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**New 2007-08 ASQ Greater Detroit Section Elected Officers**

Here's a brief introduction to your new ASQ Greater Detroit Section elected officers.

The new Section Chair is **Kush Shah**. Kush holds the CQE, CQMgr, and CSSBB certifications and teaches the Six Sigma Green Belt refresher course. Kush is a Quality Manager at GM and is also a certified Shainin Red-X Master

The new Chair-Elect is **Elizabeth Hanna**, who holds the CQE and CSSBB certifications. Many of you know her from her role as Recertification Chair.

The new Vice Chair is **Larry D'Agostino**, who holds the CQE, CQMgr, and CQA certifications. Larry has served the ASQ Detroit Section in the past as Section Chair.

Returning as Treasurer is **Janet MacDonald**. Janet holds the CQE, CQMgr, CQA, CQT, and CQIA certifications and served as Chair of the Greater Detroit Section from 2002-2005. She currently teaches the CQE refresher course as well.

**Glinda Mantyk** is the new Secretary. Glinda holds the CQE, CRE, CQA, and

CQT certifications and teaches the Certified Quality Technician refresher course. Glinda served as Section Chair from 2005-2007.

The ASQ Greater Detroit Section is always looking for volunteers. There are many opportunities to contribute (and earn recertification units) in the different committees. Contact [asq.1000@gmail.com](mailto:asq.1000@gmail.com) to volunteer.

Quality-related articles are also welcome. Contact Peter Vadhanasindhu ([cocoavad@earthlink.net](mailto:cocoavad@earthlink.net)) for more information.



**ASQ EVENTS AND MEETINGS**

- *September 20th: General Membership Meeting at Madonna University, Livonia, MI.*
- *October 18th: General Membership Meeting at Macomb Community College*

ASQ holds General Membership Meetings every month **except** June, July, August and December.

## ASQ Refresher Courses *Register Early and \$ave*

Classes held at Macomb Community College, South Campus, Building "T", Warren, Michigan

Certified Quality Engineer Refresher Course starts Saturday, August 4, 2007. For more information, contact Janet MacDonald, [janraemac@yahoo.com](mailto:janraemac@yahoo.com)

Certified Six Sigma Green Belt Refresher Course starts Saturday, September 22, 2007. For more information, contact Kush Shah, [asq.1000@gmail.com](mailto:asq.1000@gmail.com)

**More Courses Available on Page 6!**

## ASQ Automotive Division Presents Awards and Scholarships

On June 12, the ASQ Automotive Division held its annual Awards Banquet at the GM Heritage Center.

The keynote speaker for this event was **Joe Mazzeo**, Executive Director of Global Manufacturing Quality at General Motors.

The Quality Leader of the Year award was presented to **Richard E. Dauch**, Co-Founder, Chairman and CEO of American Axle Manufacturing.

The Quality Professional of the Year award was presented to **Jimmy Smith**, Quality Division Manager at Caterpillar.

The William P. Koth award was presented to **Ron Atkinson**, Quality Systems Manager at General Motors.

The Deming Scholarship was awarded to **Jon Oaks** of Oakland University.

The Juran Scholarship was awarded to **John D. Baker** of Ferris State University.

The ASQ Automotive Division wishes to thank the following sponsors of this event:

- **General Motors**
- **ASI Consulting Group**
- **Inprax**
- **Macomb Community College**



## Quality Systems Technology

Macomb Community College is pleased to make the members of ASQ Greater Detroit Section aware of the quality related courses that will be offered this Fall.

