



QUALITY COMMENTS

Upcoming Programs and Events . . .

March Scholarship Luncheon: "Mentoring our Future Quality Professionals"

7th Annual Program on Thursday, March 12th, 2009

Facilitated by Ms. Sandy Feola, QSN

20 students from University of Dayton, Wright State and Sinclair are invited to attend our 7th Annual "Mentoring our Future Quality Professionals" luncheon. These students are very interested in talking with you – about experiences in your field, what you would expect from them when they enter the work force, what they should focus on as they complete their education, how to be more prepared to enter the job market and much more.

At this meeting, we like to pair an ASQ member with at least one student to be their mentor and ask/answer questions one-on-one before and during the luncheon. The Dayton Section 2008-2009 Scholarship recipients will also be recognized at this meeting. If you are a Senior Member, you have a special invitation for your participation. We hope all of our members can join us for this very special and fun luncheon meeting!



University of Dayton in the Kennedy Union, 2nd floor Ballroom (east or west TBD)

11:30 am - 1:00 pm
Cost is free to senior members, \$10 members

Pre-Registration

When you are ready to sign-up for an ASQ Section event, go to our section website www.asqdayton.org, click on the Events Schedule button, then select the meeting link for the date you plan to attend. You will receive an email reminder about your registration the day of the event.

Design of Experiments Free Saturday Workshop

Saturday, March 21st at Sinclair Community College, Building 13

Facilitated by Dean Christolear, Norwood Medical

Plan to attend this free, hands-on, 3-hour workshop designed to give you a thorough introduction to Design of Experiments (DOE). The backbone of Six Sigma strategies, DOE can provide the breakthrough quality improvements you need. In the workshop you will learn how to:

- Set up and conduct experiments for optimizing performance.
- Calculate the effect on performance of different input factors.
- Determine if input factors interact, causing unforeseen changes in performance.
- Develop a mathematical model for use in predicting performance.

After an easy-to-understand lecture, teams will compete using DOE to model the performance of a paper helicopter. The winning team will successfully use their model to adjust key design features and achieve a targeted flight time. Prizes will be awarded to the winning team. As an attendee you will receive:

- Fully illustrated handouts of the lecture materials
- A how-to companion article on DOE
- A CD with Excel templates for DOE and many other quality tools

The workshop will be held on Saturday, March 21 at Sinclair Community College, Building 13, room 123. Class size is limited to 30, so sign up today!

More Saturday Workshops continued on page 2)

Sinclair Community College
Building 13, Room 123
(1st floor, south side hallway)
8:30 am to 11:30 am
Parking on the street is FREE!

The **QUALITY COMMENTS** is composed using Adobe Pagemaker and published by the Dayton Section of ASQ. We'd like to receive your article contribution for publication. Material submission is best by email attachment in MS Word to Sandy Feola at sfeola@earthlink.net. Published articles, product releases, advertisements or technical information does not imply endorsement by **QUALITY COMMENTS** or the Dayton Section of ASQ. While **QUALITY COMMENTS** will make every effort to ensure the accuracy of articles, the publication disclaims responsibility for statements of fact or opinion made by the authors or other contributors. Material from **QUALITY COMMENTS** may be reproduced - make copies and share with your co-workers!

Nominations for Section Officers Needed by March 30th

ASQ National requires all sections to submit their list of Officers and Auditor positions by May 1st. This means we need to collect your nominations for Section Chair, Vice Chair, Treasurer, Secretary by March 30th and vote on the slate at our April 23rd section program meeting. If we have multiple nominations for a position, we will mail a ballot to all section members in April. If you would like more information about any of these positions, contact Ha Dao, Nominating Committee Chair at hdao@ssandco.com before March 30th!



Monthly Quality Comments Newsletter, Vol. 14, No. 9, March, 2009. Published Monthly by Dayton Section AMERICAN SOCIETY FOR QUALITY, 140 East Monument Avenue, Dayton, Ohio 45402-1276

DAYTON SECTION FOUNDED IN 1948

Message from the Chair By Lesa Wendeln

I hope everyone has been staying warm in the last few months. Our economic downturn continues to affect our members in more ways than one. It is my hope as we look forward to Spring, that we at ASQ Dayton section continue to work to bring quality programs and events to benefit our members. It is also now more than ever that we need your participation and support.

