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From the Chair *by Kush Shah*

On behalf of the ASQ Greater Detroit Section, I want to take a moment to thank several individuals for their contributions.

I want to extend our thanks to **Jerry Campernel**, who has donated an extensive collection of quality books, reference manuals, textbooks, and other valuable materials from his own personal library.

These books are the start of the ASQ Greater Detroit Section quality reference library, which will be housed at Macomb Community College. More details on this will be forthcoming soon.

I would also like to recognize two outstanding Executive Committee members who are moving to new locations.

Arland Eilert has served the section in many roles, including treasurer, marketing chair, and SMP chair. Under his leadership, we have achieved recognition from the ASQ national HQ for the Section Management Process.

Abhijit Sengupta has likewise served in multiple roles, including treasurer, refresher course instructor, and ASQ

ASQ Fellows

The ASQ Greater Detroit Section would like to recognize the 40 ASQ Fellows in our local membership. This is the highest grade of membership, and requires an extensive set of qualifications.

*Stephen J. Adams
Ronald D. Atkinson
Douglas L. Berg
Ronald G. Berglund
Ronald J. Bowen
Harold F. Brubaker
Jerome J. Campernel
Subir Chowdhury
Vera-Anne V. Corwin, PhD
David R. Dillingham*

*Bryan L. Dodson
John R. Dolch Jr.
Brenda Rashid Dusek
Larry M. Galloway
Gregory F. Gruska
Ally H. Hamood
Richard E. Holm
Leonard G. Johnson
Rajinder P. Kapur, PhD
John J. Knappenberger*

*William J. Luka
Tripp Martin
Donald E. Mitchell
Norman E. Morrell
George Mouradian
Roderick A. Munro, PhD
Walter W. Newgeon
Ann R. O'Neill
Charles W. Plotkin
R. Dan Reid*

*Mary E. Rowzee
Ranjit K. Roy
Thomas I. Schoenfeldt
Bruce H. Simpson
Larry R. Smith
Diomidis H. Stamatis
Jagdish Vani
Michael J. Vella
James A. Warren
Gary S. Wasserman, PhD*

ASQ Calendar

Date	Time	Event, Location	RUs	Cost, Contact
6/21/08	8:00 AM - 12:00 PM	Certified Six Sigma Black Belt Refresher Course Macomb Community College, Warren (course starts 6/21, 10 sessions on Saturdays)	4.0	\$1000. Contact Rajinder Kapur, rajinderkapur@yahoo.com for additional information.
7/12/08	8:00 AM - 12:00 PM	Certified Quality Technician Refresher Course Macomb Community College, Warren (course starts 7/12, 10 sessions on Saturdays)	4.0	\$325. Contact Glinda Mantyk, glinda.b.mantyk@comcast.net for additional information.
7/12/08	8:00 AM - 12:00 PM	Certified Quality Inspector Refresher Course Macomb Community College, Warren (course starts 7/12, 10 sessions on Saturdays)	4.0	\$325. Contact Steve Leggett, steve-leggett@sbcglobal.net for additional information.
7/26/08	10:00 AM - 2:00 PM	ASQ Tour and Presentation - Water Quality, Nature Preserve & ASQ Family Fun Day Metro Beach, Harrison Twp.	0.6	Free.* More details to be sent soon via e-mail.

* The ASQ event is free; however, there is a \$4.00 Metroparks vehicle entry permit required for vehicles entering Metro Beach Metropark.

From the Chair *by Kush Shah*

(Continued from page 1)

Auto Div. liaison. During Abhijit's tenure as treasurer, we established some of our current financial control practices.

I would like to thank both Arland and Abhijit for their many years of service and

wish them all the best in their future endeavors.

The ASQ Greater Detroit Section is always looking for volunteers to help with events and committees. If you wish to volunteer for a committee or to help with an event, please contact me at asq.1000@gmail.com.

I would also invite you to contact me if the ASQ Greater Detroit Section can be of service to your organization, through either training or other support. We look forward to hearing from our membership for more ideas to develop and expand the ASQ Greater Detroit Section's outreach.

ASQ Quality Seminar Highlights Lean Practices in Health Care *by Elizabeth Hanna*

ASQ members learned more about lean practices in the health care and service industries at an all-day Quality Seminar on April 19, 2008.

The morning session focused on lean applications in the health care industry, and included a hands-on simulation exercise

that demonstrated the applications of lean principles to a service process.

The morning session was led by Mary Brzezinski, Kim Kage, and John Lobo of William Beaumont Hospital in Royal Oak.

