



# QUALITY HERALD

**Inside this issue:**

From the Chair	1
ASQ Calendar	1
General Meetings	3
ASQ Class Registration	3
Plant Tours	4
Test Taking Tips	4
Contact Information	5
ASQ Class Schedule	6

**From the Chair: Creating Value for Our Members** *by Kush Shah*

It is the top priority of the ASQ Greater Detroit Section Executive Committee to keep developing strategies to increase value to our members. I want to take this opportunity to emphasize the key benefits to our members and I would like to encourage you to take advantage of these benefits:

**Quality Herald publication:** the *Quality Herald*

provides information regarding upcoming refresher courses and also provides technical articles. We like to offer opportunities to the members to write technical articles that can be published in QH. This is a perfect opportunity for you to share your knowledge in the field of quality and will also give you credit for publication for your ASQ Fellow ap-

plication. We have increased frequency of this publication to get the right information in our members hand in a timely manner.

**General Membership Meetings:** General Membership meetings are a great opportunity for networking and learning from subject matter experts. These meetings are usually held every 3rd Thursday of

## ASQ Calendar

Date	Time	Event, Location	RUs	Cost, Contact
9/13/07	5:30 PM	<b>Tour</b> of National Technical Systems (NTS) laboratory, Detroit (more info on page 4)	0.3	Free; call Tom Schoenfeldt, 313-541-7114 for reservations
9/20/07	6:00 PM (presentation)	<b>General Membership Meeting</b> AAM: Going Global (more info on page 3) Madonna Univ., Livonia	0.3	Free. Register online at <a href="http://www.asqdetroit.org">www.asqdetroit.org</a>
9/22/07 - 12/01/07	8:00 AM - 1:00 PM	<b>Certified Six Sigma Green Belt Refresher Course</b> Macomb Community College, Warren (course starts 9/22; 7 sessions on Saturdays)	3.5	\$500. Contact Kush Shah, <a href="mailto:asq.1000@gmail.com">asq.1000@gmail.com</a> for info
10/13/07	8:00 AM - 4:00 PM	<b>Quality Seminar</b> (more info on page 2) Quality Function Deployment (QFD) & Design of Experiments (DOE) Macomb Community College, Warren	0.8	\$20; flyer with more details and registration info will be e-mailed in September.
10/18/07	6:00 PM (presentation)	<b>General Membership Meeting</b> Partnering for Improvement: Chrysler QAAT Macomb Community College, Warren	0.3	Free. Register online at <a href="http://www.asqdetroit.org">www.asqdetroit.org</a>
10/24/07	5:30 PM	<b>Presentation &amp; Tour</b> of Detroit Testing Lab (DTL) Warren, Michigan (more info on page 4)	0.4	Free; contact Steve Leggett, <a href="mailto:steve.leggett@gm.com">steve.leggett@gm.com</a> for info
11/03/07	8:00 AM - 4:00 PM	<b>Quality Seminar</b> (more info on page 2) Chrysler Supplier Success & Quality Improvement Methods Macomb Community College, Warren	0.8	\$20; flyer with more details and registration info will be e-mailed in October.

## From the Chair: **Creating Value for Our Members** *by Kush Shah*

(Continued from page 1)

each month (except the months of June, July, August, and December). In the last year, we have increased participation significantly and we would like to see even more participation. We also provide free food!

**Website:** I encourage everyone to visit our website at [www.asqdetroit.org](http://www.asqdetroit.org). We have made quite a few improvements already and would be making more improvements in the coming months.

**Refresher Courses:** We offer refresher courses for various ASQ certifications at a very reasonable price. The price for these courses include review materials. There are very few

other divisions that offer as many refresher courses as the ASQ Greater Detroit Section. So don't forget to sign-up.

**Seminars:** We have started offering 8-hour seminars on focused topics to our members. We have been receiving very good response to these seminars. We charge only \$20 to cover the cost of material and food. Let us know what topics would be of interest to you.

**Plant Tours:** We offer several plant tours each year where gracious hosts welcome members to see their facility. More information about our plant tours this fall is available on page 4. Please sign-up for the upcoming plant tours.

**Employment Opportunities:** From time to time we get contacted by employers who are looking for qualified quality professionals. In the past, we have been successful in creating win-win situations.

The ASQ Greater Detroit section has many meetings and events for ASQ members to participate in this fall. For your convenience, I have prepared a calendar, included on page 1.

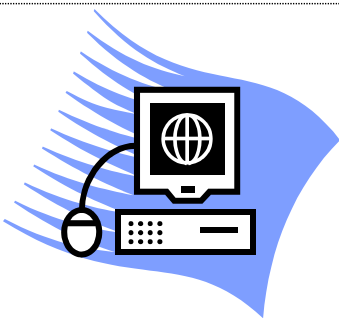
If you wish to volunteer for an event or committee, please contact our section Vice-Chair, Larry D'Agostino, at [ladmalta@aol.com](mailto:ladmalta@aol.com).

We are always looking from new ideas and feedback from our members. I can be contacted at [asq.1000@gmail.com](mailto:asq.1000@gmail.com).



*If we did all the things we are capable of doing, we would literally astound ourselves.*

*Thomas Edison*



**STAY IN TOUCH!** Please make sure your postal mail and e-mail address are up-to-date in your ASQ member profile at [www.asq.org](http://www.asq.org). The American Society for Quality (ASQ) does not sell member e-mails to any company or organization.