On our website, if you have a job opening at your organization, be sure to send a note to our Placement Service Committee Chair, Chris Palser. He will get the information posted so that our section members can be looking at opportunities.

If you would like to be more involved in the section, consider joining a committee, being a committee chair or an officer. Submit nominations to Ha Dao for Chair, Vice-Chair, Secretary or Treasurer. But you don't have to hold an office to be involved in the section. Contact any of our volunteer leaders if you'd like to help. We are always looking for new ideas! Once again, we thank you for being a part of our ASQ family!



Section Committees Reporting In

Programs Co-Chairs **Bill Smith and Tom Griswold:** We've had a very busy February starting with TechFest 2009 weekend the 14th and 15th and wrapping up with an excellent presentation by Carol Herrick about customer loyalty and satisfaction. Please plan to attend the March 12th luncheon. We need at least 20 section members to be paired with a student to enjoy lunch and "mentor"!

Outreach **Anita Gilkey:** This year's event was well attended by families in the Dayton area and even from Michigan! The word is out and kids are coming to get a really great hands on experience. Our quality demonstration was a lot of fun - many repeat "customers" plus new young faces to learn about attributes and variables using the now infamous "cereal demonstration". Rumor has it that there were over 2,500 kids!

We can't participate without our excellent volunteers! Thank you to our section members Jay Walter, Ha Dao, Maden Dev, Joe D'Angelo, Gretchen Henrichs, Julie XXXX, Sandy Feola, Darrell Reeves, Paul Burte, Tom Griswold. We also had help from Sinclair and University of Dayton students. And a special thank you to Maden Dev's son who is a senior in high school! Everyone did great!



Thank you volunteers for an excellent 2 days of Quality!



Membership Committee **Mike Sellers:** The Dayton Section welcomes the following members that are new or transferring into our section in February! Warmest welcome goes to:

Crystal K. Bibler
Jerry X. Cozart
Joshua A. Farmer

William E. Ferris Jr.
Marcus W. Hervey
David R. Pfarr

Courtney Phillips
Steven L. Romage
John R. Van Velzor

Brad A. Verburg
Andrew Waker

I would also like to encourage all Dayton members to renew their membership for the 2009-2010 year. ASQ National starts to send out the renewal notices, but you don't have to wait for the paper and can go on-line. One important note to mention - At the ASQ National board meeting, there was agreement to keep the membership dues at the current price.

Recertification **Larry Weinstein:** Be sure keep your journal current as you participate in ASQ events, attend company training, proctor an exam, publish an article or volunteer on a committee. If you have a re-certification question, call Larry Weinstein at 937-775-4598 or email larry.weinstein@wright.edu. Don't wait until the last minute to update your records! Deadlines for submission are June 30th and December 31st of each year. Mail to: **Larry Weinstein Ph.D., Associate Professor MS, Wright State University, 212-D Rike Hall, Dayton, Ohio 45435.** Also visit the current news link on our website home page for the Word document that has general recertification information (reprinted from the ASQ national site for easier access). You can also call ASQ's Customer Service representative at 800-248-1946 and they will be happy to help answer your questions.

2007-2008 Member Leaders Section 0909

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Section Committees Reporting In (continued from page 1)

Job Placement **Chris Palser:** The most recent opportunities posted on our Dayton Section website are listed below. Visit the Job Opportunities link on the Dayton section website for more details about these and other positions including their contacts. If you are also interested in making your resume available upon a request from companies looking for Quality personnel, contact our Job Placement committee chair, Chris Palser at chris.palser@motoman.com.

Treasurer **Sandy Feola:** Our financial report for end of January is \$4,24208. Please try to get your ASQ membership renewal back to national by the end of April.. Our section uses the membership count in May for the yearly programs budgeting and it's important that we have a good understanding of the level of allotment dollars that will be returned to the section for our yearly operating budget.

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Free Saturday Workshops Scheduled (continued from page 1)

April 18th - "Change Management Secrets for the Quality Professional" facilitated by Jeff Cole.