### FALL 2007

Course No	Description	Day	Time	Dates	Cost*
QUAL 1011	Quality Fundamentals	Tuesday	6:00 - 9:55 pm	8/28 - 12/11/07	\$261.00
QUAL 1011	Quality Fundamentals	Friday	12:00 - 3:55 pm	8/24 - 12/14/07	\$261.00
QUAL 1021	Inspection Techniques	Thursday	6:00 - 9:55 pm	8/23 - 12/13/07	\$261.00
QUAL 1030	Statistical Quality Control	Wednesday	6:00 - 9:55 pm	8/22 - 12/12/07	\$311.00
QUAL 1101	Layout Methods & CMM Intro	Tuesday	12:00 - 3:55 pm	8/28 - 12/11/07	\$354.00
QUAL 1101	Layout Methods & CMM Intro	Tues & Thurs	4:00 - 5:55 pm	8/23 - 12/13/07	\$354.00
QUAL 1151	CMM Programming	Tuesday	12:00 - 3:55 pm	8/28 - 12/11/07	\$284.00
QUAL 1151	CMM Programming	Tues & Thurs	4:00 - 5:55 pm	8/23 - 12/13/07	\$284.00
QUAL 1201	Geom Dimension & Toleranc w/Apps Lab	Mon & Wed	2:00 - 3:55 pm	8/22 - 12/12/07	\$241.00
QUAL 1201	Geom Dimension & Toleranc w/Apps Lab	Mon & Wed	4:00 - 5:55 pm	8/22 - 12/12/07	\$241.00
QUAL 1610	Introduction to Lean Six Sigma	Monday	6:00 - 9:55 pm	8/27 - 12/12/07	\$311.00
QUAL 1801	Quality Auditing ISO TS16949	Friday (every	6:00 - 9:55 pm	8/24 - 12/7/07	\$171.00
QUAL 2211	Calibration ISO17025 & Uncertainty	Friday	5:00 - 08:55 pm	8/24 - 12/14/07	\$284.00
QUAL 2301	QMS, Leadership & Teams	Tuesday	6:00 - 9:55 pm	8/28 - 12/11/07	\$241.00
QUAL 2330	Costs, Process Mapping & Supply Chain	Tuesday	6:00 - 8:55 pm	8/28 - 12/11/07	\$241.00
QUAL 2400	Project Management	On-line	On-line	8/22 - 10/16/07	\$275.00
QUAL 2451	Applied Problem Solving & Experiment Des	Friday (every	6:00 - 9:55 pm	8/31 - 12/14/07	\$171.00
QUAL 2550	Continuous Improvement	Thursday	6:00 - 9:55 pm	8/23 - 12/13/07	\$241.00

All Quality classes are held at Macomb Community College, South Campus (located between 12 Mile Road and Martin Road, west of Hayes Road) T building. T Building is conveniently located near the Martin Road entrance.

\*Costs shown include tuition and fees for Macomb County residents. Costs for non-Macomb County residents are slightly higher. Tuition subject to change.

Whether you are pursuing a degree, one of our certificate options or updating your skills, Macomb Community College offers a superior education at an affordable price.

To register, go to [www.macomb.edu](http://www.macomb.edu) and click on the web registration link or call 586-445-7435.

**EDUCATION CHAIR**

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*The personal data is submitted for Section use only*

**Please register me for the course indicated below:**

**REGISTRATION FORM**

Name Last First Middle Initial

Home Address

City State ZIP Phone (circle: home / cell)

Employer

Employer Address

City State ZIP Work

ASQ MEMBER Member No:

**COURSE NAME AND NUMBER**

Payment: Make check payable to: **Greater Detroit Section, ASQ**

**Mail to: Greater Detroit Section 1000  
 27350 Southfield Rd., Suite 102  
 Lathrup Village, MI 48076**

Personal Check #		Amount		Company Check No.		Amount	
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## Setting the Stage for Success: A Few Test-Taking Tips

By Rajinder Kapur, Janet MacDonald, and Peter Vadhanasindhu

*Are you planning to take one of ASQ's certification examinations? If you are, here are a few test-taking tips that can improve your exam experience.*

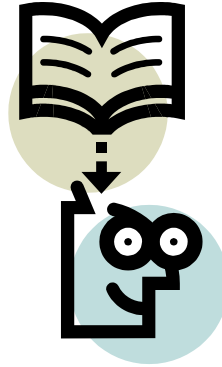
### Long-Term Preparation

- Carefully examine the list of topics in the body of knowledge associated with the exam you plan to take. Identify the areas that you are less comfortable with, and plan to address these issues.
- Consider taking a review course. Review courses can be either self-paced (computer-based) or live.
  - Self-paced course - ASQ's Self-Directed Learning Series courses include printed material and an interactive CD-ROM. This printed material can be very useful for reference purposes during an exam. Other organizations also offer primers or other self-paced review materials.
  - Live course - the ASQ Greater Detroit Section offers review courses for many certification exams twice a year. The pass rates for candidates who take a live review course (like those offered by the ASQ Greater Detroit Section) are generally much higher than the overall pass rate for each type of exam.

Both types of review courses help refresh your understanding of the body of knowledge. However, one may find a live course very helpful for the level of real-time interaction it offers, especially when dealing with complex technical subjects.

