and resources for member leaders; I will encourage member leaders to take advantage of these resources and opportunities to improve our performance and enhance their skill set. Third, I will provide member leaders continual praise, appreciation, and recognition.
- 3. Be a good steward of our money.** Financially, it is my intention to have a balanced budget (preferably run in the black). All homes, businesses, and organizations must be fiscally prudent and responsible in order to succeed over the long term.

I am truly humbled and honored that you have bestowed the leadership responsibility of the Inspection Division upon me. Thank you for your faith and trust. I would appreciate your patience, input, and assistance as we proceed on this journey over the next two years. Thank you for your membership.

Refresher: The Seven Basic Quality Tools for Process Improvement

Jim Spichiger

If you are like me, you probably have several email accounts; one for personal use, another work, and possibly others for myriad reasons. And if you are like me, you probably receive way more messages than you would like. However, being the quality geek that I am, I do enjoy receiving *ASQ Weekly*, a brief, informative weekly email broadcast about a wide variety of ever-changing quality information. No matter how busy I am, one segment of *ASQ Weekly* I make a point of reading is *Tool of the Week*, because it helps refresh my knowledge and occasionally expands upon it. All of the seven basic tools of quality have appeared in this publication.

ASQ's website credits Kaoru Ishikawa, a former professor of engineering at Tokyo University and the father of "quality circles," as the first person to emphasize the seven basic tools of quality. I use most of these indispensable tools on a regular basis. Understanding these tools is simple, yet mastery of them requires experience in their use. My seven basic quality tools are:

- 1. Check sheet:** A structured, prepared form for collecting and analyzing data; a generic tool that can be adapted for a wide variety of purposes.
- 2. Histogram:** The most commonly used graph for showing frequency distributions, or how often each different value in a set of data occurs.
- 3. Pareto chart:** A bar graph that shows which factors are more significant.
- 4. Scatter diagram:** Graphs pairs of numerical data, one variable on each axis, to look for a relationship.
- 5. Flow charts (and process maps):** A graphical representation of the steps in a process. Flowcharts are drawn to better understand processes. See p. 6 – 7.
- 6. Fishbone diagram (aka cause and effect or Ishikawa diagram):** Identifies many possible causes for an effect or problem and sorts ideas into useful categories.
- 7. Control charts:** Graphs used to study how a process changes over time. These include run charts, the common \bar{X} - R chart, and more advanced control charts.

The information in this article was downloaded from ASQ's website. This site is an immense repository of quality-related information that anyone in the world can access at any time. Though I have more than 30 years of experience as a quality professional, I periodically utilize the website to help me find information to address whatever challenge is currently facing me. We all need occasional assistance; knowing where to get it is key. For me, my search starts at ASQ.

Advertise Here!

The Inspection Division is offering a limited number of advertisements in its upcoming newsletters. Seize an opportunity to promote your products and services to over 3,000 members!

Rates for three issues:

Full page (9.5"h x 7.5"w)	\$400	Contact Todd Baughman at tbaughman@Microfabrica.com for additional information.
Half page (4.75"h x 7.5"w)	\$250	
Quarter page (4.75"h x 3.25"w)	\$175	

Save the Date

Inspection Division Conference
September 14 – 15, 2017 | Grand Rapids, MI

Plans are coming together for this year's conference. A venue has been selected, a site hotel has been secured, and the program is forming. See the CALL FOR PAPERS on p. 5.

This year's conference will feature/offer:

- Tours at Intertek and Harmony Brewery
- Four hands-on workshops
- Two keynote addresses
- 16 different presentations
- Exhibitors
- Product tutorials
- An evening networking reception
- Lunches and snacks
- Discounted hotel rates
- Inspection Division member discount

A link from the Inspection Division website to the conference website will soon be available. Additional information will be released as it becomes finalized.

Hope to see you in beautiful Grand Rapids!

Recognition

THANK YOU to all of the Inspection Division member leaders for their time and talents; we would not be so successful without you! Your efforts are appreciated.

Special recognition goes to the following volunteers:

Joe Wesling – for two years as our division chair.

Carol Turner and **Carl Drechsel** – for their monthly email messages.

Lisa Wegman – for establishing the inspection webinar series!

Navin Dedhia – for publication of our fantastic newsletters.

John Vandembenden – for being voted onto the ASQ board of directors!

“Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.”