The Dayton chapter of ASQ is pleased to announce an upcoming workshop entitled "Change Management Secrets for the Quality Professional" to be held Saturday April 18th at Sinclair. The presenter is noted local consultant and author Jeff Cole, who has over twenty years experience in the quality improvement field. We recently sat down with Jeff and discussed the workshop.

ASQ: Why should people attend this workshop?

JC: With this session, we're opening up the vault and bringing out all the things a quality professional needs to make their process improvements more effective. You and I can create the best process in the world, but if the humans who need to engage in it don't do so, you've lost your investment. And, unfortunately, there's no button in Minitab or Excel we can click to make somebody follow our new process. We'll cover how to get that done.

ASQ: Your monthly column at SixSigmaIQ.com is called "Street Smarts for Change Management." Will participants be provided with any of these 'street-smart' tips in this session?

JC: Absolutely. The whole street smarts approach came about early in my career when I noticed a large gap between what the text books said and the reality I was facing. Companies tend to give quality professionals a dump truck full of statistical and technical tools and only a shovel-full of human interaction tools. The human dynamics side of process improvement can often be over half the battle. Say you design a big process change. This may require dozens or hundreds of people (who you may never meet) to change their daily behaviors. You're going to need some street smarts to pull that off successfully!

ASQ: Who should attend the workshop?

JC: It is geared for all levels of professionals. Those who are driving process change in the workplace, and those who are impacted by changes will relate the most. Students should attend as well because much of this is not covered in a typical college class.

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WHAT'S YOUR NEWS?

Send your article to the newsletter editor, sfeola@earthlink.net, and we'll publish in this section newsletter and if you'd like, forward to other ASQ sections in our region and beyond!

Greatest Quotes

"The best team doesn't win nearly as often as the team that gets along the best."

Dr. Rob Gilbert

ASQ National News

Each Friday, every ASQ Section member-leaders receive an electronic email for **"Welcome to Friday Fast Facts."** The email includes up-to-date information about new or ongoing ASQ initiatives, products, and services so that we can share the content with our ASQ members via your own newsletters, meetings and conference calls. We will try to publish as many items from these emails as space permits.

New Name for ASQ's Education and Training System ASQ is proud to announce a new name for its education and training system (formerly ETI)-the ASQ Learning Institute™. In October 2005, the need to create a unified vision for how the Society carries out its education and training emerged from the Member Leader Summit. After extensive work between member leaders and ASQ headquarters, the ASQ Learning Institute was developed and approved by the board of directors. The ASQ Learning Institute will house all of ASQ's learning offerings in one convenient online location. Full members will have free access to online tools that will customize and track their learning progress. Key benefits of the new system for member leaders-particularly Education Chairs-is the ability to save time and money by working directly with ASQ headquarters to schedule instructors, assist with course registration, and provide marketing and research support. Demonstrations of the ASQ Learning Institute's features and benefits will be offered at the 2009 World Conference on Quality and Improvement, May 18-20, in Minneapolis, Minn. A Society-wide rollout of the system will occur at a later date. Please visit the [Member Leader Community of Practice](#) to learn more. Contact [Susan Westergard](#) with any questions.

ASQ Learning Institute Director Named A principle of the ASQ Learning Institute is to have one person responsible for its overall direction and performance. After an extensive search, ASQ has appointed Robert Watters as the ASQ Learning Institute director. As senior manager of ASQ Learning Offerings since November 2007, Watters has been extensively involved in the education and training initiative. He has worked with member leaders and staff, efforts that now evolve into leading the Institute. For more information on Watters' new role, please visit <http://click.asq-email.org/>

Expanded Benefit Allows More Participation in Sections and Divisions Volunteers are needed to write and review practice questions for the new Certified Calibration Technician (CCT) exam preparation program. The questions will be used to develop online practice tests similar to the certification exam, allowing ASQ members and customers to easily identify their strengths and areas for further study. Interested participants should be CCT, CQE, or CRE certified and must not have written for an actual ASQ exam within the past two years. If you wish to help, please contact Kate Berumen.

