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ENEWS Update from ASQ Golden Gate Section
ASQ0618, P.O. Box 360985, Milpitas, CA 95036-0985



<http://www.reachus.com/ASQC0618>

...from our Program Chair

As we end the 2007-2008 program year, there are still several upcoming events. Featured among these events are a dinner seminar on May 20, 2008, a networking social event at Takara Sake Tasting Room on June 5, 2008 and a joint event with ASQ Santa Clara on July 16, 2008.

The seminar in May will be available at the unbelievably low cost of \$35.00 for our members. The Takara Sake event in June offers the opportunity to network with other quality professionals in a historically unique environment. The July 16 presentation features our chair, Bikash Chatterjee, speaking on "Applying Optimization Methodologies in Process Industries."

With the seating of the new board for the fiscal year starting on July 1, 2008, please welcome Gary Martin as our new Program Chair. Gary was instrumental in helping to arrange several of our program items over the past years, and will be stepping in to take over for the inestimable Vuong Phi.

Vuong, our Chair during 2005-2006 and our Program Chair for the past two years, will be stepping down from holding a position on our section's board due to increasing responsibilities in her position with ATT. Vuong's active role in section planning and governance will be sorely missed. Her commitment to excellence together with her drive and determination were instrumental in achieving the growth and improvement to member service we have seen for our section over the past three years. We sincerely hope that Vuong will find time to join us at our section meetings during the upcoming year.

Terrific Free Panel Discussion was held with Abbott in April!

The Theme was "New Developments in Biomedical Technology"

Tina Mazurkiewicz, Division Vice President, Quality Assurance and Compliance, was our hostess and moderator. The panelists included Janet McDonald from the FDA; Tony Whelan from Abbott; Dr. Sudhi Gautam, and ASQ Golden Gate Section Chair, Bikash Chatterjee.

This seminar, though specific to the Bi-medical arena, was a great learning adventure for all members - and a wonderful opportunity to learn about new developments, technical and

process innovations, operational excellence and the challenges of regulatory changes that impact the Industry.

We had a very nice dinner and there was time to network with each other- a great way to start off our long-term relationship with Abbott. We thank Tina Mazurkiewicz and Abbott for hosting this free panel discussion, and look forward to future co-sponsored events.

Register for Our Upcoming Meetings during May, June and July:

May 20 , 2008 Dinner Seminar -- sponsored by GG Chapter and Ron Person/ Tor Consultation \$35.00 to ASQ members

Creating a High Performance Organization in Healthcare -
Step 2 of 6: Translating Plans into Measurable High Performance

One of the main reasons strategic and operational plans fail in healthcare organizations is because of a failure to execute. Even if you use the best of Six Sigma, LEAN and Project Management Office the odds are you won't succeed because your plan wasn't executed.

There are at least six steps in creating a culture of high performance. We'll briefly discuss each step, but this workshop will focus on the key to successful execution, how to translate your plans into actions that can be measured, monitored and managed.

From what you learn before dinner and practice after dinner you will know how to:

- Identify objectives in your plans that drive success
- Select the "critical few" metrics that must be measured
- Identify the initiatives and managers to execute your plan
- Use scorecards and dashboards to track and monitor progress

You will take away checklists and lists of metrics that have proven high value. Many attendees have said the lists of metrics alone were worth attending.

The evening will be divided into two parts. Before dinner will be a demonstration of the process, case studies and examples. After dinner you will put to practice what you've learned. If you come with a team from your organization you can work on a plan that you bring. If you come as an individual we'll have a case study for you. (Please do not bring proprietary projects or data.)

Bring your team. Bring your plan. Bring your energy!

Register for this event at: <http://www.acteva.com/booking.cfm?bevalD=153497>

June 5, 2008 - Social Event – Takara Sake Factory

Join your fellow quality professionals at Takara Sake in Berkeley for our mid-year networking event. We recognize that networking with other quality professionals across industries is a valuable way to learn from the best practices of other professional.

The Takara Sake factory is a landmark in the Bay Area, nestled between the bay and UC Berkeley. Please join us as we taste several Sake styles, tour the Sake museum and learn about 19th century Sake production in the unique Takara Sake tasting room. The event will start at 6:00pm and end at 7:30pm. Suitably paired light snacks will be served. Don't miss this fantastic opportunity to network with other quality professionals in this incredible setting. We hope to see you there!

Directions to Takara Sake can be found [here](#). Please note that parking is limited.