The afternoon session featured actual case studies of lean applications in both health

care and service industries.

Jayant Trewn and Randell Sprouse were the presenters for the afternoon session.

The ASQ Greater Detroit Section would like to thank Dr. Trewn for his key role in organizing and promoting this all-day Quality Seminar.

About the Speakers

Mary Brzezinski is a Certified ASQ Six Sigma Black Belt and Administrative Director, Results Management at William Beaumont Hospital, Royal Oak. She has more than twenty years of health care experience and has been actively involved with teaching, mentoring and facilitating users in the applications of industrial engineering tools, as well as Lean and Six Sigma techniques in a team environment. Her formal education includes a Masters of Business Administration from Wayne State University, and a Bachelors of Science in Industrial & Operations Engineering from the University of Michigan, Ann Arbor.

Kim Kage is an Administrative Consultant at William Beaumont Hospital, Royal Oak. As an ASQ certified Six Sigma Black Belt with six years of performance improvement experience, she is involved with teaching, mentoring and facilitating teams in the use Six Sigma and lean techniques. Her education was received through Oakland University where she obtained a degree of Bachelors of Science in Management Information Systems.

John Lobo, ASQ Certified Six Sigma Black Belt, is the Director of Vascular Services at William Beaumont Hospital, Royal Oak. He has 13 years of health care experience and is actively involved with teaching, mentoring and facilitating teams in the use and implementation of Lean and Six Sigma techniques. His formal education includes an MBA from the Ross School of Business at the University of Michigan, Ann Arbor, and also a Bachelor of Science in Microbiology, also from the University of Michigan, Ann Arbor.

continued on next page

ASQ Refresher Courses

Register Early and \$ave

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

Certified Six Sigma Black Belt Refresher Course starts Saturday, June 21, 2008.

For more information, contact Rajinder Kapur, rajinderkapur@yahoo.com

Certified Quality Technician Refresher Course starts Saturday, July 12, 2008.

For more information, contact Glinda Mantyk, glinda.b.mantyk@comcast.net

Certified Quality Inspector Refresher Course starts Saturday, July 12, 2008.

For more information, contact Steve Leggett, steve-leggett@sbcglobal.net

More Courses Available on Page 6!



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 2008

Course No	Description	Day	Time	Dates	Cost*
QUAL 1011	Quality Fundamentals	Tuesday	6:00 - 9:55 pm	9/02 - 12/16/08	\$268.00
QUAL 1011	Quality Fundamentals	Mon & Wed	4:00 - 5:55 pm	8/27 - 12/17/08	\$268.00
QUAL 1021	Inspection Techniques	Thursday	6:00 - 9:55 pm	8/28 - 12/18/08	\$268.00
QUAL 1030	Statistical Quality Control	Wednesday	6:00 - 9:55 pm	8/27 - 12/17/08	\$319.00
QUAL 1051	Standards - AIAG, ANSI/ASQC, ASME, ISO	Thursday	6:00 - 8:55 pm	8/28 - 12/18/08	\$247.00
QUAL 1101	Layout Methods & CMM Intro	Saturday	9:00 am-12:55 pm	8/30 - 12/20/08	\$364.00
QUAL 1101	Layout Methods & CMM Intro	Friday	5:00 - 8:55 pm	8/29 - 12/19/08	\$364.00
QUAL 1201	Geom Dimension & Toleranc w/Apps Lab	Tu & Th	2:00 - 3:55 pm	8/28 - 12/18/08	\$247.00
QUAL 1201	Geom Dimension & Toleranc w/Apps Lab	Tu & Th	4:00 - 5:55 pm	8/28-12/18/08	\$247.00
QUAL 1610	Introduction to Lean Six Sigma	Tuesday	6:00 - 09:55 pm	9/2 - 12/16/08	\$319.00
QUAL 1801	Quality Auditing ISO TS16949	Friday (every other)	6:00 - 9:55 pm	8/29 - 12/05/08	\$175.00
QUAL 2301	QMS, Leadership & Teams	Wednesday	6:00 - 9:55 pm	8/27 - 12/17/08	\$247.00
QUAL 2400	Project Management	On-line	On-line	8/27 - 10/21/08	\$292.00
QUAL 2400	Project Management	Monday	6:00 - 8:55 pm	9/08 - 12/15/08	\$247.00
QUAL 2550	Continuous Improvement	Monday	6:00 - 9:55 pm	9/08 - 12/15/08	\$247.00

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 and click on the web registration link or call 586-445-7435.