Local Section News

2/24/09 Section Executive Committee Meeting The following action items were recorded from our section executive February board meeting: (1) committee chairs to provide updates to their committee items in the 2008-2009 business plan by 3/6; (2) the planning to offer a healthcare program for a May program needs to start; (3) An updated schedule for the rest of the program year needs to be added to the website, posted under current news so that members can view more than just one meeting at a time; (4) new website work needs to be completed so we can transition to a more modern site; (5) idea to sponsor a networking event was discussed. Need to inquire with other professional societies to participate in this type of an event and feasibility of hosting; (6) all committee chair/officers to review positions and notify section chair if planning to continue, would like to change to a note role or no longer able to volunteer in the role. We are in need to replace the Treasurer role since it can only be done two consecutive years. The section chair position must be replaced for the next program year.

The Dayton Section will be honored at ASQ's 62nd Annual Conference at the World Conference on Quality and Improvement, on May 16, 2009 in Minneapolis, MN. Members of the ASQ Board of Directors will present the award to the section. The Quality Management Process (QMP) Total Quality Award is awarded to sections that have proven their commitment and ability to serving local ASQ members and the community. QMP is a management model and planning tool that assists sections in their planning and implementation of programs and services that will meet the needs of current and future ASQ members. In order to earn the Total Quality Award, sections must meet certain criteria. First, they must determine a section volunteer roster and set long-term targets. Second, the section must develop an annual business plan with objectives and goals. Finally, a section must meet 75% of the goals set forth in their business plan.

Affiliate Societies Council We were very pleased to have received, for a second year, a \$7,000 grant by ASQ's Community Good Works program applied to the Affiliate Society Council's TechFest 2009. The Community Good Works program considers projects that use quality principles to improve the community, projects that include collaboration with a local not-for-profit organization, and projects that provide outcomes that encourage others to use quality tools for community improvement efforts. Our section leadership team believed that TechFest met these important criteria. George Thielen serves as Treasurer of the Affiliate Societies council and is our section ASC representative. Lyle Lockwood, also an ASQ section member, is the current year's ASC President. Both George and Lyle are past section chairmen. We really appreciate all that they have done and continue to do for our Dayton section and our community. Thank you!

February Program Meeting Slides are Available Upon Request If you missed the February 26th program meeting by Ms. Carol Herrick, please contact Sandy Feola at sfeola@earthlink.net to request her presentation slides. We had an excellent discussion about customer loyalty and satisfaction that we could take back to our organizations to start the discussion about how to take care of our customers!

Articles from our Membership

Quality Management Principles



EAGLE Registrations Inc.
SERVICE • INTEGRITY • VALUE

Submitted by Skip Greenaway, President/CEO, Eagle Registrations Inc.

ISO is a **GOOD** quality management tool, but with the application of the correct management principles, it can be used to create a **GREAT** business system. In this article, I am going to discuss the first 3 management principles, along with my opinions and the opinions of several business experts on what activities, philosophies and values make all of these principles important. My passion for ISO is not from being CEO of a CB, it is from 35 years in food manufacturing, and using ISO for the last 10 years of that career to help improve our business. My hope is that this two part series provides some “take home value” that will help make your company a better BUSINESS.

Principle 1: Customer Focused Organization

The most important principle to address is the first principle, which is having a “Customer Focused Organization.” It’s the most basic principle, but it is the foundation upon which all the other principles must be built. An organization needs to know what its customers think about it and its products or services. The best way to find out is simply to ask your customers how you’re doing. Too few companies miss this important, and often, eye-opening step. There are many ways in which this can be accomplished, but the easiest way is through the use of a survey. You want to gather the facts and examples your customers can offer you, too, not just their opinion.

It is also important that a company set up measurables for itself. You’ve probably heard the old saying, “you can’t improve what you can’t measure.” What better way for an organization to gauge its performance and how well it is meeting its customer requirements than by setting up guidelines or objectives and a means of measuring performance.

In order to be focused on the needs of the customer, you have to understand what the customer needs. This is where Customer Specifications come into play. You must know what specifications your customer requires. In the event that your customer doesn’t have them, you must take the initiative to create them yourself. An effective way to get to know your customers is by creating a bio for each customer. A customer bio is a document that contains a description of the company, the specifics of what they do, who they are and what they need...all in a standardized, organized format.

