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***eNews Update from ASQ East Bay Section
ASQ0618, P.O. Box 360985, Milpitas, CA 95036-0985***



Please note our new name and Web address: <http://www.asqeastbay.org>

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Special Notice

ASQ East Bay Section 0618 elections were held at the March 19, 2009 networking meeting. Our officers for the 2009/2010 fiscal year starting on July 1 2009 are:

Chair: Wai Wong
Chair-Elect: Mike Spencer
Secretary: Arlene Kadrich
Treasurer: Jeanne Vargas

Upcoming Events

Abbott Diabetes Care Supplier Management Processes
Thursday, April 23, 2009 - 5:30pm -9:00pm

This event will be held at the Abbott facility in Alameda. Our own Gene Hutchison and members of his team will detail the Abbott supplier management program and present some examples of supplier issues/challenges/opportunities.

To register for this event, [click here](#)

The Bayer Healthcare Lean Six Sigma/Green Belt Training
Thursday, May 21, 2009 - 5:30pm -9:00pm

This event will be held at Scott's in Alameda. Michael Warncke, Ph.D. will share the Bayer training and management program for application of six sigma and lean quality tools to process optimization and troubleshooting projects.

To register for this event, [click here](#)

To register for upcoming ASQ East Bay 0618 events: <https://www.acteva.com/go/asq0618>

Note: Acteva has been experienced denial-of-service attacks. If you have difficulty registering for an event, please contact Acteva Support at 877-855-8646 - press 1, then press 3, or via email at support@acteva.com.

Program Notes

Mike Ahmadi Reviews our March 19 Networking Event - [A Networking Extravaganza](#)

I was truly surprised when I heard about the number of people who had signed up to attend the ASQ Multi-Chapter Networking Event at Jillian's. I remember the Board hoping we would have 35 people show up. Days before the event we watched the numbers climb. 35, 40, 45, 50...oh my, when would it stop ?



We decided to stop counting at around 50, and opted to allow more people to show up at the event and pay at the door. As I understand it, the final count was somewhere over 80, but we think we may have collected fees from bar goers who thought there was a cover charge.

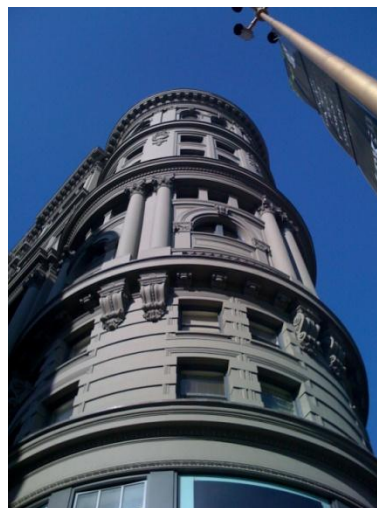
I guess that would explain the one guy who kept walking around asking about when the band was starting. I told him that they were stuck in traffic, and would get there shortly.

Hey ! The San Francisco air just brings out the prankster in me. Besides, he seemed to be enjoying himself.

Anyhoo...there were a lot of people there on an amazingly clear and beautiful San Francisco evening. I had just taken the BART from Pleasanton, where the weather was a bit chilly and overcast, and was more than a little pleased to show get off the train and step into a sunny and warm City By The Bay, where a nice man greeted me with a sign informing me that Jesus Christ Loves Me. So I got that going for me!

I was a bit early, so I decided to grab a Polish Sausage from the street vendor (he did not look Polish to me at all) and take a nice walk down the block, heading towards Jillian's. I stopped to admire the great architecture.

San Francisco is a truly beautiful city.



I arrived at Jillian's a bit thirsty from my Polish Sausage meal, and made my way to the pool tables. Jillian's was packed. Bad economy or not, they seem to bring the crowds in.

I immediately spotted Kate Raymond, who greeted me with a smile and put me right to work. We were going to break off into groups (I was one of the facilitators) and have a discussion about networking and then a scavenger hunt. I spotted the Erica, the very nice server, who promptly got me a \$6 beer. It seems that the price of beer is not tracking the price of gasoline, as beer keeps going up while gasoline keeps dropping. Oh well! Beer is more environmentally friendly anyway. I probably earned a few carbon credits this fine evening.



At registration, Dawn Plaskon was offering breath mints to incoming members. "Oh no, it's the Polish Sausage!" I thought. I quickly devoured a couple to be safe. Good looking out for us before we start to networking with others, Dawn!