~Peter Drucker

Overall Objectives: Not All Activities Are Created Equal

Goals of the Inspection Division chair were explained in his message and the 2017 Inspection Division Business Plan is shown on page 4, but the division's ultimate objectives are to increase communication with members, increase its exposure within and outside of ASQ, generate revenue beyond membership dues, and recruit additional volunteers. The business plan activities that support these objectives have been assigned a higher priority. Specific actions to be taken are:

1. Increase communication with division members:
 - a. Increase the use of social media
 - b. Send monthly email messages
 - c. Newsletters plus hardcopy newsletter
 - d. Periodic postcards
 - e. Send personal emails and make personal phone calls
 - f. Provide more content on the division website
2. Increase exposure within and outside of ASQ:
 - a. Exhibit at section conferences
 - b. Present at section meetings
 - c. Invite sections to our webinars
 - d. Leverage ASQ global offices to increase exposure
 - e. Publish articles in ASQ and non-ASQ periodicals
 - f. Publicize through the Section Affairs Council
3. Generate funds (the more we have, the more we can do):
 - a. Run a profitable conference
 - b. Increase exhibitors at the division conference
 - c. Increase advertisers (newsletter, web page banners, etc.)
 - d. Offer CQT and CQI exam prep courses
 - e. Provide training courses (besides exam prep classes)
4. More volunteers (the more we have, the more we can do):
 - a. Increase recognition
 - b. Increase the “fun factor”
 - c. Provide volunteers training
 - d. Provide guidance; be a mentor
 - e. Promote the benefits of being a volunteer
 - f. Provide member leaders meaningful work. Get them engaged early and give them something meaningful to do.

2017 Inspection Division Business Plan

Every year the Inspection Division Management Committee creates a business plan to help manage division programs and activities. The ASQ board of directors creates the Society's strategic plan and then cascades it down through the entire Society so that each member unit (divisions and sections) within ASQ is working on the same strategic objectives. Using the strategic plan, the Management Committee documents a tactical plan with appropriate metrics, target dates, funding, and human resources. The 2017 business plan is shown at right.

Feel free to contact [George Cutler](#) (contact info on p. 8) for more information about our 2017 activities or how the business plan is managed.

Welcome Aboard!

The Division Management Committee welcomes its newest member—**Marie Lawton**! Effective immediately, Marie will begin serving as the Inspection Division Membership Committee chair.

If you have any interest in assisting Marie or joining any other committees (we can always use the help), please contact Marie or any Inspection Division officer. Our contact information is on p. 8.

ASQ Strategic Objectives	Inspection Division Activities	Goal	
A. Global Expansion: Leverage the ASQ brand to increase market share worldwide, emphasizing growth in current and new ASQ markets.	1. Contact all four ASQ international offices to promote division membership and offerings	4 connections	
	2. Recruit member leaders (domestic/international)	2 new volunteers	
	3. Offer International Inspector of the Year Award	Issue award	
B. Membership Transformation: Serve the needs of individuals around the world to ensure their professional success through membership, products, and services.	4. Host networking reception at WCQI and division conference	2 receptions	
	5. Monthly email communication to all division members	12 messages sent	
	6. Monthly new member welcome	12 welcomes sent	
	7. Monthly reminder to members due for renewal	12 reminders sent	
C. Growing Organizations: Serve the needs of organizations around the world providing quality solutions to increase impact through membership, products, and services.	8. Publish Inspection Division newsletters	3 newsletters	
	9. Publish special edition newsletter (hard copy)	Completed!	
	10. Publish articles in <i>Quality Magazine</i> (quarterly)	4 articles published	
	11. Facebook and Twitter accounts	Create and maintain	
	12. New member orientation program	Create and implement	
	13. New member mentor program	Create and implement	
	14. Secure advertisers for newsletter	3 ads per newsletter	
	15. Secure exhibitors/sponsors for division conference	9 exhibitors/sponsors	
	D. QBOK Leadership: Design and develop relevant, innovative offerings that directly influence how our customers practice quality.	16. TAG TC 176 meeting	Attend a meeting
		17. Conduct a CQT exam refresher course	Offer two courses
18. Conduct a CQI exam refresher course		Offer one course	
19. Host webinars (quarterly)		4 webinars	
20. Host annual division conference (September 14 – 15, 2017)		Conduct conference	
E. Operational Excellence: Empower employees, collaborate with member leaders, and design and deploy reliable systems with technology that provide an exceptional customer experience.	21. Conduct VOC survey	Complete on time	
	22. Officer training sessions and TCC meetings	Attend all sessions	
	23. Mentor officers and chairs; two 1:1 meetings each	Complete on time	
	24. Bestow Cooper Award	Issue award	
	25. Certificate of Appreciation for each member leader	Issue certificates	
F. Gift of Quality: Enhance the ASQ brand by supporting the use of quality to make the world a better place.	26. Offer H. James Harrington scholarship	Issue scholarship	
	27. Seek out and nominate candidates for Fellow	1 nomination	
	28. Submit for PAR Innovation Award (CQI and CQT courses)	Submit on time	
	29. Section/Student Branch collaboration	12 interactions	
	30. Exhibit at WCQI	Complete on time	