In his book, Customer Mania!¹, Ken Blanchard highlights the value of creating “Customer Maniacs” within your organization. He cites examples of companies who have been successful in becoming and creating “Customer Maniacs,” including the Yum! Brands - A&W, KFC, Long John Silver, Pizza Hut and Taco Bell. These companies, and many more like them, learned that in order to be an industry leader, the entire organization must be all about the customer, customer, customer.

Mr. Blanchard points to four key principles to being Customer Maniacs. These include:

1. Setting Your Sights on the Right Target
2. Treating Customers the Right Way
3. Treating Employees the Right Way
4. Building the Right Kind of Leadership

Remember...Without the CUSTOMER, We have NOTHING...it’s that simple!

Principle 2: Leadership

The second Quality Management Principle is focused on the Leadership within an organization. It is imperative that the top management of an organization is involved with and committed to the ISO system. If top management is not committed to ISO ... DO NOT DO IT! The lack of top management support will make it extremely difficult to create and maintain a successful ISO system.

Great leadership recognizes the importance of leading by empowering people to put forth their best efforts to maximize their abilities. In the book Good to Great², Jim Collins talks about level 5 leadership. He says:

1. We must always keep in mind the capability of “ordinary people producing extraordinary results”
2. Great leaders recognize the benefit of “setting their successors up for success”
3. They are also “quick to give credit outside themselves and when necessary take blame when things go badly”
4. They are distinctive in their approach to the people they want in the company
5. Competence...Chemistry...Character

(Continued on next page)

We would like to encourage all Dayton members to consider writing an article about your experiences on “quality”. A local section newsletter is an excellent way to get practice writing, have an opportunity to publish your work and help promote quality in our community. To find out more or to submit your article, send an email to sfeola@earthlink.net.

Articles from our Membership

Quality Management Principles *(Article continued from previous page)*

My philosophy about leadership is that...Great leaders know their strengths and weaknesses. They're always learning, listening and, good at relationships, but most important...THEY DO NOT TAKE THEMSELVES TOO SERIOUSLY!

Principle 3: Involvement of People

A GREAT ISO program is a major group effort. It requires the involvement of all the people within the organization, not just a select few. Being fully involved lets them use their abilities for the organization's benefit. Keeping people involved helps to motivate them, and it makes them "Feel Good."

In the old days, workers were used to "checking their minds at the time clock." When they clocked in physically they "checked out" mentally. Keeping them involved helps to keep them engaged in their work and concerned with what is going on in the organization.

When people are involved and feel productive and accountable, they'll want to participate and contribute to continuous improvement. In the end, it helps makes them and the organization more competent. It is important to remember you:

- Culture
- Vision
- Strategy
- Processes:
 - ♦ Your way
 - ♦ Not any other way

It's about building the best TEAM possible...but without EMPOWERMENT, you will FAIL!



Contact Skip Greenaway at EAGLE Registration, Inc. in Dayton, Ohio if you have any questions about these principles.

¹Blanchard, K., Ballard, J., & Finch, F., (2004). *Customer Mania! Ready to Serve*. New York, NY: Simon and Schuster.

²Collins, J. (2006). *Good to Great*. New York: Arrow Books Ltd

Author: Mr. Albert "Skip" Greenaway is President/CEO of EAGLE Registrations, Inc., an ISO Registrar of all ISO standards, located in Dayton, OH. He has over 35 years of business management experience, including buying and selling 13 companies. His business experience includes over 15 years with ISO system implementation and management. His belief, "ISO is a management tool blanketing your entire organization for operational understanding, consistency, impact and continual improvement! To say it simply, successfully implemented ISO is a well-oiled running machine!" As President of EAGLE Registrations, Inc. since 2005, he has applied his own believes of strong ISO benefits by creating EMIS (EAGLE's Management Information System), total automation for accuracy, documentation, consistency. Mr. Greenaway and EAGLE's motto, "**Not to be the Biggest Registrar but to be the Best!**" is our driving force for continuous improvement, a key principal of ISO Management.