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

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

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!*

Seminars held at Macomb Community College,  
South Campus, Room S101, Warren, Michigan  
\$20 Registration fee includes Lunch

Quality Function Deployment (QFD) and  
Design of Experiments (DOE) Seminar  
Saturday, October 13, 2007, 8 AM - 4 PM

Chrysler Supplier Success/Quality Improvement Methods  
Seminar, Saturday, November 3, 2007, 8 AM - 4 PM

Flyers with more details and registration info will be  
e-mailed in September and October, respectively.

## Fall 2007 ASQ General Meetings Spotlight AAM and Chrysler Quality Systems

On September 20th, the ASQ Automotive Division, the ASQ Greater Detroit Section, and the ASQ Ann Arbor Section will hold a joint meeting at Madonna University in Livonia, Michigan. Doors open at 5:30 PM and the presentation starts at 6:00 PM.

The speaker for this event will be Allan Rae, American Axle & Manufacturing Director of Corporate Quality Systems, who will also introduce ASQ's Quality Leader of the Year, **Richard E. Dauch**, Co-Founder, Chairman and CEO of American Axle & Manufacturing. A short

video showing AAM's new China plant will precede Mr. Rae's presentation, which will include:

- Going global: China, Mexico, Poland, Brazil, Germany, Japan
- Overall AAM Quality strategy and philosophies
- Quality systems, Quality Engineering Center, warranty approach
- Quality training approach for management, Cost of Quality approach
- Industry Quality Challenges

The October General Membership Meeting, to be held on October 18th, features a presentation from the Chrysler Quality Assurance and Audit Team (QAAT).

The topic of the presentation is "Partnering for Improvement." The presentation will include discussion of how QAAT evolved, its mission, and focus areas.

The October General Membership Meeting will be held at Macomb Community College (South Campus), in Warren. The presentation will be in Room S101.

*For more information about refresher courses, see schedule on page 6. Contact information for instructors can be found on page 5.*

*The personal data is submitted for Section use only*

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

### ASQ REFRESHER COURSE 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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## ASQ Plant Tours

The ASQ Greater Detroit Section is offering two free plant tours this fall.

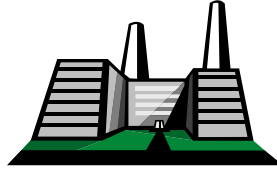
On September 13th, a tour of the National Technical Systems (NTS) testing lab in Detroit is available by reservation.

The NTS lab in Detroit offers a range of product testing and validation activities, including dynamometer testing, full-scale climatic testing, vibration testing, and numerous mechanical testing methods.

The NTS lab also conducts tests on components such as engine and driveline systems.

The NTS Detroit lab is located at 12601 Southfield Road, Detroit, MI 48223.

The tour starts at 5:30 PM. Since space is limited, please call Tom Schoenfeldt at 313-541-7114 to reserve your place.



The Detroit Testing Laboratory (DTL) will also be hosting an ASQ plant tour,

on October 24 at 5:30 PM. The plant tour will feature two presentations in addition to the tour of the facilities.

The Detroit Testing Laboratory specializes in mechanical testing, chemical testing, and electronic testing. These services are offered to a wide cross-section of industries, including automotive, electronic, and petrochemical industries.

The Detroit Testing Laboratory is located at 27485 George Merrelli Dr., Warren, MI 48092. For additional information, contact Steve Leggett at [steve.leggett@gm.com](mailto:steve.leggett@gm.com).

## Setting the Stage for Success: A Few Test-Taking Tips (continued from July issue)

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.*

### During the Exam

1. Read and follow all instructions given in the test booklet. When the test begins, it is also a good idea to check to be sure that you have all the pages in your exam booklet.
  2. Make sure your name and other information on the answer sheet is correct.
  3. Understand what materials can be used and when they can be used. If you have any questions about the legitimacy of the materials used in the open-book portions of the exam, ask the proctor.
  4. Read each question carefully, and remember that there is one unique best answer for each multiple choice question.
  5. Don't spend excessive time on difficult questions. Pace yourself and come back to the "stumpers" after you have answered the questions that you are comfortable with. When you come back to the difficult questions, always mark an answer for each question on your answer sheet, even if you have to guess. Don't leave any questions blank; for scoring purposes, a blank answer is the same as a wrong answer.
  6. Stand up and stretch every couple of hours. This will help keep your blood circulating and send more energy to your brain.
  7. You can bring your own drinks and snacks to the exam, if you choose. Avoid bringing greasy foods such as potato chips to the exam. Grease marks on the answer sheet could cause scanning problems.
  8. You can take a break to go to the restroom or vending machines, but remember that this detracts from the time you have to take the test.
  9. Be considerate to others during the exam - keep noise to a minimum, especially when leaving early. Also remember to either turn off pagers or cellphones, or place them in "buzz" or vibrate mode during the exam.
  10. Manage your time carefully. When the proctor calls time, stop work and turn in exam.
- After the Exam**
1. Treat yourself to something special. You've earned the reward!
  2. Please do NOT call ASQ to try to get your results in advance. The results will generally be available in the timeframe indicated on your exam cover sheet. Calling ASQ will not speed this process and they will not give you the results by telephone.
  3. The day you receive your "congratulations" packet, begin working on your recertification process. You will receive a Recertification Journal from ASQ that will help you understand and organize this process. Participation in ASQ Greater Detroit Section activities is a great way to earn recertification units. Attending meetings, going on plant tours, proctoring exams, and serving on a committee can all contribute towards your recertification effort.
  4. If you don't pass the exam, look at your score report to identify areas that need improvement. Begin your preparation for your next attempt, which should be within two years in order to qualify for a "retake" (a retake exam fee is much less expensive than the full exam fee).

## 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	CQE208 CQE808	2-9-08 8-9-08	4-4-08 10-3-08	6-7-08 12-6-08	\$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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