- Take some practice tests. Mock tests are included in ASQ Self-Directed courses. Other organizations may also sell test discs or other materials with simulated tests. Practice tests can help you assess your readiness in each of the areas of the body of knowledge for the exam you plan to take. Practice tests can also be valuable for learning how to manage time during the exam, as well as identifying areas for extra practice.

- Build your library of reference books. Examples include Juran's Quality Handbook and ASQ's CQE Handbook, which are both good general references for the CQE body of knowledge. ASQ also offers other handbooks for certifications such as the CQA and CQMgr.



### Before the Exam

- Make sure that you can quickly access the information you plan to use during the open-book portions of the exam you plan to take.
  - If you have the materials from the ASQ Self-Directed course, become familiar with the included index, which can be useful for locating information by keyword. You can also develop your own index based on items that you find yourself looking up during practice tests.
  - Use tape flags or small sticky notes to bookmark pages that contain frequently used facts.
  - Highlight specific areas of importance in your reference materials.
  - Choose your reference materials carefully; there is limited time during the exam, so excessive quantities of reference materials may be a hindrance.
- Check your calculator to make sure that the batteries are good and that it is in working order. Also be sure that you can efficiently use the calculator that you plan to bring to the exam. The test is no time to be trying out a new calculator.

- Get a good night's sleep prior to the exam, so that you're rested and ready for the exam.
- Make sure you bring all the required materials (#2 pencils, reference materials, calculator, etc.). Most importantly, you must bring a photo ID (such as your Driver's License) and your confirmation letter
- Plan your commute so that you arrive at the exam site about a half-hour prior to the exam start.
- When you arrive at the exam room:
  - Make sure you know where to find the emergency exits, rest-rooms, and vending machines.
  - Make sure that you are in the right room. Refer to the posted signs for the correct room for your examination. Also be aware that some exams are held in multiple rooms; in this case, your room is determined by the first letter of your surname.
  - Organize the reference materials you have brought along so that you can easily reach them.
  - Have your photo ID and confirmation letter ready for check-in.



In our next issue, we'll cover some more test-taking tips about what you should do **during** the exam, and **after** the exam!

## 2007—2008 Executive Committee

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# ASQ Greater Detroit Section, 2007 / 2008 Schedule of Refresher Courses

All classes are held on Saturday at Macomb Community College South Campus, T Building (located between 12 Mile Rd & Martin Rd, west of Hayes Rd). Refresher course starting dates are subject to change, students should verify.

<b>Certification</b> <i>Contact: Rajinder Kapur</i> 248-703-7148	<b>Refresher Course #</b>	<b>Refresher Course Start Date</b>	<b>Examination Application (Last) Date</b>	<b>Examination Date</b>	<b>Pre-Registration FEE*</b>	<b>On-Site Registration FEE*</b>
<b>Certified (CQE)</b> Quality Engineer 12 Sessions Saturday 8 a.m. - Noon	CQE807 CQE208	8-4-07 2-9-08	10-5-07 4-4-08	12-1-07 6-7-08	\$450	\$500
<b>Certified (CQT)</b> Quality Technician 10 Sessions Saturday 8 a.m. - Noon	CQT1107 CQT708	11-17-07 7-12-08	1-11-08 8-15-08	3-1-08 10-18-08	\$325	\$350
<b>Certified (CQI)</b> <i>formally CMI</i> Quality Inspector 10 Sessions Saturday 8 a.m. - Noon	CQI1107 CQI708	11-17-07 7-12-08	1-11-08 8-15-08	3-1-08 10-18-08	\$325	\$350
<b>Certified (CSSBB)</b> Six Sigma Black Belt 10 Sessions Saturday 8 a.m. - 1 p.m.	CSSBB1107 CSSBB608	11-17-07 6-21-08	1-11-08 8-15-08	3-1-08 10-18-08	\$1000	\$1100
<b>Certified (CSSGB)</b> Six Sigma Green Belt 7 Sessions Saturday 8 a.m. - 1 p.m.	CSSGB907 CSSGB308	9-22-07 3-15-08	10-5-07 4-4-08	12-1-07 6-7-08	\$500	\$550


For more information on Body of Knowledge and Registration forms, follow: [www.asqdetroit.org/courses.php](http://www.asqdetroit.org/courses.php)

\*NOTE: This fee for the refresher course **includes** course materials. The fee does **not** include membership fees and/or Exam Application fees. You will be considered pre-registered if your application and full fee are received 1 week before the course start.

For address, phone number or e-mail changes, contact ASQ Headquarters at 1-800-248-1949

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