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Dayton SPIN Meeting - Wed. March 18th

The March Dayton SPIN Meeting will be March 18th at EDS. The program topic is "CMMI and Six Sigma: A Base Case for Multi-Model Process Improvement.

This pre-recorded presentation will review an ongoing body of work at the SEI regarding research in the effective use of multiple models for process improvement. The focus of the research was on the CMMI and Six Sigma but also included reference to ISO Standards, ITIL and Agile methods.

Location: EDS, 4646 Needmore Rd.

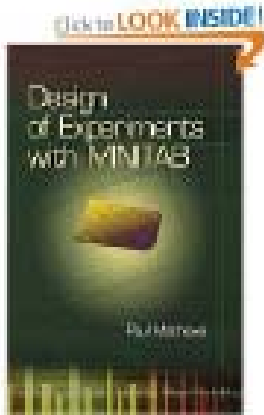
Starts: 5:45 pm

www.daytonspin.org to register.

... And Related to our March Saturday Workshop on D.O.E.

BOOKS . . .

Design of Experiments with Minitab



What's this book about?

Most of the classic DOE books were written before DOE software was generally available, so the technical level that they assumed was that of the engineer or scientist who had to write his or her own analysis software. In this practical introduction to DOE, guided by the capabilities of the

common software packages, Paul Mathews presents the basic types and methods of designed experiments appropriate for engineers, scientists, quality engineers, and Six Sigma Black Belts and Master Black Belts. Although instructions in the use of MINITAB are detailed enough to provide effective guidance to a new MINITAB user, the book is still general enough to be very helpful to users of other DOE software packages. Every chapter contains many examples with detailed solutions including extensive output from MINITAB.

ON-LINE ARTICLE . . .

Design of Experiments for Six Sigma

<http://www.6sigma.us/> Peter Peterka is the Principal Consultant in practice areas of DMAIC and DFSS. Peter has eleven years of experience performing as a Master Black Belt, and has over 15 years experience in industry as an improvement specialist and engineer working with numerous companies.

One of the valuable tools in the Six Sigma toolbox is Design of Experiments. Design of Experiment (DOE) is a structured technique that helps to uncover relationships often hidden inside mountains of data. Within the structure of a Six Sigma project, Design of Experiments is a structured approach to identifying the factors within a process that contribute to particular effects, then creating meaningful tests that verify possible improvement ideas or theories.

Most of us are familiar with the concept of experimentation within the fields of science and medicine. Experiments can be designed and conducted for any process in any field not just testing physics equations or new drugs or medical procedures. Design of Experiments is a formal statistical methods required to ensure that the testing or piloting of any new improvement ideas maximize the informational potential of the trial and ultimately the return to the business. The basic principles of cause and effect and interaction of factors operate everywhere, including manufacturing and service organizations. Design of Experiments is an organized method for determining the relationships between factors that affect a process and the variable outputs of that process. It also serves to verify if a cause and effect relationship really does exist and to identify the vital few causes of

variation. In short, Design of Experiments within Six Sigma is a performance improvement methodology that uses sophisticated statistical techniques to understand and control variation, thus improving predictability of business processes. Experimental methods are used to quantify previously undefined factors and interactions between factors. This is accomplished through crafting planned experiments where controlled changes of factors will determine which factors have the largest impact on quality characteristics. Though the systematic observance of the experiments and statistical measurements of the results, useful data can be assembled and analyzed to understand the relative importance of different factors to overall process variability.

The basic concepts of Design of Experiments are factors, levels, and responses. A factor is an independent variable. In a planned experiment, the factors are deliberately varied in a predetermined manner. A level is a state of the factor that is deliberately varied. Levels can be discrete (present/absent) or numeric. Experimentation is typically done at two, or occasionally three levels for every factor; each separate level constituting an experimental run. The responses, literally the results of the experimental runs, are measured at each run of each factor-level combination. The response can also be discrete or numerical values.

An efficient experimental design varies the multiple factors in an intelligent and controlled sequence. Response data can then be collected in an intelligible way.