The other chapter leaders arrived in short order, and then came the members, their guests, lots of newcomers, and the food. There were lots of chips and salsa, vegetables and dip, pizza, spring rolls, quesadillas, spinach dip, and much more. I quickly ate my fill (the sausage was not quite enough) and began mingling.

The Jillian's pool room is one of the nicest I have ever seen. They do this fancy Pyramid like thing with the pool cues that really gives the place an air of distinction.

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There were lots of new faces in the crowd, and I was thoroughly enjoying the conversation. Many of those attending told their tales of woe at recently losing their jobs in the tough economy. We are all feeling it, no doubt. Hey, it's not so bad when everyone is in the same situation (I guess). Everyone seemed to be enjoying themselves.

At about 7:00 we started breaking off into groups. I discussed some networking basics with my group, and then sent them off on the scavenger hunt. The whole purpose of this was to stimulate interaction, and it seemed to work like a charm. The room was filled with the dull roar of lots of communication and networking.



Jillian's then brought out platters of desserts for all of us to enjoy. Not a bad deal for only \$15! Enjoyed a few sweets and then it was time for me to go. Family awaited me back home, and I had a long train ride to contend with.

I hope we have more of these multi-division ASQ events in the future. It is nice to see new faces!

I just hope the guy looking for the band is not at the next one. I have some explaining to do...

News from ASQ National

ASQ Voice of the Customer Survey – Deadline extended to 4/17/2009

Recently, you received an email from Mike Spencer, our Vice-Chair, asking that you participate in a customer service survey through ASQ National. The survey deadline has been extended until April, 17. Your responses to this survey will help us to develop the services and programs that will best serve your needs as an ASQ customer. To provide your perspective through the survey, [click here](#).

Unemployed? ASQ National Offers a Member Dues Reduction Program

With the recent economic downturn, it is time to remind ASQ members of the reduced member dues program offered to members who have lost their jobs. Participating members receive a discount on their membership renewal based on consecutive years of membership. Currently, membership dues are \$129 for current Full, Senior, and Fellow members. To enroll and to check out other resources available, [click here](#).

63rd World Conference on Quality and Improvement

Join ASQ at the 63rd World Conference on Quality and Improvement and open your mind to the latest quality knowledge and tools, enjoy networking opportunities with quality experts, and generate quality ideas through a broad range of sessions. Visit the [World Quality Conference Website](#) for more information. To view the conference press release on our Website, [click here](#).

Keeping Up With the SF/Bay Area Sections

ASQ - Silicon Valley Events

Information about upcoming events and member services provided by the ASQ Silicon Valley section can be found at the [Silicon Valley Website](#).

ASQ – San Francisco Events

Information about upcoming events and member services provided by the ASQ San Francisco section can be found at the [San Francisco Website](#).

ASQ – San Francisco/Bay Area Joint Events Calendar

A combined calendar of upcoming events for the San Francisco, Silicon Valley and East Bay Sections can be found on Yahoo's Upcoming.org. To find out what's events are being sponsored by ASQ Sections around the Bay Area, [click here](#).

SF/ Bay Area Networking Group available on LinkedIn

LinkedIn is an online network of more than 25 million experienced professionals from around the world, representing 150 industries. The San Francisco/Bay Area ASQ Sections, including the SF, Silicon Valley and East Bay sections, have established a LinkedIn group, ASQ - SF/Bay Area Network - Sections 0604, 0613, and 0618. This provides a means for our members to enhance local professional networking opportunities. We welcome any ASQ member from a San Francisco Bay Area section.

We now have 94 members and we're continuing to grow. Check out those with whom you may have something in common. Post a new discussion, see who is online and keep on Networking! To join the ASQ SF/Bay Area networking group, submit your request through [this URL](#).

Certification and Recertification

Upcoming Exams

The East Bay Section hosted the March 7, 2009 ASQ Certification Examination at the Dublin San Ramon Services District, 7051 Dublin Blvd., Dublin CA 94568.

We congratulate the following East Bay Section member on his new certification:

CSQE – Lawrence M. King

Complete information on the ASQ certification process can be obtained by [clicking here](#).

Our Education Chair, Blaine Glandt, may be able to direct you towards exam preparation classes or materials. Please email him at education@asqgoldengate.org. For more information, see our [certification page](#) on the East Bay Section Website.

Recertification Process

Recertification CU documentation is available at East Bay meetings and sponsored events. Please contact Jim Kohnen at jim483@aol.com with questions about recertification. If you are coming due for recertification, and you are concerned about meeting the requirement of 18

recertification units, Jim will be happy to work with you to determine what experiences you have had that will help you to recertify without retaking the exam.