Division News

CQT Course

Salem, MA, April 5 – 7, 2017

The best way to prepare for the Certified Quality Technician exam is by attending an intensive, instructor-led, three-day refresher course that covers the complete body of knowledge.

Attendees will receive the *Certified Quality Technician Handbook*, a student manual, and over 250 sample questions.

For information, go to asq.org/training/certified-quality-technician-certification-preparation_CQTCPASQ.html.

2017 CQI and CQT Exam Prep Course Offerings

The Inspection Division is pleased to announce it will be conducting several Certified Quality Inspector (CQI) and Certified Quality Technician (CQT) refresher courses in 2017. These courses will help experienced inspectors and technicians become better prepared for their respective exam. All instructors are seasoned quality professionals and highly qualified trainers.

Register now for the three-day CQT refresher course being offered in Salem, MA, April 5 – 7, 2017. asq.org/training/certified-quality-technician-certification-preparation_CQTCPASQ.html.

Another option: The Inspection Division would be more than happy to come to your site and lead a two-day CQI refresher or a three-day CQT refresher. An on-site course saves your company time and travel costs.

For additional information or a quote please contact [Jim Spichiger](#).

It All Comes Down to Money!

People work to earn money. We all need money for various reasons (to provide for ourselves, support our families, etc.) and theoretically the more money we have the easier our lives will be. Since money is a necessity (food and shelter are necessities, money is needed to buy them, ergo money is a necessity), we want to stay employed and possibly get promoted; to do this, many people take proactive measures to remain a valued contributor to our employer.

One such measure is membership in a professional society (such as ASQ). Each member has his or her own particular needs, but ultimately most people join the Society and the Inspection Division to help enhance their career. But just joining ASQ is not enough, because member value is achieved by utilizing the benefits and seizing the opportunities provided. Enhance your skills and knowledge through education (a class, a conference, reading a book), through practice (volunteer leadership), and networking. Stay employed. Get ahead. Take full advantage of your ASQ membership!

You're Invited!

The Inspection Division has a number of activities planned during the World Conference on Quality and Improvement in Charlotte, NC, and YOU are invited to join in.



- Sunday, April 30, 8:00 a.m.: Business Meeting
- Monday, May 1, 6:00 p.m.: Annual Membership Meeting
- Monday, May 1, 6:30 p.m.: Networking Reception
- Sunday through Tuesday: Visit our exhibit both; all division members will receive a free gift!

Webinars

The Inspection Division will continue to host its quarterly webinars. Announcements will be emailed and posted on our website. All webinars are free! If you are unavailable to attend the live webinar, feel free to see the recording, which is posted in the LIBRARY section of our web page.

2017 Chuck Carter Award

International Inspector of the Year

Applications are now available for the 2017 Chuck Carter International Inspector of the Year Award! For over 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.

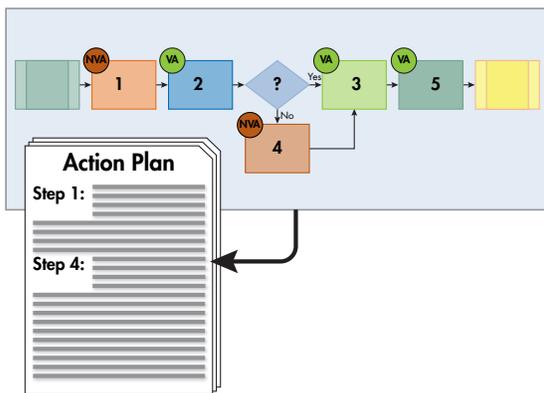
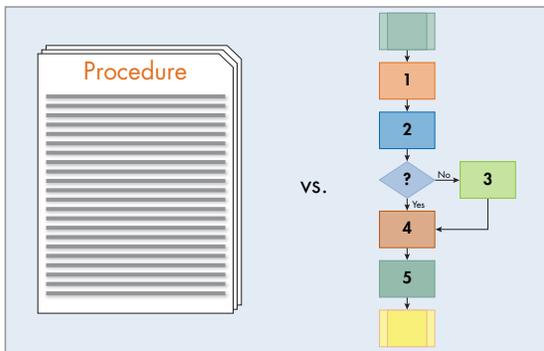
Applications can also be obtained by contacting [Jim Spichiger](#) (see contact information on p. 8). Hurry, applications must be postmarked no later than **February 15, 2017!** Electronic submissions are encouraged.