Register for this event at: <http://www.acteva.com/booking.cfm?bevaID=160196>

July 16, 2008 (not included in Season Pass) – A Joint event with ASQ Santa Clara

"Applying Optimization Methodologies to the Process Industry"

Bikash Chatterjee, COO/ Pharmatech Associates/ Chair Golden Gate Chapter,

ASQ - Silicon Valley Events

Information about upcoming events and member services provided by the ASQ Silicon Valley section can be found at: <http://www.asq-silicon-valley.org/>

Thinking about certification?

Sustaining Members

Did you know that Sustaining Members and their employees will receive member pricing on any of our 14 certifications, a cost savings of up to \$150 per certification. Employees at your location(s) will receive member pricing on ASQ Certification if you joined or renewed as a Sustaining Member after September 23, 2005. If you and/or your employees are interested in taking a certification exam, please contact Customer Care at 800-248-1946 (United States and Canada only) or help@asq.org.

Apply for Certification

Did you know that ASQ offers several ways to apply for certification? Choose the best option for you.

ASQ Members—[Apply online now!](#) Have your documentation and credit card ready. (See each certification for the necessary documentation.)

<https://secure.asq.org/ecommerce/certuser/execute/loginSetup>

Non-members

- [Join now!](#) You'll save \$150. After you've joined ASQ, come back and fill out the member application above.

- [Apply without joining ASQ](#)—requires customers to register to complete the application.

Special Applications—Check specific certifications for additional applications and dates. [View a list of all upcoming certification exams: http://www.asq.org/certification/dates.html](http://www.asq.org/certification/dates.html)

Mail or Fax Your Application—<http://www.asq.org/certification/downloadable-apps.html>

- Mail to:

American Society for Quality
P.O. Box 3005
Milwaukee, WI 53201-3005
USA

or American Society for Quality
600 North Plankinton Avenue
Milwaukee, WI 53203
USA

- Fax to 414-272-1734.

The Golden Gate Section sponsors an examination site at the following location:

Dublin San Ramon Services District Office
7051 Dublin Boulevard
Dublin, CA 94568

Questions about certification or recertification may be directed to our certification chair, Jim Kohlen. Jim can be reached by phone at 925- 828-3623 or by email at jim483@aol.com.

2008 Section Accomplishments

Wow! I cannot believe how quickly this year has passed. This has been quite a year for our organization. When we established our business plan for this year, we intended to continue our theme of building customer understanding, which we had started last year. To that end, we made significant progress in our quest to become a valuable resource for information and education to our membership and the quality community. Further, we have established baseline performance metrics which we call Key Performance Indicators for use in measuring our section's performance going forward.

We have designed and will be sending out a survey that we can use to steer the activities of our chapter. We want to be relevant to the success of all of our membership. Your voice will help us do that. By taking 10 minutes to provide us feedback and help us to serve you better, you are entitled to \$5.00 off of a future ASQ Golden Gate dinner meeting. Just print the survey and bring it to a meeting for your \$5.00 credit.

Finally, and most importantly, we have launched a new Website in an effort to further improve our presence in and service to the quality community. The new Website comes with a new domain name <http://www.asqgoldengate.org>. We will be working to enhance and improve the Website on an ongoing basis.

Our hope is these new tools will further enhance the overall value and experience of being an ASQ Golden Gate Chapter member. Please use our new Website and look for the survey going out this month.

Chairman's Corner

As I near the end of my term as Chairman of the Golden Gate Section, I have to say that this has been a tremendous experience. For those of you contemplating getting more involved in a professional organization, I can highly recommend doing so. Not only do you get to work with some of the most knowledgeable individuals in industry, but the skills you develop will serve you well as you grow in your career. The ability to work with a diverse team of professionals for the further advancement of quality principles is an extraordinary opportunity. There has never been a more exciting time to be involved in the quality field. Everyday we hear of events related to quality in the world that touch our lives. Your ability to prepare for the challenges ahead will help shape not only your effectiveness as a quality professional but, also your organization. This month we have an incredible seminar on May 22 for the price of only \$35. My hope is you will all avail yourselves of this opportunity to learn from one of the industry leaders in terms of catalyzing organizational performance. Finally we will wrap up with a fun networking social event at the Takara Sake factory in Berkeley on June 5.

I hope to see you all there!

Regards,

Bikash Chatterjee
ASQ Golden Gate Section Chair

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