ASQ Courses Offered by Silicon Valley Section

Silicon Valley offers a comprehensive selection of technical, certification exam preparation, and biomedical courses. Certification Courses assume participants have had experience in the field they are preparing for and are directed specifically to certification test preparation. You can find detailed information about the Silicon Valley course offerings at [their site](#).

Chairman's corner

We had a terrific turn out for the Combined ASQ Networking event. Anyone who attended can tell you it was loud, as the first night of March Madness was blaring in the next room. I hope that you will let us know what you thought and how we can improve. We do plan to try this again- so keep on the lookout- we had about 86 people show up, and from the feedback gathered it was a great event! Thanks to everyone who supported the effort – I sincerely hope that you made a connection and will keep in touch!

ASQ 0618 Section Changes its Name to East Bay

The ASQ Golden Gate Section 0618 has a new name.....ASQ East Bay. The new section name reflects a more accurate designation of the geographical area we serve. A special thank you to our Communications Chair - Dawn Plaskon - who has already updated all of the contact e-mail addresses and the pages on the website.

Make a new favorite: <http://www.asqeastbay.org>

2009/2010 Section Board

Elections were held on March 19, 2009. Congratulations to the incoming officers who will take their post effective July 1!

MEMBERS Call to Action: This week we will be sending all East Bay section members a survey created by ASQ National. The survey is all about what types of training interest you. Please make every effort to complete the survey- it really is the only way we learn about your needs and desires when it comes to ASQ. Results will be sent to ASQ National and we will be able to look at the results for just our section which will help us better understand your needs.

Special package of training sessions to be offered in Oakland

When: May 4 – 8, 2009
Where: Marriot Oakland City Center
1001 Broadway
Oakland, CA 94607
Phone: 800-991-7249

To learn more about the courses visit www.asq.org/sanfrancisco or call 800-248-1946. Be sure and register using code CA618- and East Bay section will earn \$75.

Course #	Begin Date	End Date	Course Name	Member Price	Nonmember Price
08366	5/4/09	5/8/09	Black Belt/Quality Engineering Statistics	\$1,650	\$1,995
08372	5/7/09	5/8/09	Certified Quality Auditor Refresher Training	\$970	\$1,245
08370	5/4/09	5/8/09	Certified Quality Engineer Certification Exam Refresher	\$1,420	\$1,755
08363	5/7/09	5/8/09	Customer-Supplier Partnerships — An Introduction	\$1,020	\$1,295
08362	5/7/09	5/8/09	Failure Mode and Effects Analysis — Design and Process	\$1,175	\$1,470
08359	5/4/09	5/6/09	Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)	\$1,045	\$1,145
08367	5/4/09	5/8/09	Introduction to Quality Engineering	\$1,650	\$1,995
08360	5/6/09	5/8/09	ISO 9001:2008 Internal Auditor Training (RABQSA Certified)	\$1,145	\$1,245
08369	5/4/09	5/8/09	ISO 9001:2008 Lead Auditor Training (RABQSA Certified)	\$1,595	\$1,695
08364	5/4/09	5/5/09	Lean for Service	\$975	\$1,100
08368	5/4/09	5/8/09	Reliability Engineering	\$1,650	\$1,995
08365	5/4/09	5/8/09	Software Quality Engineering	\$1,755	\$2,115

[Learn about the San Jose State University Six Sigma Black Belt Program- May 4](#)

San Jose State University (SJSU), at the heart of Silicon Valley, has one of the most rigorous Six Sigma Black Belt certification programs in the world. The program is also one of the most practical, requiring students to execute real-world projects for companies such as Cisco, Applied Materials, Intel, Diageo, and Lockheed Martin. This session provides an overview of SJSU's Six Sigma Black Belt certificate program. Speaker is Baruch I. Saeed, Ph.D. Sponsored by Institute of Supply Management-Northern California.

For more information, see [ISM NC website](#).

[Your questions????](#)

I often get inquiries like: What is the location for an exam? Or how do I register for an event? As the section chair, I can honestly say I welcome these inquiries. The board that supports you really does want to be customer focused and get you the information you want as quickly as possible. Please do not hesitate to send your comments about an event or questions about anything ASQ and we will find you the answer or the proper contact. Write to: chair@asqeastbay.org

Kate Raymond
Chair – ASQ East Bay Section 0618

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