Process Maps: Why You Should Use Them!

“I never read. I just look at pictures.”
— Andy Warhol

One of the most effective process improvement tools in my project toolbox has been the process map. The power of process maps lies in the fact that their creation invokes multiple learning styles and that they can be molded into many styles. The project team discussion centered around notions that: map development lends to the auditory learners; physical writing or designing provides a hands-on experience for kinetic learners; and the actual map itself caters to visual learners.



When you gather subject matter experts (SMEs) for your project, you're generally gathering five to 10 people with different learning styles, change acceptance levels, and quality backgrounds. Quality professionals in service industries, like healthcare or finance, typically work with individuals who are not as familiar with process methodology as individuals in a manufacturing environment. For those project members who are unfamiliar with any type of process methodology or those confused by/opposed to mathematical representations of data (they do exist), the visual model of process maps provides another avenue to illustrate process gaps, bottlenecks, handoffs, and creates an environment of learning for each member of the project. Collecting an assortment of SMEs by function, level, and tenure makes for a cross-functional project team that will likely have conflicting ideas of how the process works and what improvements need to be implemented. **THIS IS YOUR KEY TO BUY-IN!** Using process maps, you can get into the details of the process and gain consensus at all levels. Management may believe that their subordinates follow procedures to the letter, but by mapping

About the author

Jordan Green is currently the area manager of production management and control for Discover Financial Services. She has a bachelor's degree in mathematics from the University of Kentucky, and is an ASQ Certified Six Sigma Black Belt (CSSBB). Green's favorite quality tool is the process map!

the process the truth tends to be uncovered. Variation can occur in different business sites, across different individuals, or different equipment/systems.

“Managing and improving processes is the core of Six Sigma. And in order to truly understand a process, identify challenges, and make improvements, the details of the process must be clarified. Often business leaders believe that they know how a process is performed, when in fact there can be a great deal of detail and variation that is not part of their awareness.”¹

Providing an open forum for discussion and design can lead to an awareness for all parties. This awareness leads to acceptance of reality and a sense of ownership in the later phases of the project.

Moving into an analyze phase, a common tool to combine with process maps is value analysis. When first introduced, this topic can be difficult for your project team to visualize because everyone tends to believe their work provides value. Seeing the process they own with nonvalue-added (NVA) labels may lead to passionate discussion. It's all in the approach with this tool, and process maps can help. Having the history behind the map's creation will help with the assignment of nonvalue-added vs. a value-added status. When objections to the nonvalue-add assessments occur, reiterating actual vs. prescribed steps using the map as a reference and emphasizing improvement prioritization through ranking of value status can bring the opposition back to acceptance. It is a way to pinpoint and categorize gaps into manageable action plans.

Don't waste a chance to engage multiple learning types, provide illustration-based analysis, or further enhance process documentation in your next project by passing over the process map.

References

1. Weisenfelder, Heidi. <http://www.brighthubpm.com/six-sigma/36786-the-importance-of-process-mapping-in-six-sigma/>.

Help Yourself by Helping Others!

Volunteering your time to help others is a noble cause, but volunteering for **ASQ pays dividends** both ways! ASQ member leaders receive the following benefits:

- **Exclusive access** to over 40 online development courses
- Build an almost **inexhaustible network** with other quality professionals
- **Develop business and leadership skills** in a safe environment

Opt In Today!

Fact No. 1: We live in a digital age. Electronic communication is the wave of the future and the future is upon us.

Fact No. 2: Nearly 20 percent of our members have opted out from receiving emails from the Inspection Division.

Fact No. 3: The printing and mailing of this abbreviated, special edition newsletter accounts for 10 percent of the Inspection Division budget!