ASQ Members Tour Lionel Train by Mary Hones-Burr

ASQ Greater Detroit Section enjoyed an interesting free tour of Lionel, LLC, designer and importer of toy trains and model railroads, based in Chesterfield Twp., MI.

This was the first "family event" that the Detroit Section has sponsored, and it was very successful, with an attendance of over 100 members and families. Two tours

were offered, the first at 9:30am and the second at 10:30am. Children were provided with "conductor hats."

The tour began with a 10 minute video of the plant layout, assembly and manufacturing process. Then attendees could view and an actual Lionel Train Layout, including playing with the various switches. A smaller layout was set up for children, to

do the same. Product is actually made in China, and shipped to Lionel's warehouse located nearby. This location serves as Headquarters, providing design and quality control.

The tour concluded with a trip through the Lionel Train Gift Shop.

For more information about Lionel, LLC, visit the website at: www.lionel.com

About the Speakers, continued

Dr. Jayant Trewn is currently serving as Faculty and Master Black Belt, Beaumont University, at Beaumont Hospitals in Michigan. He designs, teaches and manages the Performance Improvement curriculum and programs. He holds a doctorate in Industrial Engineering and an MBA in Information Systems from Wayne State University and Bachelors of Engineering from Madras University, India, and is an ASQ certified Six Sigma Black Belt, Certified Reliability Engineer and Certified Marine Chief Engineer. Jayant also teaches as Adjunct Faculty at Wayne State University and University of Detroit.

Randell Sprouse is currently serving as Manager of the Central Processing Department at Beaumont Hospitals, Royal Oak. Randell is a Certified Sterile Processing and Distribution Technician – CSPDT, and an ASQ Certified Six Sigma Green Belt – CSSGB. He has successfully lead 17 Six Sigma projects in the last five years that met or exceeded project goal in reducing errors, improving throughput and cutting costs.

Any views or opinions expressed in articles are those of the author(s) and do not necessarily represent the views or opinions of the American Society for Quality (ASQ), the ASQ Greater Detroit Section, or its board members.

ASQ Members Tour Faro Technologies *by Peter Vadhanasindhu*

ASQ Greater Detroit Section attended a tour and presentation at Faro Technologies in Wixom, Michigan.

Faro Technologies is a leader in Coordinate Measuring Machines (CMM) and measurement technologies. The Wixom, Michigan facility is one of several facilities from which Faro Technologies can provide services to customers worldwide.

The tour was preceded by a presentation on CMM basics and an overview of Faro Technologies and their products.

The tour of the Faro facility included demonstrations of both a Faro arm and a laser tracker, as well as some of the calibration systems.

ASQ members then attended another presentation that introduced them to

Faro's proprietary gage software, which assists operators with an extensive menu of options for CMM setup and measurement.



For more information about Faro Technologies products and services, visit www.faro.com.

Special ASQ Refresher Classes to be offered

For any individual or organization interested in attending a review course for the ASQ Certified Quality Auditor, Certified Quality Manager, or Certified Reliability Engineer exams, the ASQ Greater Detroit Section will offer these classes once per year, depending on demand. Contact Rajinder Kapur at rajinderkapur@yahoo.com if interested.

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 Greater Detroit Section, 2008 / 2009 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.

Certification <i>Contact: Rajinder Kapur</i> 248-703-7148	Refresher Course #	Refresher Course Start Date	Examination Application (Last) Date	Examination Date	Pre-Registration FEE*	On-Site Registration FEE*
Certified (CQE) Quality Engineer 12 Sessions Saturday 8 a.m. - Noon	CQE808 CQE209	8-9-08 2-7-09	10-3-08 4-3-09	12-6-08 6-6-09	\$450	\$500
Certified (CQT) Quality Technician 10 Sessions Saturday 8 a.m. - Noon	CQT708 CQT1108	7-12-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$325	\$350
Certified (CQI) <i>(formerly CMI)</i> Quality Inspector 10 Sessions Saturday 8 a.m. - Noon	CQI708 CQI1108	7-12-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$325	\$350
Certified (CSSBB) Six Sigma Black Belt 10 Sessions Saturday 8 a.m. - 1 p.m.	CSSBB608 CSSBB1108	6-21-08 11-8-08	8-15-08 1-9-09	10-18-08 3-7-09	\$1000	\$1100
Certified (CSSGB) Six Sigma Green Belt 7 Sessions Saturday 8 a.m. - 1 p.m.	CSSGB908 CSSGB309	9-20-08 3-14-09	10-3-08 4-3-09	12-6-08 6-6-09	\$500	\$550


For more information on Body of Knowledge and Registration forms, follow: 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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