Combining all factors and their levels can become too large and expensive of a task, so informed deductions must be made as to which factors will generate the most pertinent data that will provide enough information for confident results. The sequence of runs in the experiment must be randomized. Randomization is crucial to give all external factors an equal chance to affect every run of the experiment. A non-randomized experiment stands a great risk of external factors acting in a systematic manner, adding noise to the response. Multiple sets of experimental runs, called replication, will provide more data and greater confidence in evaluating the results. If the budget allows, conducting more replications is desirable.

Successfully designed experiments will show the relationship between the change in level of each of the factors and the change in response. Once these relationships are understood, they can be used to find "what's best" solutions to process improvement and variation reduction. Design of Experiments is a crucial part of the Six Sigma methodology. It will allow you to see into the heart of the process and what really drives it.

Our ASQ Newsletter Editor position is available! We need to keep new ideas, creativity, energy, originality and whatever you can think of into this position. Newsletter Editor is a great way to know what's happening in our Section and beyond! Send an email to sfeola@earthlink.net to find out more!





Inside this Issue:

Upcoming Programs and Events	1
Design of Experiments Sat. Workshop Nominations for Officers	
Message from the Chair	2
Section Committees Reporting In 2008-2009 Member Leaders	
Section Committees Reporting In	3
Saturday Workshops continued	
ASQ National News	4
Section Local News	
Articles from our Membership	5-6
Related to March Workshop	7

Forward this newsletter to other
associates in your organization. Invite
them to the March luncheon!

2008 - 2009 Program Schedule

March 12th from 11:30 am - 1:00 pm for the Annual scholarship mentoring meeting luncheon. We will meet at the University of Dayton's Kennedy Union ballroom for the interactive presentation and awards.

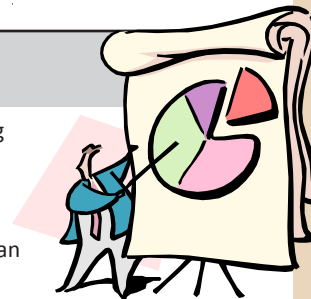
March 21st from 8:30 am - 12:00 noon for a free Saturday workshop by Dean Christolear on "Design of Experiments".

April 18th from 8:30 am - 12:00 noon for a free Saturday workshop by Jeff Cole on "Change Management".

April 23rd 5:30 pm - 8:45 pm for the re-scheduled (January) dinner and program meeting that will feature Dave Sabol from Lean Concepts, LLC. discussing "Left of Lean - Designing for Manufacturing and Quality!".

May TBD we are looking at a topic on Healthcare but still need to work out the details!

1st Saturday in June 8:30am - 4:00 pm in Indianapolis, Indiana for the Region 9 Volunteer Leadership Training worksession. You don't have to be a section volunteer to be able to attend!



*What topics
interest you for
monthly
meetings and
workshops?*

Now's your chance! It's never too late! Contact our Program Co-Chairs Bill Smith at wsmith@jvcaps.com and Tom Griswold at pqaa278@yahoo.com to let them know what you think would be a good topic or speaker for the upcoming program.

Section Scholarship Update

We received seven student applications for the Dayton Section 2008-2009 program year. The packages have been reviewed and scholarships awarded at the March 12th mentoring meeting. Each year, the Dayton Section awards up to \$4,000 to eligible students who meet the criteria set in the scholarship application. In addition to academic and quality course work, the students must complete 3 essay questions related to different quality topics.

National Dues to Remain the Same for 2009-2010!

Thank goodness! We don't need an increase this year ...

While the weak economy is causing many prices to increase, the ASQ board of directors decided during its annual review of membership dues at the February National Board meeting, to keep individual and K-12 dues the same for the 2009-10 year. This, and other efforts to add value to the member experience, will continue.

For those members who have been affected by what's happening with our Miami Valley businesses, a reduced membership rates application is available to fill out for unemployed ASQ members. If you have from 1 to 4 consecutive years of membership, you are eligible for 50% dues discount. 5 or more years of membership will have a 100% discount applied. To learn more about this program go to the www.asq.org website - search for "unemployed Member Dues" to get you to the right website page!