This special edition newsletter improves communication with our members; however, because of facts above, this will be the only hard copy we can afford to send you this year.

Therefore, it is asked that you PLEASE opt in to receive emails from the Inspection Division.

Each month the division emails a monthly message to keep our members informed of various opportunities and member benefits. In addition, emailed special announcements inform you of a newsletter release, an upcoming webinar, conference information, etc.

Also, each April, June, and November, the Inspection Division publishes a full 16+ page electronic newsletter packed with information, notices, technical articles, photographs, deadlines, and information on upcoming events.

We are all inundated with too much email, so your leadership understands not everyone will opt in to receive electronic communication from the division; however, if you decide to opt out please visit the Inspection Division website periodically to see our announcements, view our electronic newsletter, and check our calendar of events.

Lastly, communication is a two-way street, so please provide us with your feedback. Our contact information is provided on p. 8.

Scholarship Deadline Approaching!

Applications for the Inspection Division's 2017 H. J. Harrington Scholarship are soon due! 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 spring 2017. Applications can be downloaded from the ASQ Inspection Division website: asq.org/inspect/about/INSPECT_SCHOLARSHIPS. Applications can also be obtained by contacting Jim Spichiger (contact info on p. 8). Applications must be postmarked no later than **March 1, 2017**.

2017 INSPECTION DIVISION CALENDAR

Date	Time	Event
TBA		Q1 Webinar
April 5 - 7		CQT exam prep class - Salem, MA
April 30	8:00 a.m.	Division Management Committee business meeting - Charlotte, NC
May 1	6:00 p.m.	Annual Inspection Division member meeting - Charlotte, NC
May 1	6:30 p.m.	Networking reception - Charlotte, NC
TBA		Q2 Webinar
September 12 - 13		CQI exam prep class - Grand Rapids, MI
September 14 - 15		Annual Inspection Division Conference - Grand Rapids, MI
September 14	6:00 p.m.	Networking reception - Grand Rapids, MI
September 16	8:00 a.m.	Division Management Committee business meeting - Grand Rapids, MI
3rd Wednesday of each month	4:30 p.m. (EST)	Division Management Committee conference call

All division meetings and conference calls are open to all Inspection Division members. To join a conference call, contact any officer for dial-in instructions.

TBA - to be announced

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2017 Inspection Division Management Committee

Officers

**Chair/Awards and Scholarship/
Inspector of the Year/Conference**

Jim Spichiger

jim.spichiger@hotmail.com
jspichiger@parknationalbank.com
740-349-3708

Chair-Elect (Business Plan)

George Cutler

cutlergeorge@gmail.com
908-310-9648

Treasurer

Calcelia (Sam) Bryson

calceliabryson@yahoo.com
901-628-2759

Secretary

Carl Drechsel

carldrechsel@comcast.net
832-721-2871

Past Chair (Nominating)

Joe Wesling

asqinspect@gmail.com
317-752-3613

Committees

Advertising and Exhibits

Todd Baughman

tbaughman@microfabrica.com
818-277-3913

Arrangements

Open

Audit/Newsletter Editor

Navin S. Dedhia

navindedhia@hotmail.com
408-629-1723

Education/Webinars

Lisa Wegman

lisawegman@gmail.com
610-223-5335

Internet Liaison and Social Media

Ben Tomic

bentomic@rogers.com
905-568-8007

Marketing

Kathy Lyall

kathleen_m_lyall@whirlpool.com
269-277-9317

Membership

Marie Lawton

**Section Relations, Student
Membership**

Tiandra Sazama

tiandra.sazama@paragonmedical.com
435-563-5100 x17005

Standards

John Vandenbenden

jvdbd@hotmail.com
859-240-1739

Surveys

Chigbo Ezumba

chigbo.ezumba@external.total.com
234-0-803-338-2109

**Voice of the Customer
and Communications**

Carol Turner

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

Examining (Fellow Nominations)

Gregory S. Gay

ggandlg@net-link.net
269-496-8311

Publicity

Open

Administrative

Liaison to Certification Board (CQI)

Calcelia (Sam) Bryson

calceliabryson@yahoo.com
901-628-2759

Liaison to Certification Board (CQT)

Lisa Pedersen

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

ASQ Community Development

Administrator and Partner

Shirl Furger

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

Division Management Committee Monthly Telecom

Day: Third Wednesday of
each month

Time: 4:30 p.m. (EST)
1:30 p.m. (PST)

Contact any division officer for dial-in
information.